

## **INVITATION TO TENDER**

### **Sport Wales: Refurbish existing 29 accommodation rooms**

#### **Documents Compromising This Tender**

Section 1: Introductory Document

Section 2: Information and Instructions to Tenderers

Section 3: Conditions of Tender

Section 4: Requirement details and response document

#### **Appendices**

Appendix 1: Health and Safety Policy

Appendix 2: Standard Terms and Conditions

Appendix 3: Floor plans and room dimensions.

## **SECTION 1**

### **INTRODUCTION**

The Sports Council for Wales (known by its trade name Sport Wales) was established by Royal Charter dated 4 February 1972. It is financed by annual funding from the Welsh Government and from income generated from its own activities. It is the main adviser on sporting matters to the Welsh Government and is responsible for distributing Welsh Government and National Lottery funding to sport in Wales.

The Sport Wales National Centre (SWNC) opened in 1972, is situated in a prime area of parkland in the Centre of Cardiff. It has a wide range of facilities and includes a residential wing. The SWNC has been the Welsh centre-piece of top national, international and major sporting and commercial events since its opening and currently attracts participants, officials and spectators of many nationalities. This high sporting profile places the staff, and the organisation, under detailed scrutiny.

The SWNC is open around 360 days a year, closing only at Christmas and New Year period and occasional Bank Holidays depending on bookings (assume open for 4 Bank Holidays a

year). The SWNC is open generally for public use from 0630 to 2300 hours and the cafeteria(s) open at 0800 hours. Most offices are only used during the weekdays from 0800 to 1800 hours.

## **SECTION 2**

### **INFORMATION AND INSTRUCTIONS TO TENDERERS**

Sport Wales are currently looking to refurbish 29 accommodation rooms to match 2 of our recently refurbished rooms within the National Centre. The works should be scheduled in co-ordination with existing bookings and a schedule put together for completion Prior to March 30<sup>th</sup> 2025.

The tender should include 12 months Warranty on equipment and labour.

Operatives working at SWNC are required to be highly trained and customer focused.

### **Statutory obligations**

The Contractor shall ensure compliance throughout the term of the Contract with all relevant statutory and regulatory provisions including but not limited to equality, working time, waste disposal and GDPR. In the event of any changes to existing or any new legislation that will impact upon the services or the Contract, either operationally or commercially, the Contractor shall at the earliest reasonable opportunity advise Sport Wales in writing of the extent and scope of the potential impact of any new or revised legislation and, in the event of any changes that may have a financial impact, advise in detail the likely financial impact of the changes.

## **Suitable staff**

The Contractor shall have a recruitment process in place that provides reasonable assurance that any and all staff employed at Sport Wales by the Contractor, are suitable, trustworthy and reliable. The Contractor shall undertake enhanced DBS checks and ensure that no staff are employed on the site should any offences come to light that would indicate that person's unsuitability.

The Contractor shall also ensure that arrangements are in place to ensure that all staff are qualified, experienced and technically competent to carry out the works.

The Contractor shall remove from site any member of staff deemed not suitable by the Sport Wales Representative.

## **Security**

Operatives must be in uniform and have identification on display whilst on Sport Wales premises.

The Contractor and Contractor's staff will be issued with keys in accordance with the relevant Sport Wales procedure as required to properly perform the services hereunder. The Contractor shall use all reasonable endeavours to keep keys and passes safe and shall be liable for any and all costs arising out of proven negligence and / or deliberate misuse of keys and passes under the Contractors control.

The Contractor will ensure that the Services shall be performed in a manner that does not compromise the security arrangements Sport Wales has in place to protect its premises and property.

## **Health & Safety**

The Contractor shall ensure that staff comply with the requirements of Sport Wales Health & Safety policy (appendix 1) at all times.

The Contractor shall ensure that all the operations and services provided are done so in a safe manner. At no time will the Contractor allow any waste, materials or equipment to be left anywhere other than the designated areas; that all corridors, stairways, emergency exits and all other routes are kept clear from obstructions at all times.

## **First Aid at Work**

The Contractor must ensure that a First Aid risk assessment for their staff is undertaken and qualified first aiders are working on each shift.

## **Safe working environment**

Sport Wales will use all reasonable endeavours to ensure a safe working environment but cannot accept liability for damage or injury caused as a result of negligence on the part of the Contractor.

## **Policies and procedures**

The Contractor will ensure that the services and staff providing the services comply at all times with all relevant Sport Wales policies and procedures, including and not limited to the following (Full details will be provided as required, but the following headlines should be noted):

Car Parking	Your staff will be permitted access for parking on site.
Use of Telephones	Employees of the Contractor shall not make use of any Sport Wales telephones except in cases of genuine emergency.
Staff ID	Employees must be issued with ID cards and identifiable uniform by the Contractor. These must be clearly displayed on the individual person at all times when on Sport Wales premises.

## **Authorised Representatives**

Changes or variations to the services, other than ad hoc, occasional and non-chargeable variations, must be authorised in advance by the following Client Representative:

Technical Manager

## **Temporary working restrictions**

Sport Wales may issue through the Client Representative, advice to the Contractor to temporarily cease providing services in certain areas in instances such as building works, temporary changes of use etc. The Contractor shall ensure these instructions are fully complied with. In the event of any extended cessation of the provision of services, the

Contractor shall advise Sport Wales of the reductions in costs in compliance with the Client Representative.

### **Damage & injury claims procedures**

Any damage or loss to property or injury to Contractor's staff shall be recorded using the Sport Wales Accident and Incident Procedures unless agreed with the Client Representative that the Contractor procedures adequately cover the information required.

### **Performance measurement & remedies (Key Performance Indicators)**

The Contract between Sport Wales and the Contractor shall contain detailed performance measurement criteria which shall be agreed between the parties. Performance measurement shall primarily focus on service reliability, response times, standard of work, incident and issue management and general customer satisfaction.

Allied to performance measurement shall be incentives to the Contractor to maintain high levels of performance, such incentives usually being in the form of an extended contract term.

The Contract will also include the means for Sport Wales to withhold payments or terminate the Contract at any time where evidence exists of continued poor / unsatisfactory performance constituting a breach of Contract.

### **Handover co-operation**

Upon completion of the works, the contractor will issue Handover notes/ Digital diagrams and O&M manuals

### **Right of audit**

The Contractor shall keep full and proper records of all transactions affecting the services, and Sport Wales shall have, at all reasonable times, access to and the right to reproduce and retain copies of any of the Contractors books, correspondence and documents of any kind including records of commercial transactions held in any medium whatsoever, and the Contractor shall provide any keys or codes necessary for the production of legible copies thereof.

## **Storage Areas**

Any Storage of equipment will be agreed prior to the commencement of the tender/  
Contract

## **Press and Media**

The Contractor is to gain the permission of the Technical Manager before issuing any press or media statements, comments, or reports relating to Sport Wales, its policies, or the SWNC site.

## Submission Requirements

In order to comply with Sports Wales regulations for the submission of tenders, you must ensure your tender is submitted in accordance with the following requirements. Failure to do so, which includes not having successfully uploaded or submitted your tender by the closing time, will invalidate your tender.

The tender will need to be delivered electronically via the Sell2Wales mailbox.

**The closing date for the submission of tenders is 12:00 noon On 30<sup>th</sup> September 2025**

The response requirements are set out in **Section 6**. There are two assessment criteria – quality and commercial (fees and charges).

In preparing your submission, you should be aware of, and where appropriate, allow for, the following:

- Any contract, which may be awarded, will be transacted in accordance with Sport Wales terms and conditions of service, a copy of which can be found in Appendix 2.
- A tender should be valid for acceptance up to the Contract start date.
- Sport Wales will facilitate a site visit on 11am on the **18<sup>th</sup> September 2025**. No other dates will be arranged and those wishing to visit must confirm in writing to Mr Carl Mahoney ([Carl.Mahoney@sport.wales](mailto:Carl.Mahoney@sport.wales)) by **9am on the 16<sup>th</sup> of September** Only two representatives will be permitted from each Contractor.
- Except where such is in the public domain, the contents of these documents and any information obtained during the preparation of your tender shall be considered as confidential and shall not be disclosed in any manner whatsoever to any third party without the express prior permission of Sport Wales.

## Communication with Sport Wales

All requests for further information, clarification or any other approach must be made via the questions and answers section of the Sell2Wales tender advert.

## Criteria for selection and award

Any Contract(s) awarded as a result of this tender will be awarded to the provider(s) who is able to successfully demonstrate the ability to provide an efficient, competent, reliable and cost-effective solution to our requirements.

### Breakdown of scoring:

The scoring will be evaluated in accordance with the following weightings:

Section	Percentage weighting
Quality (Delivery & Experience)	20%
Commercial (Fees & Charges)	80%
<b>Total</b>	<b>100%</b>

### Payment Terms and Conditions

Sport Wales will apply 30 days payment terms to this award. In your tender response please confirm acceptance of these terms.

### Confidentiality

As part of your tender submission, you should provide a statement of assurance of confidentiality and independence. This will not be scored but the existence of a suitable statement will be a condition of award.

### **Conditions of Tender**

By submitting a tender, you are acknowledging and agreeing in full to the following conditions:

- The contents and requirements of the tender documentation have been read, understood and, where required, complied with.
- This is a bona-fide tender, and that the prices and / or sums herein have not been adjusted or unfairly influenced by any arrangements or agreements with any third party.
- You have not nor will not prior to any Contract award communicate with others except the tendering organisation with regard to the tendered amount or specific details thereof except where the disclosure of this information is required to obtain information in support of your bid.
- You have not and will not enter into any arrangement or agreement that could lead to others not submitting a tender or influence the tendered amount submitted by others.
- You have not and will not offer any inducement, financial or otherwise, directly or indirectly to any person or third party in any way to influence any tender submitted or part thereof.
- The principles and requirements of this document have or will have as soon as reasonably practicable been brought to the attention of any and all sub-contractors, suppliers or associates connected with this tender.
- You are hereby offering to enter into a Contract with Sport Wales in accordance with the requirements contained in this tender and for the costs and charges contained in your tender response.
- Any and all matters, whether technical, operational, commercial or contractual where your tender response does not comply, either fully or in part, with the requirements of this tender are clearly defined in a document to be headed 'Tender Qualifications' and submitted as part of your tender response.

## Quality (Service Provision & Experience) Weighting of 20%

### Service Provision and Experience:

This section has a weight of 20%. The responses to these questions will be scored by an evaluation panel using the score guidance 0, 1, 3 or 5 (0 being the lowest and 5 being the highest), using the matrix detailed below;

<b>Score 0 where</b>	<b>No response or response not relevant to the question or question not answered</b>
<b>Score 1 where</b>	<b>Poor Response</b> - Answer has partially addressed the question but lacks evidence of provision sought. Lack of real understanding of the requirement or evidence of the ability to deliver
<b>Score 3 where</b>	<b>Acceptable Response</b> - The response complies with the question and provides evidence requested
<b>Score 5 where</b>	<b>Excellent Response</b> – addresses the question directly with clear evidence to support answers. The tenderer demonstrates that they can significantly exceed the requirement

Please answer each question directly. Please do not insert web links or pdf attachments as direct responses to the question. You may evidence your answers with screen 'grabs' or pictures to directly support your answer. Additional attachments may be considered only if relevant to the questions being asked and responses cannot be reasonably included in the 'answer' section.

Boxes will expand as you type.

6.1 QUALITY (20%)	
1	<p>INTRODUCTORY STATEMENT</p> <p>Given the information provided in this tender, you should provide a concise overview of how you would approach this Contract if you were the successful Contractor. You should include schemes/ timelines of work, Management of project. Thus including disruption of other accommodation guests and offices (5 MARKS)</p>

<b>2</b>	<p><b>STAFFING – MANAGEMENT AND ADMINISTRATION</b></p> <p>You should identify the key staff involved with the management and administration of the Contract detailing their role and experience in supporting the Contract.</p> <p>(3 MARKS)</p>
<b>3</b>	<p><b>STAFFING – ON SITE SUPERVISORS</b></p> <p>You should provide details of the responsibilities of the proposed on-site supervisors together with the qualifications they will be required to hold. How they will manage the day to day refurbishment.</p> <p>You should provide confirmation that on-site supervisors will be enhanced DBS checked and right to work in the UK.</p> <p>You should provide information on staffing structures you propose including numbers, times and hours of work. Thus, to include qualifications and any licences.</p> <p>(5 MARKS)</p>
<b>4</b>	<p><b>EQUIPMENT</b></p> <p>You should provide information on the equipment you will use to operate the Contract and the frequency of replacement.</p> <p>All relevant Certification &amp; Testing is to be provided.</p> <p>Note electrical work. And testing following installation.</p> <p>(3 MARKS)</p>

<b>5</b>	<p><b>QUALITY AND PERFORMANCE</b></p> <p>You should provide a statement of the standards to which you intend working to in relation to this Contract and the quality control procedures to be utilised.</p> <p>You should provide an overview of how you perceive performance measurement being undertaken on this Contract, specifically: what factors should be considered; how these factors may be measured; how the views of Sport Wales and the Contractor may be accurately gathered; and what performance incentives may be applied differentiating between staff performance incentives and Contract incentives.</p> <p>The successful Contractor will be expected to provide detailed management information relating to this Contract.</p> <p>You should indicate your willingness to attend regular formal review meetings to assist in monitoring and guiding Contract performance.</p> <p>(4 Marks)</p>
<b>6</b>	<p><b>HEALTH AND SAFETY</b></p> <p>You should provide information regarding how you approach health and safety particularly in relation to risk assessments, COSHH, Portable Appliance Testing, training, first aid and methods statements where appropriate (e.g Asbestos and Legionella awareness)</p> <p>You should attach your Health and Safety Policy. (5 Marks)</p>

<b>7</b>	<p><b>ENVIRONMENT AND SUSTAINABILITY</b></p> <p>You should provide information on how you approach environmental, carbon footprint and sustainable management.</p> <p>Please provide details of your Organisation's proposed method of disposing of any Waste materials from the Sport Wales facility.</p> <p>(3 MARKS)</p>
<b>8</b>	<p><b>Previous Projects</b></p> <p>You should provide details regarding 2 successful previous projects these to include modernisation of accommodation/ hotel rooms</p> <p>Reviews / feedback from previous project to be included. (5 MARKS)</p>
<b>12</b>	<p>You should provide the following which may be supplied as attachments;</p> <ul style="list-style-type: none"> <li>• Latest set of audited accounts</li> <li>• Copies of Employers Liability insurance certificates and schedule of Public Liability insurance cover and any other relevant insurance certificates</li> <li>• Copies of any relevant accreditations (e.g BIC/ISO/etc) or awards</li> </ul> <p>(0 Marks - Information only)</p>

<b>6.2 COMMERCIAL (80%)</b>	
<b>1</b>	Contractors are required to state the cost at which they are willing to supply the works, goods and services in accordance with the Specification and conditions of contract given in these tender documents. (5 Marks)
<b>2</b>	The pricing must show the cost for each requirement and should include all associated costs for this contract. (5 Marks)
<b>3</b>	12 months Warranty on equipment & Labour to be included ( 2 Marks)

### **Scoring**

The tender will be scored based on an allocation of 80% on price/commercial (Fees & Charges) and 20% on quality (Service Provision & Experience). Specific details of scoring are detailed below.

### **Price / Commercial (Fees & Charges)**

$$\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times [80] \text{ (maximum mark available)}$$