



**INVITATION TO TENDER – OPEN PROCEDURE PURSUANT TO SECTION 20(2)(a) OF THE  
PROCUREMENT ACT 2023**

**TRIV2025 –08 OFFICE CLEANING SERVICES**

**REFERENCE NUMBER: ETENDER WALES PROJECT project\_60886, itt\_120760**

**DEADLINE FOR CLARIFICATION QUESTIONS: 12:00 MIDDAY on Monday 03rd of November 2025**

**TENDER RETURN DATE AND TIME: 12:00 MIDDAY on Monday 10th of November 2025**

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## Definitions

1.1 The following definitions apply to this Invitation to Tender:

<b>Act</b>	the Procurement Act 2023 (as amended from time to time)
<b>Assessment Methodology</b>	the assessment methodology set out in Part 3, <b>Error! Reference source not found.</b> and Part 5 of Section 4 of this ITT.
<b>Assessment Summary</b>	the assessment summary to provide to Bidders in accordance with section 50 of the Act containing information about Trivallis's assessment of (a) the Tender and (b) if different, the most advantageous tender submitted in respect of the Contract.
<b>Associated Person</b>	a person that the Bidder is relying on in order to satisfy the Conditions of Participation (but not a person who is to act as guarantor).
<b>Trivallis or we</b>	Trivallis, a registered society pursuant to the Co-operative and Community Benefit Societies Act 2014 with registered number IP30261R and whose registered office address is at Ty Pennant, Mill Street, Pontypridd, CF37 2SW. The contracting Authority who are conducting the procurement.
<b>Trivallis's Requirements</b>	contained in the Specification.
<b>Award Criteria</b>	the Quality Criteria, Social Value Criteria and Pricing Criteria set out in this ITT which will be used to evaluate the Quality Responses, Social Value Responses] and Pricing Responses
<b>Bidder or Supplier</b>	the relevant economic operator (or group of economic operators) submitting a Tender. "Bidder" or "Supplier" is intended to cover any supplier and could be a registered company, limited liability partnership, special purpose vehicle or other form of legal entity.
<b>Clarification Question</b>	a question asked by a Bidder in accordance with paragraph 3.3 of Section 3
<b>Conditions of Participation</b>	the conditions that the Bidder must satisfy to be awarded the Contract as set in accordance with section 22 of the Act.
<b>Connected Person</b>	in relation to the Bidder, any of the following:

	<p>(a) a person with "significant control" over the Bidder (within the meaning given by section 790C(2) of the Companies Act 2006);</p> <p>(b) a director or shadow director of the Bidder;</p> <p>(c) a parent undertaking or a subsidiary undertaking of the Bidder;</p> <p>(d) a company which:</p> <ul style="list-style-type: none"> <li>(i) became insolvent and ceased to trade,</li> <li>(ii) before it ceased to trade, carried on the same or substantially the same business as the Bidder,</li> <li>(iii) has transferred all or substantially all of its assets to the Bidder, and</li> <li>(iv) had at least one director or shadow director who is or has been a director or shadow director of the Bidder;</li> </ul> <p>(e) any other person who it can reasonably be considered stands in an equivalent position in relation to the supplier as a person within paragraph (a) to (d);</p> <p>(f) any person with the right to exercise, or who actually exercises, significant influence or control over the Bidder; and</p> <p>(g) any person over which the Bidder has the right to exercise, or actually exercises, significant influence or control;</p>
<b>Contract</b>	the draft contract to which this Procurement Process relates, contained in Part 2 of Section 6
<b>Contract Award Notice</b>	a notice setting out Trivallis's intention to enter into the Contract published in accordance with section 50 of the Act.
<b>Contract Decision Notice</b>	a notice setting out that Trivallis has entered into the Contract published in accordance with section 53 of the Act.
<b>Contract Performance Notice</b>	a notice published in accordance with section 71 of the Act.
<b>Criteria</b>	the Participation Criteria and Award Criteria

<b>Debarment List</b>	a list kept by a Minister of the Crown for the purposes of section 62 of the Act setting out suppliers who have been entered on to that list together with the relevant debarment information
<b>Discretionary Exclusion Ground(s)</b>	the discretionary exclusion grounds set out in Schedule 7 of the Act. <a href="#">Procurement Act 2023</a>
<b>EIR</b>	has the meaning given to it in paragraph <b>Error! Reference source not found.</b> of Section 2 of this ITT.
<b>Evaluation</b>	the evaluation of the Tenders comprising the Participation Evaluation, the Quality Evaluation and the Pricing Evaluation
<b>Evaluators</b>	the panel carrying out the Evaluation of the Tenders in accordance with the Criteria
<b>Excludable Supplier</b>	as set out in section 57(2) of the Act.
<b>Excluded Supplier</b>	as set out in section 57(1) of the Act.
<b>Form of Tender</b>	the form in 0 of Section 5 of this ITT.
<b>Goods</b>	the Goods to be procured within this Procurement Process as further set out in this ITT and the Specification.
<b>Invitation to Tender or ITT</b>	this invitation to tender document, including its Schedules and Appendices
<b>Mandatory Exclusion Ground(s)</b>	the mandatory exclusion grounds set out in Schedule 6 of the Act.
<b>Open Procedure</b>	the procedure set out in section 20(2) of the Act.
<b>Sub-Contractors</b>	proposed sub-contractors of the Bidder in Procurement Specific Questionnaire
<b>Participation Criteria</b>	the evaluation criteria used to evaluate the Procurement Specific Questionnaire Responses
<b>Participation Evaluation</b>	the evaluation of the Procurement Specific Questionnaire Responses

<b>Procurement Specific Questionnaire or PSQ</b>	the questionnaire in <b>Error! Reference source not found.</b> of Section 5.
<b>PSQ Response</b>	a Bidder's completed response to the PSQ
<b>Portal</b>	the electronic portal being used for this Procurement Process found at <a href="https://etenderwales.bravosolution.co.uk/home.html">https://etenderwales.bravosolution.co.uk/home.html</a>
<b>Pricing Criteria</b>	the Evaluation Criteria which will be used to evaluate the Pricing Responses
<b>Pricing Evaluation</b>	the evaluation of the Pricing Responses
<b>Pricing Response</b>	a Bidder's completed Pricing Schedule
<b>Pricing Schedule</b>	the pricing schedule found at Part 4 of Section 5 of this ITT.
<b>Procurement Documents</b>	this ITT and any other documents published by Trivallis during the course of and in connection with the Procurement Process
<b>Procurement Process</b>	the procedure being followed by Trivallis to award the Contract in accordance with the Open Procedure.
<b>Procurement Timetable</b>	the timetable set out in paragraph 7 of Section 1 of this ITT.
<b>Quality Criteria</b>	the Evaluation Criteria which will be used to evaluate the Quality Responses, including the Assessment Methodology
<b>Quality Evaluation</b>	the evaluation of the Quality Responses
<b>Quality Question(s)</b>	the quality question(s) set out in Part 2 of Section 5.
<b>Quality Response</b>	a Bidder's completed responses to the Quality Questions
<b>relied on</b>	where the Bidder is relying on another entity in order to pass the PSQ
<b>Schedule(s)</b>	the schedules to this ITT
<b>Services</b>	the Services to be procured within this Procurement Process as further set out in this ITT and the Specification.

<b>Social Criteria</b>	<b>Value</b>	the Evaluation Criteria which will be used to evaluate the Social Value Responses
<b>Social Evaluation</b>	<b>Value</b>	the Evaluation of the Social Value Responses.
<b>Social Questions</b>	<b>Value</b>	the social value question(s) set out in Part 3 of Section 5.
<b>Social Responses</b>	<b>Value</b>	a Bidder's completed responses to the Social Value Questions.
<b>Specification</b>		the specification contained in Part 1 of Section 6.
<b>Subcontractor</b>		a Third party that the Bidder is relying upon to respond to the tender and/or perform the goods, works or services.
<b>Successful Bidder</b>		the Bidder who is the most advantageous tender and is awarded the Contract.
<b>Tender</b>		a Bidder's completed response to this ITT
<b>Tender Notice</b>		the notice published in Find a Tender and Sell2Wales in accordance with section 21 of the Act.
<b>Third Party Employees</b>	<b>Party</b>	has the meaning given to it in paragraph 11.1 of Section 1 of this ITT.
<b>Tied Bidders</b>	<b>Leading</b>	the highest scoring Bidders who have achieved the same total Tender percentage score
<b>Transferring Employees</b>		has the meaning given to it in paragraph 11.1 of Section 1 of this ITT.
<b>Treaty Supplier</b>	<b>State</b>	a supplier that is entitled to the benefits of an international agreement as set out in Schedule 9 of the Act in relation to this Procurement Process.
<b>United Kingdom Supplier</b>	<b>Kingdom</b>	a supplier based or mainly funded from the United Kingdom, a British Overseas Territory or a Crown Dependency.

1.2 In this Invitation to Tender, unless the context otherwise requires:

- 1.2.1 the masculine includes the feminine and the neuter;
  - 1.2.2 the singular includes the plural and vice versa;
  - 1.2.3 the word "other", "include", "includes", "including", "for example", "in particular" and words of similar effect are to be construed as if they were immediately followed by the words "without limitation";
  - 1.2.4 a reference to a "**Section**" refers to a section of this ITT;
  - 1.2.5 a reference to a "**paragraph**" refers to a paragraph of this ITT;
  - 1.2.6 a reference to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended from time to time.
- 1.3 The headings and contents table in this ITT are for convenience only and do not affect their interpretation.
- 1.4 In the event of any inconsistency between the provisions of this ITT and any documents previously made available in connection with the Procurement Process, the provisions of this ITT shall prevail (unless expressly provided otherwise).



## Section 1 Background and overview

### 1 TRIVALLIS

- 1.1 Trivallis Limited (the "**Trivallis**", "**Trivallis**" or "**we**") are a community mutual housing association which provides homes to approximately 25,000 people in Rhondda Cynon Taff, Cardiff Bay and South Wales. Our primary role is delivering homes which are safe, secure and affordable to people who are in in greatest need. However, we are more than a landlord. We are a tenant-owned, locally anchored and collaborative organisation. Our role in community development, community regeneration and individual wellbeing is at the heart of what we do.

### 2 THIS INVITATION TO TENDER

- 2.1 Trivallis is conducting this Procurement Process using the Open Procedure.
- 2.2 This Invitation to Tender:
- 2.2.1 contains further information about the Procurement Process;
  - 2.2.2 contains further details about the Services and Trivallis's Requirements;
  - 2.2.3 sets out requirements that Tenders must follow when participating in this Procurement Process and submitting their Tenders;
  - 2.2.4 sets the overall timetable and Procurement Process, including the Criteria;
  - 2.2.5 explains the administrative arrangements in relation to the Procurement Process.

### 3 OBJECTIVES

- 3.1 Thank you for expressing an interest in the Contract. Trivallis are seeking to appoint an experienced contractor to provide **Cleaning Services** for all Trivallis business premises. Additionally, included in the requirement is the delivery of social value.
- 3.2 The associated elements include, but shall not be limited to;
- 3.2.1 To provide a cleaning service in Trivallis business premises, maintaining the highest standards of cleanliness, with the correct due skill and care.
  - 3.2.2 The cleaning service will be provided in accordance with the agreed cleaning schedule and service specification, supplied as Annex 4.
- 3.3 The Services will be carried out at business properties owned by Trivallis, situated in the geographical area of Rhondda Cynon Taff. If any new business premises are procured or rented within the contract period, then an additional quote will be sought for the cleaning services for that new premises.

3.4 Bidders should note that the buildings will be used during working hours by Trivallis staff so, the services will need to be provided around business hours, without disruption to staff and business operations.

3.5 This Procurement Process is intended to allow Trivallis to select a single suitable partner to deliver the required Services.

#### **4 SERVICES**

4.1 Follow the cleaning schedule diligently, ensuring all areas are cleaned to a high professional standard.

4.2 Further details about the Services are set out in the Specification in Annex 4.

4.3 In addition to the cleaning services, there is a requirement for the delivery of social value, this is detailed in Annex 11.

4.4 The associated service elements include, but shall not be limited to;

4.4.1 Cleaning of Trivallis business premises to a high professional standard,

4.4.2 Managing absenteeism of cleaning staff, having resilience in the provision to ensure that all cleaning hours are completed,

4.4.3 Provision, maintenance and replacement of cleaning equipment, including PAT testing during the lifetime of the contract

4.4.4 Health & Safety Compliance,

4.4.5 Control of Substances Hazardous to Health (COSHH),

4.4.6 Use appropriate Personal Protective Equipment,

4.4.7 Use of signage during duties to prevent hazards and accidents,

4.4.8 Cross-contamination Prevention,

4.4.9 Internal & External window and external signage cleaning,

4.4.10 Transfer of recycling and general waste to the designated bin storage area, to wheelie bins, and those bins taken out where necessary on designated days.

4.5 Trivallis will supply the consumables including cleaning products, toilet tissue etc for the execution of the contract, however the signage and storage will be the responsibility of the supplier, in the allocated storage areas.

- 4.6 The premises locations may be subject to change during the lifetime of the contract, such changes will be discussed, negotiated, agreed and contract amendments issued which will be signed by both parties.
- 4.7 Rates are 'all-in' and must be inclusive of all labour & travel costs to deliver the requirements of Trivallis in line with the tender instructions, whether expressly included or not.
- 4.8 Trivallis reserves the right to request that contractors provide pricing for additional or changing services, in premises that were not originally included in the Commercial Pricing Document (Annex 12) whenever the need arises. This will be done through a quotation process and contract amendments signed by both parties.
- 4.9 The supplier is expected to monitor and supervise the persons supplying the cleaning services and meet the KPIs included in the contract. These can be found in Annex 6.
- 4.10 The supplier is responsible for conducting routine and ad hoc, unplanned audits of the premises to make sure the correct standards are being met.
- 4.11 Cleaning staff working hours should be recorded by the contractor and provided to us in a verifiable format on a weekly basis. The use of electronic methods would be desirable and a web portal to view.
- 4.12 Trivallis will supply all the consumables i.e. cleaning products, toilet tissue, and hand soap/wash etc
- 4.13 The contractor will be responsible for supplying and maintaining all the equipment needed to carry out their duties i.e. mops, buckets, cloths, vacuum cleaners etc.
- 4.14 Absenteeism should be managed by the contractor and resilience built in to ensure, all contracted hours are completed and KPI's are met and maintained.
- 4.15 A clear client complaints escalation process will be defined and agreed as part of the contract, including a timeline for responses and actions.
- 4.16 GERAINT ALLEN Contract Manager will be the point of contact for the any queries during the contract, either by telephone or email.
- 4.17 Monthly contract review meetings are to be arranged by the supplier with the contract manager or delegated staff, where an issues log will be maintained and minutes of the meeting and actions recorded by the supplier.
- 4.18 As the client, we expect the supplier to comply with all current UK legislation, including all legislation relating to the employment of the staff that will perform the services of the contract.

- 4.19 Trivallis will also require notification if any sub-contractors are being used on the contract in order that they can be approved. It is not expected that any sub-contracting will be part of the contract.
- 4.20 The appointed supplier will be permitted to vary the contract pricing annually, after the first year, by CPI, capped at 3%. If CPI, as published 1 month before the anniversary of the start date of the contract, is less than 3% then that lesser CPI rate will be applied for the next year. No other price changes will be allowed for the duration of the contract.
- 4.21 To meet our Value for Money Strategy we are looking for the best value and most advantageous supplier against our core list of items in terms of price, quality, social value and service.
- 4.22 Trivallis reserves the right to request supplier presentations/clarifications as part of the tender evaluation process.
- 4.23 Suppliers will be allowed to visit Trivallis premises to scope the services. A request to visit should be submitted via a clarification question on Etender Wales, and this will be arranged with the Contract Manager but must be completed if required by 3<sup>rd</sup> November 2025, the end of the clarification period.
- 4.24 All parties must be competent and will be required to provide evidence of competence. Suppliers should provide this evidence with their tender.

#### Wellbeing Initiatives

- 4.25 As part of the contract delivery, the successful Bidder must implement Social Value initiatives equivalent to a specified percentage of the contract value and / or take part in a community initiative or project.
- 4.26 Bidders are invited to read Annex 11 of the tender suite to familiarise themselves with the Social Value initiative requirements.
- 4.27 Bidders will be required to answer a technical question as part of the tender submission, focused on the application and delivery of the Social Value initiatives.
- 4.28 Please note that the Social Value option(s) selected by your organisation will be a condition of contract and will have associated Key performance indicators to ensure effective delivery.
- 4.29 Monthly reviews will be conducted, and any significant deviations from the targets will trigger discussions and corrective actions to ensure continuous improvement in the delivery of Social Value initiatives.

- 4.30 If the agreed-upon contractual obligation involves a project or activity initiated by the contractor for the Social Value initiative and the contractor fails to deliver, Trivallis will seek financial remuneration. Equal to the cost to Trivallis of providing the project or activity.
- 4.31 Notwithstanding any other provision of the contract, in the event that the Contractor has not paid the financial contribution, Trivallis will offset any value owed against any monies due.
- 4.32 It is crucial to note that failure to select an option at tender submission stage will render the tender bid non-compliant, resulting in exclusion from the tender process.

## **5 ESTIMATED VALUE**

- 5.1 The anticipated value of the Services is approximately £399,600 (inclusive of VAT) for the potential 3+1+1 years contract.

## **6 DURATION OF CONTRACT**

- 6.1 The duration of the Contract shall be for a period of 3 years from the commencement date expected to be 5th January 2026 with Trivallis having an option to extend the duration of the Contract by further periods of up to 2 years, deployed 1 year at a time, dependent on performance. Trivallis reserves the right to not take up the contract extensions provided for in the tender and the contract.

## **7 PROCUREMENT PROCESS**

- 7.1 The Services will be procured under the Open Procedure.
- 7.2 Trivallis intends to follow the Procurement Timetable below, which is provided by way of guidance only. Trivallis reserves the right to amend the Procurement Timetable at its absolute discretion at any time during the Procurement Process. Any changes to the times and dates will be communicated to Bidders via the Portal.

<b>Stage</b>	<b>Time and date</b>
Dispatch of Tender Notice	<b>16<sup>th</sup> October 2025</b>
Deadline for Clarification Questions	<b>12:00pm (midday) on 3<sup>rd</sup> November 2025</b>
Deadline for receipt of Tenders	<b>12:00pm (midday) on 10<sup>th</sup> November 2025</b>
Estimated issuing of Assessment Summaries of	<b>28<sup>th</sup> November 2025</b>

Contract Award Decision and commencement of Standstill period	
Estimated issuing of Contract Award Notice and commencement of Standstill Period	<b>28<sup>th</sup> November 2025</b>
Estimated expiry of Standstill Period	<b>00:00 on 10<sup>th</sup> December 2025</b>
Anticipated execution of Contract	<b>11<sup>th</sup> December 2025 for contract signature, with the physical start date of 5<sup>th</sup> January 2026</b>
Anticipated publication of Contract Details Notice	<b>January 2026</b>

## **8 PREMISES VISITS**

- 8.1 It is the contractor's responsibility to arrange site visits where appropriate to support the pricing of all risks and inclusive cover. We will have availability for these from 20<sup>th</sup> October 2025 to the 3<sup>rd</sup> of November 2025 by appointment. An appointment can be made by sending a clarification question via Etender Wales.

## **9 PRESENTATIONS**

- 9.1 Trivallis reserves the right to request supplier presentations/clarifications as part of the tender evaluation process.

## **10 CONTRACT**

- 10.1 A copy of the draft Contract Trivallis proposes to use is contained in the draft Contract to which this Procurement Process relates, contained in Part 2 of Section 6. A draft Contract is supplied with this tender pack which is Annex 1.
- 10.2 In accordance with the requirements of the Open Procedure, there can be no negotiation of the Contract. All Bidders will be required to confirm their unequivocal acceptance of the Contract in the Form of Tender.

- 10.3 By submitting a Tender, Contractors are agreeing to be bound by the terms of this ITT and the Contract without further negotiation or amendment. Bidders are required to confirm, via the Portal, their acceptance of the Contract.
- 10.4 Submitting a qualified, variant or caveated Tender or failing to provide unequivocal acceptance of the Contract may result in the Tender being determined by Trivallis to be non-compliant, the Tender not being evaluated at all (or any further) and the Tender being excluded from any further participation in the Procurement Process.
- 10.5 Any amendments which are proposed but not approved by Trivallis through the clarification process will not be accepted and may be construed as a rejection of the Contract terms, leading to the disqualification of the Tender.
- 10.6 In the event that you have any concerns or queries in relation to the Contract, you are permitted to submit a Clarification Question in accordance with the provisions of this ITT by the Clarification Deadline stated in the Procurement Timetable. Following such clarification requests, Trivallis may (at its entire discretion) decide to issue a clarification change to the Contract that will apply to all potential Bidders submitting a Tender.

## **11 TRANSFER OF UNDERTAKINGS (PROTECTION OF EMPLOYMENT) REGULATIONS AND PENSIONS**

- 11.1 Trivallis envisages that the employees working on the current service shall transfer to the Service Provider or its subcontractors, under the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) (TUPE) along with the Services. These employees are currently employed by:
- 11.1.1 The incumbent supplier (**Third Party Employees**).
- 11.2 Provisional lists of the Transferring Employees are contained in Annex 5 of the tender pack.
- 11.3 Bidders' pricing models must include the costs associated with the TUPE transfer of these employees. If the costs associated with a TUPE transfer (including pensions costs) are subsequently found to be lower than envisaged, the Service Provider shall make a corresponding reduction in the contract price.
- 11.4 During the course of the Procurement Process, Bidders are still expected to make all appropriate enquiries and to make reasonable allowance within their Tenders for all relevant obligations arising in respect of TUPE.
- 11.5 The successful bidder is expected to take the lead in cooperating with the exiting supplier (if this circumstance occurs) with ensuring that the TUPE process is completed effectively and on time for the start of the contract.

## **12 DATA PROTECTION**

- 12.1 Trivallis Data protection terms has been created to outline specific requirements and expectations for suppliers in the data protection terms of Trivallis.
- 12.2 Understanding and following the requirements in this guide will help ensure all parties are aware of their responsibilities in relation to data protection. This document will form part of the articles of agreement and final Contract.
- 12.3 The Bidder, when processing personal data on behalf of Trivallis, will only process that data in accordance with the written instructions of Trivallis, and the relevant data protection legislation.

## **13 MODERN SLAVERY**

- 13.1 In performing its obligations under the agreement, the Contractor(s) shall and shall ensure that each of its subcontractors comply with:
  - 13.1.1 all applicable laws, statutes, regulations from time to time in force including but not limited to the Modern Slavery Act 2015; and
  - 13.1.2 Trivallis' anti-slavery policy.
- 13.2 The Contractor must not hold a person in slavery or servitude or to require a person to perform forced or compulsory labour.
- 13.3 The Contractor must not arrange or facilitate the travel of another person with a view to them being exploited.
- 13.4 The International Labour Organisation (ILO) identifies a number of indicators of forced labour which are all covered under the Modern Slavery Act 2015, the Contractor and their partners must not carry out any of the following:-
  - 13.4.1 Abuse of vulnerability
  - 13.4.2 Deception
  - 13.4.3 Restriction of movement
  - 13.4.4 Isolation
  - 13.4.5 Physical and sexual violence
  - 13.4.6 Intimidation and threats
  - 13.4.7 Retention of identity documents



13.4.8 Withholding of wages

13.4.9 Debt bondage

13.4.10 Abusive working and living conditions

## **14 KPIS**

14.1 The KPIs that the successful bidder will be measured against are contained in Annex 6 and will form part of the contract Annex 1.

## **15 ASSESSMENT OF CONTRACT PERFORMANCE**

15.1 Pursuant to section 71(3) to (5) of the Act, Trivallis will be required to publish a Contract Performance Notice within 30 days of any of the following circumstances:

15.1.1 the Successful Bidder has breached the Contract with such breach resulting in termination (or partial termination) of the Contract, the award of damages (including liquidated or unliquidated damages) or a settlement agreement between Trivallis and the Successful Bidder); or

15.1.2 the Successful Bidder does not perform the Contract to Trivallis's satisfaction, and the Successful Bidder having been given a proper opportunity to improve performance the Successful Bidder fails to do s.

## **Section 2 Important notices**

### **1 GENERAL NOTICES**

- 1.1 This ITT is being made available on the condition that the information contained within it is used solely in connection with the Procurement Process to procure the Services on behalf of Trivallis and for no other purpose.
- 1.2 While the information contained in this ITT is believed to be correct at the time of issue, neither Trivallis, nor its advisors accept any responsibility or liability in relation to the accuracy, adequacy or completeness of this ITT or any other information or documentation provided or made available to Bidders, Associated Persons, Connected Persons, Sub-contractors, their funders or advisors during the Procurement Process. Neither is any express or implied warranty given. This exclusion extends to liability in relation to any statement, opinion or conclusion contained in or any omission from, this ITT (including its appendices) and in respect of any other written or oral communication transmitted (or otherwise made available) to any Bidder. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of Trivallis.
- 1.3 Those parties must therefore take their own steps to verify the accuracy of any information they consider relevant to the Procurement Process and are not entitled to rely on any statement or representation made by Trivallis or any of its advisors.
- 1.4 Bidders should make their own investigations and enquiries and carry out their own independent assessment of the Contract and should seek their own professional, technical, financial and legal advice.
- 1.5 Neither the issue of this ITT nor any of the information contained within it should be regarded as a commitment or representation on the part of Trivallis (or any other entity or person on its behalf) to enter into any contractual arrangement (express or implied) with any Bidder.
- 1.6 Trivallis reserves the right to abandon, amend or vary the Procurement Process in part or in full at any point prior to the award of the Contract and with no liability on its part.
- 1.7 Tenders must be completed in the English or Welsh language. All documentation and communication from Bidders to Trivallis must be in English or Welsh.
- 1.8 This Procurement Process and any subsequent contract awarded pursuant to it will be subject to English and Welsh law (as it applies in Wales) and the jurisdiction of the courts of England and Wales.
- 1.9 Trivallis does not undertake to accept the lowest of any Tender.

## **2 CONFIDENTIALITY**

2.1 This ITT is intended for the exclusive use of the Bidder. All information supplied by Trivallis to Bidders (including this ITT and all other documents relating to the Procurement Process), whether in writing or orally, is supplied on condition that it (including the fact that the Bidder has received this ITT) is provided on the express understanding that this ITT and the information contained in it, or in connection with it, will be regarded and treated as strictly confidential. This ITT may not be reproduced in whole or in part nor furnished to any persons other than the Bidder save for the purposes of:

2.1.1 taking legal advice in connection with submitting a Tender;

2.1.2 obtaining information from Associated Persons, Connected Persons, Sub-contractors,, advisors and funders where expressly required by this ITT or as otherwise necessary and relevant to the Bidder's Tender; and/or

2.1.3 obtaining input from any other parties that Bidders demonstrate will provide information relevant to their Tender, subject always to Trivallis's prior written consent to such disclosure (which it can withhold in its absolute discretion) and provided that in each case, Bidders obtain from such parties prior to such disclosure, confidentiality undertakings of at least equivalent strength to this section. Upon written request from Trivallis, Bidders shall promptly provide evidence to Trivallis that such undertakings have been obtained.

2.2 If any Bidder is unable or unwilling to comply with paragraph 1.2.1 above, the Bidder is required to immediately destroy this ITT and any associated documents and must not retain any electronic or paper copies.

2.3 Bidders may designate any information supplied as part of their Tenders or otherwise in connection with the procurement as confidential or commercially sensitive by clearly identifying it as such to Trivallis in the template provided at Part 5 of Section 5 of this ITT. Blanket protective markings applied to the whole document will not be sufficient. While designating material as confidential or commercially sensitive or equivalent does not guarantee non-disclosure, Trivallis will consider this as part of any disclosure decision.

## **3 TRIVALLIS'S RIGHTS**

3.1 Trivallis reserves the right to:

3.1.1 waive or change the requirements of this ITT from time to time without prior (or any) notice being given by Trivallis;

3.1.2 seek clarification in respect of any part of a Bidder's submission;

- 3.1.3 request Bidders to submit, supplement, clarify or complete relevant information or documentation where it appears to be incomplete, erroneous or missing;
- 3.1.4 disqualify any Bidder that does not submit a compliant Tender in accordance with the instructions in this ITT;
- 3.1.5 disqualify any Bidder that is guilty of serious misrepresentation or of negligently providing misleading information in relation to its Tender, expression of interest, the PSQ or the Procurement Process;
- 3.1.6 withdraw this ITT at any time, or to re-invite Tenders on the same or any alternative basis;
- 3.1.7 choose not to award any Contract as a result of the current Procurement Process or to abandon that process;
- 3.1.8 make whatever changes it sees fit to the timetable, structure or content of the Procurement Process, depending on approvals processes or for any other reason.

3.2 In particular, Trivallis may disregard a Tender where:

- 3.2.1 the Bidder's Tender is submitted after the Tender return deadline specified in the Procurement Timetable (or as varied and communicated to Bidders via the Portal);
- 3.2.2 the Bidder's Tender does not comply with the requirements and instructions in this ITT (or as otherwise communicated to Bidders via the Portal) or is otherwise completed incorrectly;
- 3.2.3 the Bidder and/ or any Associated Persons, Connected Persons or Sub-contractors are guilty of material misrepresentation in relation to information provided by the Bidder in its Tender or in connection with its Tender;
- 3.2.4 the Bidder does not satisfy the Conditions of Participation;
- 3.2.5 the Bidder has acted improperly in relation to the Procurement Process;
- 3.2.6 the Bidder is not a United Kingdom Supplier or Treaty State Supplier;
- 3.2.7 Trivallis considers the priced offered to be abnormally low for performance of the Contract;
- 3.2.8 the Bidder and/or any Associated Persons, Connected Persons or Sub-contractors breaches any procedural requirement of this ITT; and/or
- 3.2.9 the Bidder (or an Associated Person, Connected Person or Subcontractor) is an Excluded Supplier or an Excludable Supplier (whether or not they are on the

Debarment List or not). Where the Bidder is an Excluded Supplier of Excludable Supplier as a result of an Associated Person or Subcontractor, then Trivallis shall before excluding or disregarding the Bidder first notify the Bidder of its intention to exclude or disregard the Bidder and give the Bidder a reasonable opportunity (the duration of such opportunity to be determined at Trivallis's discretion) to replace or remove the Associated Person and/or Subcontractor. If the Bidder fails to replace or remove the Associated Person and/or Subcontractor so that the Bidder is no longer an Excludable Supplier or Excluded Supplier, then Trivallis may disregard or exclude the Bidder.

3.3 Where Trivallis:

3.3.1 has disregarded a Tender from, or excluded a Bidder who is, an Excluded Supplier or Excludable Supplier;

3.3.2 has required the Bidder to replace an Associated Person or Subcontractor in accordance with paragraph 3.2.9,

Trivallis is required, within 30 days, to notify the Welsh Government of such circumstance pursuant to section 59 of the Act. This may lead to the Welsh Government and/or the Cabinet Office to investigate those circumstances with a view of entering the Bidder on to the Debarment List in accordance with section 59 to 66 of the Act.

3.4 Should Trivallis not receive any suitable Tenders in response to this ITT, then Trivallis may, should it so wish, directly award a contract in accordance with section 43 of the Act.

Pursuant to the Act, Trivallis is required to publish certain notices and information. By submitting a Tender the Bidder acknowledges that Trivallis may disclose such information as is reasonably required to comply with its obligations under the Act and any applicable law.

**CANVASSING**

3.5 Trivallis reserves the right to disqualify (without prejudice to any other civil remedies available to Trivallis and without prejudice to any criminal liability which such conduct by a Bidder may attract) any Bidder who, in connection with this ITT:

3.5.1 offers any inducement, fee or reward to any employee of Trivallis or any person acting as an advisor to Trivallis in connection with the Procurement Process;

3.5.2 does anything which would constitute a breach of the Bribery Act 2010;

3.5.3 canvasses any of the persons referred to above in connection with the Procurement Process; and/ or

3.5.4 except as expressly authorised by Trivallis and subject to the provisions of this ITT, contacts any employee or agent of Trivallis about any aspect of the Procurement Process including (without limitation) for the purposes of discussing the possible transfer of that employee to the employment of the Bidder in relation to the Procurement Process or for soliciting information in connection with the Procurement Process.

3.6 Bidders and Associated Persons, Connected Persons or Sub-contractors are required to return the Non-collusion and Non-canvassing Certificate contained in Section 5.

#### **4 COLLUSION**

4.1 Trivallis reserves the right to disqualify (without prejudice to any other civil remedies available to Trivallis and without prejudice to any criminal liability which such conduct by a Bidder may attract) any Bidder who, in connection with this ITT:

4.1.1 fixes or adjusts its Pricing Response by or in accordance with any agreement or arrangement with any other Bidder or consortium member of a Bidder (other than a member of its own consortium or supply chain);

4.1.2 enters into any agreement or arrangement with any other Bidder or consortium member of a Bidder to the effect that he shall refrain from submitting a Tender or as to the amount of any Pricing Response to be submitted;

4.1.3 causes or induces any person to enter such agreement as is mentioned immediately above or to inform the Bidder or consortium member of a Bidder of the amount or approximate amount of any rival Tender;

4.1.4 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 any act or omission relating to any other Tender or proposed Tender;

4.1.5 communicates to any person other than Trivallis the amount or approximate amount of its Pricing Response (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of a Tender).

4.2 Bidders and Associated Persons, Connected Persons or Sub-contractors are required to return the Non-collusion and Non-canvassing Certificate contained in Schedule 5.

#### **5 CONFLICTS OF INTEREST**

5.1 Trivallis actively seeks to avoid conflicts of interest and reserves the right to exclude Bidders from the Procurement Process where Trivallis perceives an actual or potential conflict of interest. The concept of conflict of interest includes a situation where a relevant staff member

has directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the Procurement Process.

5.2 Specifically, Bidders shall not directly or indirectly at any time:

- 5.2.1 devise or amend the content of their Tender in accordance with any agreement or arrangement with any other person, other than in good faith with a person who is a proposed partner, supplier, consortium member or provider of finance;
- 5.2.2 enter into any agreement or arrangement with any other person as to the form or content of any other Tender, 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 Tender;
- 5.2.3 enter into any agreement or arrangement with any other person that has the effect of prohibiting or excluding that person from submitting a Tender;
- 5.2.4 canvass Trivallis or any employees or agents of Trivallis in relation to this procurement;
- 5.2.5 offer, promise or give any person working for or engaged by Trivallis a financial or other advantage as an inducement or reward for any improper performance of a function or activity relating to this procurement;
- 5.2.6 attempt to obtain information from any of the employees or agents of Trivallis or their advisors concerning another Bidder or Tender.

5.3 Where there is any indication that an actual, potential or perceivable conflict of interest exists or may arise then it is the responsibility of the Bidder to inform Trivallis of this as soon as it becomes aware, detailing the actual, potential or perceivable conflict of interest using the form in Schedule 5 and submitting the form via the Portal. In such circumstances, Trivallis shall at its absolute discretion decide on the appropriate course of action and may include requiring the Bidder to take such reasonable steps as Trivallis requires to ensure that the conflict of interest does not put the Bidder at an unfair advantage or disadvantage and/or exclude the Bidder from the Procurement Process.

5.4 Bidders and Associated Persons, Connected Persons or Sub-contractors are also required to return the Conflict of Interest Declaration in Schedule 6 as part of their Tender.

5.5 If Trivallis becomes aware of any conflict of interest that the Bidder has not declared to Trivallis or that the Bidder is at an unfair advantage due to the conflict of interest, the Bidder may be excluded from the Procurement Process.

- 5.6 Trivallis may exclude a Bidder if there is a conflict of interest which cannot be effectively remedied.

## **6 USE OF INFORMATION**

- 6.1 Trivallis will only use the information obtained from Bidders during the Procurement Process for:

- 6.1.1 the purposes of the Procurement Process itself (and all it entails);
- 6.1.2 to fulfil its obligations under the Act (including the requirement to publish notices and/or provide information to Welsh Government, the Cabinet Office or any other organisation detailed in the Act); and
- 6.1.3 for the purposes of the Contract in respect of the Successful Bidder's Tender.

## **7 PUBLICITY**

- 7.1 No publicity by a Bidder or any related entities regarding this Procurement Process or the award of any contract in connection with the Procurement Process will be permitted unless and until Trivallis has given express written consent to the relevant communication. For example (and without limitation), no statements may be made to the media or other similar organisations regarding the nature of any Tender, its contents or any proposals relating to the Tender without the prior written consent of Trivallis.

## **8 COPYRIGHT**

- 8.1 Copyright in this ITT belongs to Trivallis. This ITT may not be reproduced, copied or stored in any medium without the prior written consent of Trivallis, other than strictly for use in preparing a Tender. Bidders are required to destroy this ITT at the conclusion of the Procurement Process.

## **9 COSTS**

- 9.1 Bidders are solely responsible for their costs and expenses incurred in connection with the preparation and submission of Tenders and participation in all stages of the Procurement Process.
- 9.2 Under no circumstances will Trivallis or any of its advisors be liable for any costs, claims, losses or expenses incurred by any Bidder, its partners, advisors or any of its supply chain in relation to this Procurement Process. This is the case even where Trivallis abandons, amends or varies (wholly or in part) the Procurement Process for any reason up to the point of Contract award.



## **10 CHANGES IN CIRCUMSTANCE**

- 10.1 Each Bidder is required to inform Trivallis promptly and, in any case, no later than seven (7) calendar days after the occurrence of a change in the Bidder's circumstances. This includes but is not limited to:
- 10.1.1 any change to its corporate structure from that set out in its Tender – this includes the grant of any options to acquire shares, any agreement relating to the exercise of rights attaching to such shares and any material amendments to a shareholders' agreement, articles of association or similar constitutional document;
  - 10.1.2 any changes to any other information provided to Trivallis as part of the Tender; or
  - 10.1.3 any other changes to its circumstances, which may be expected to influence Trivallis's decision on its decision to award the Contract.
- 10.2 Trivallis reserves the right to approve (including subject to conditions) or reject the changes referred to above and specifically reserves the right to revisit the Participation Evaluation and apply the Participation Criteria to the new information/ change of circumstance. A rejection of the changes may result in the Bidder's exclusion from further participation in the Procurement Process.
- 10.3 Bidders are advised to discuss any proposed changes to the Bidder's bid vehicle, joint venture or consortium with Trivallis before they are put into effect.

## **Section 3 Instructions**

### **1 GENERAL INSTRUCTIONS**

- 1.1 Bidders are required to carefully read these instructions and the rest of this ITT before completing and submitting their Tender. Failure to comply with any of the requirements or instructions for completion and submission of Tenders may result in the exclusion of a Tender. By participating in the Procurement Process, the Bidder confirms acceptance of these conditions of tendering.
- 1.2 Should a Bidder notice any errors or omissions in the ITT, the Bidder is required to notify Trivallis as soon as possible via the Portal.
- 1.3 Tenders must not be accompanied by statements that could be construed as rendering the Tender conditional or subject to qualifications.
- 1.4 Trivallis reserves the right (but is not obliged) to ask Bidders clarification questions or to ask Bidders to provide additional information at any point during the Procurement Process. Bidders are required to respond to such requests promptly and within the timeframe stipulated by Trivallis. Failure to respond to Trivallis within the timeframe specified may lead to the Bidder's exclusion from the Procurement Process. Any request for clarification or additional information by Trivallis is not an opportunity to discuss or negotiate elements of the Procurement Process, the Contract or the Bidder's Tender and so responses should be confined to the matters on which clarification or additional information has been sought by Trivallis.
- 1.5 Trivallis may, at its sole discretion, hold a pricing review stage following submission of Tenders, at which it may ask Bidders to clarify and/or explain elements of their pricing. Where it appears to Trivallis that a Bidder may have omitted any item(s) in error, Trivallis may (at its sole discretion) allow the Bidder to amend its pricing to include for such omitted items, provided that all Bidders shall be afforded the same opportunity. Trivallis will not enter into negotiations with Bidders and Bidders will not be permitted to amend, supplement, improve or qualify their pricing in any way other than as set out above. Following the pricing review stage, the financial elements of Bidders' Tenders (including any clarifications or amendments made during the pricing review stage) will be evaluated in accordance with the applicable methodology set out in this ITT.

### **2 OTHER TENDERS**

- 2.1 Bidders are not permitted to submit any variant Tenders.
- 2.2 Only one Tender can be permitted by each Bidder. In the event that more than one Tender is submitted by a Bidder, the submission with the latest time of submission will be evaluated and the other(s) will be disregarded. This does not however prevent a Bidder from submitting

a Tender on its own and then also submitting a separate Tender as part of a consortium or supply chain, provided it can address conflicts of interest to the satisfaction of Trivallis and in accordance with the instructions in this ITT.

### **3 CLARIFICATION QUESTIONS**

- 3.1 During the Procurement Process, a Bidder may, if they have a query about any aspect of the Procurement Process or Procurement Documents and/or require any further information or assistance, contact Trivallis via the Portal before the Clarification deadline set out in paragraph 7 of Section 1 of this ITT.
- 3.2 Bidders should note that during the Procurement Process, neither they nor their advisors should contact Trivallis or any of its employees or advisors or any third parties connected to Trivallis other than via the Portal.
- 3.3 It is the Bidder's responsibility to ask for clarification on any point that it does not understand or considers is unclear in the Procurement Process. The deadline for last receipt of Clarification Questions is set out in the Procurement Timetable which can be found in paragraph 7 of Section 1.
- 3.4 If Trivallis considers any Clarification Question to be of material significance, both the Clarification Question and Trivallis's response will be communicated to all Bidders but details of the Bidder submitting the Clarification Question will not be disclosed.
- 3.5 Where a Bidder considers that a Clarification Question or Trivallis's response to a Clarification Question will relate to commercially confidential information relevant only to the Bidder and that this information should not be circulated to the other Bidders, the Bidder must include in the Clarification Question notification via the Portal "*In Commercial Confidence – Not to be circulated to other Bidders*" and set out the reasons why this is considered to be the case.
- 3.6 If Trivallis considers that in the interests of fair and open competition, it cannot respond to the Clarification Question on a confidential basis, it will notify the Bidder and treat the Clarification Question as withdrawn. It will then be for the Bidder to resubmit the Clarification Question without a confidential marking if the Bidder still requires a response. If Trivallis considers that the request for a confidential response is justified, it will provide a response to the Bidder but will not circulate the response to the other Bidders.

### **4 BIDDER EXCLUSION**

- 4.1 Any Bidder acting in contravention of the provisions of this ITT may, in the absolute discretion of Trivallis, be excluded from the Procurement Process. This is without prejudice to any other civil or legal remedies available to Trivallis and without prejudice to any criminal liability which such conduct by a Bidder may attract.

- 4.2 For the avoidance of doubt, where Trivallis excludes or disregards a Bidder / Tender (whether in accordance with the terms of this ITT or in accordance with law), exclusion or disregard of a Bidder will mean the rejection of its Tender and exclusion of the Bidder from any further participation in the Procurement Process. Under no circumstances will Trivallis or any of its advisors be liable for any costs or expenses incurred by the excluded Bidder and/ or any Associated Persons, Connected Persons, Sub-contractors, as a result, directly or indirectly of such exclusion.
- 4.3 Trivallis reserves the right to exclude a Bidder from the Procurement Process in circumstances where (but not limited to):
- 4.3.1 the Bidder's Tender is submitted after the Tender return deadline specified in the Procurement Timetable (or as varied and communicated to Bidders via the Portal);
  - 4.3.2 the Bidder's Tender does not comply with the requirements and instructions in this ITT (or as otherwise communicated to Bidders via the Portal) or is otherwise completed incorrectly;
  - 4.3.3 the Bidder and/ or any Associated Persons, Connected Persons or Sub-contractors are guilty of material misrepresentation in relation to information provided by the Bidder in its Tender or in connection with its Tender;
  - 4.3.4 the Bidder and/ or any Associated Persons, Connected Persons or Sub-contractors contravene any of the provisions of this ITT or any other Procurement Documents.
- 4.4 Please note that a Bidder must or may be excluded under sections 26 to 30 of the Act at any time.

## **5 CONTENT OF TENDERS**

- 5.1 Tenders must be submitted in accordance with the requirements and instructions set out in this ITT.
- 5.2 Bidders must be explicit and comprehensive in all responses to questions in this ITT as this will be the single source of information on which responses are evaluated.
- 5.3 Tenders (including any permitted accompanying documents) must be complete and self-contained. Bidders are not permitted to cross-refer to other responses contained within their Tender. Any cross-references will not be followed by Evaluators.
- 5.4 Bidders should not assume that Trivallis has any prior knowledge of the Bidder, its practice or reputation, or its involvement in existing services or historical projects or procurements.
- 5.5 Procurement legislation provides for an 'exclusion regime' and a published 'debarment' list to safeguard procurements from suppliers who may pose a risk (for example, due to misconduct

or poor performance). The Procurement Specific Questionnaire (PSQ) used on all public procurements makes sure bidders include this information in the PSQ and Central Digital Platform. Trivallis reserves the right to use this applicable law in relation to debarment and supplier performance to exclude any bidders from this ITT where, either they or any Associated Persons, Connected Persons, or Subcontractors. relied upon to complete the tender or perform the goods, services or works are on the debarment list.

5.6 Bidders are responsible for the accuracy of all information contained in their Tenders, including that relating to any Associated Persons, Connected Persons, Subcontractors.

5.7 Tenders must not include an executive summary or any general marketing, promotional and/or company literature. Any such material will not be evaluated.

5.8 All responses to questions where there are word limits must be adhered to. If you exceed a stipulated word limit, words which exceed the limit will not be considered or evaluated e.g. if you provide a 300-word answer in response to a question stipulating a 200 word limit, only the first 200 words will be evaluated.

5.9 Where this ITT requires a signature to be provided by the Bidder, the signature must be provided by an authorised representative of the Bidder, or, where a signature must be provided by a Associated Persons, Connected Persons or Sub-contractors, by a representative duly authorised by the Associated Persons, Connected Persons or Sub-contractors.

## **6 SUBMISSION OF TENDERS**

6.1 Your Tender must be submitted as a PDF Document.

6.2 You must submit your Tender before 12:00pm (noon) on 10<sup>th</sup> November 2025.

6.3 Your Tender must be submitted via the Portal. Please do not submit your Tender via any other means. Failure to submit your Tender in accordance with the instructions in this paragraph 6 may result in your exclusion from the Procurement Process. Please therefore ensure that you leave plenty of time to submit your Tender.

## **7 DOCUMENTS TO BE INCLUDED IN YOUR TENDER**

7.1 Bidders must return the following documentation duly completed (and where required, signed), and combined into a single PDF document:

<b>Document</b>		<b>Tender Checklist</b>
Procurement Specific Questionnaire	<b>Error! Reference source not</b>	

	<b>found.</b> of Section 5	
Quality Questions Response	Part 2 of Section 5	
Social Value Questions Response	Part 3 of Section 5	
Pricing Schedule Response	Part 4 of Section 5	
Commercially sensitive information	Part 5 of Section 5	
Completed and signed Form of Tender	0 of Section 5	
Completed and signed Certificate of Non-collusion and Non-canvassing	0 of Section 5	
Completed and signed Conflict of Interest Declaration	0 of Section 5	

7.2 Failure to provide all the items listed in the above paragraph by the deadline may cause your Tender to be non-compliant and therefore excluded from the Procurement Process.

## **Section 4 –Evaluation**

### **Part 1 - Overview**

#### **1 INITIAL COMPLIANCE CHECK**

- 1.1 Following receipt of Tenders, Trivallis will undertake an overall compliance check of the Tenders to ensure that each Tender is complete and complies with the instructions contained in this ITT. Failure to submit a complete and compliant Tender may result in the Tender being excluded from the Procurement Process. A non-compliant Tender includes but is not limited to:
- 1.1.1 a Tender that does not comply with the instructions in this ITT;
  - 1.1.2 a Tender that fails to provide all the information and documentation requested and required by this ITT; and/or
  - 1.1.3 a Tender that includes any additional documentation which has not been requested or permitted by this ITT.

#### **2 CLARIFICATION**

- 2.1 Trivallis reserves the right (but it is not obliged to) seek clarification of any aspect of a Bidder's Tender during the evaluation period.
- 2.2 If the Evaluators have any Clarification Questions relating to any response, these will be notified to Bidders via the Portal with a set period for Bidders to respond. Failure by any Bidder to respond within the stipulated time period may lead to the Bidder's exclusion from the Procurement Process. Bidders will be required to answer such clarifications within the timescales required by Trivallis and a failure to do so may result in (a) the Bidder's Tender being evaluated without the information sought to be clarified and/or (b) the Bidder's Tender being disqualified and not considered any further.
- 2.3 Trivallis may, at its sole discretion, hold a pricing review stage following submission of Tenders, at which it may ask Bidders to clarify and/or explain elements of their pricing. Where it appears to Trivallis that a Bidder may have omitted any item(s) in error, Trivallis may (at its sole discretion) allow the Bidder to amend its pricing to include for such omitted items, provided that all Bidders shall be afforded the same opportunity. Trivallis will not enter into negotiations with Bidders and Bidders will not be permitted to amend, supplement, improve or qualify their pricing in any way other than as set out above. Following the pricing review stage, the financial elements of Bidders' Tenders (including any clarifications or amendments made during the pricing review stage) will be evaluated in accordance with the applicable methodology set out in this ITT.

- 2.4 Once clarification responses have been received by the Evaluators, each individual Evaluator will complete their evaluator scoring reports and pass these to the moderator who will chair a moderation meeting with the Evaluators.

### **3 EVALUATION**

- 3.1 Once the initial compliance check has been carried out, Evaluators will evaluate the Tenders in accordance with the Criteria set out in this ITT.

- 3.2 The Evaluation is split into [three] parts:

- 3.2.1 the Participation Evaluation;
- 3.2.2 the Quality Evaluation;
- 3.2.3 the Social Value Evaluation; and
- 3.2.4 the Pricing Evaluation.

- 3.3 The Evaluators will first carry out the Participation Evaluation. If any Bidder fails any element of the Participation Evaluation, the rest of the Bidder's Tender will not be evaluated, and the Bidder will not continue in the Procurement Process.

- 3.4 Bidders that pass all elements of the Participation Evaluation will proceed to have their Quality Responses Social Value Responses and Pricing Responses evaluated. The Quality Evaluation Social Value Responses and the Pricing Evaluation will be used to determine the most advantageous tender.

### **4 CALCULATING THE TOTAL TENDER PERCENTAGE SCORE**

- 4.1 A Bidder's total percentage score shall be calculating by adding it score for its:

- 4.1.1 Quality Response (out of 60%);
- 4.1.2 Social Value Response which is included in the Quality response questions in this tender (out of 5%); and
- 4.1.3 Pricing Response (out of 40%)

in order to calculate a total Tender percentage score out of 100%. Bidders will then be ranked in numerical order in order to determine the Successful Bidder, with the Bidder who is highest ranked being deemed the most advantageous tenderer.



## **5 TIED SCORING**

- 5.1 In the event that two or more Bidders achieve identical total Tender percentage scores i.e. there are Tied Leading Bidders, the Bidder who will be awarded the Contract will be the Bidder who has achieved the highest total percentage for its Pricing Response.
- 5.2 In the event that the Tied Leading Bidders achieved the same score for their Pricing Response, the Bidder who will be awarded the Contract will be the Bidder who has achieved the highest total percentage for its Quality Response.
- 5.3 In the event that the Tied Leading Bidders achieved the same score for their Pricing Response and/or Quality Response, such that the Successful Bidder cannot be identified, Trivallis reserves the right to determine the Successful Bidder by reference to which Bidder attained the highest percentage score for Question B of the Quality Evaluation, in particular the subheading regarding management of absenteeism.
- 5.4 Trivallis reserves the right to revise this tied scoring process where it considers that it would be appropriate to do so.

## **6 AWARD AND STANDSTILL**

- 6.1 Once the Successful Bidder has been identified, Trivallis will send each Bidder who submitted a Tender which was not disregarded or excluded an Assessment Summary communicating its decision to award the Contract.
- 6.2 Following the issuing of the Assessment Summaries, Trivallis will publish a Contract Award Notice and will allow the statutory 8 working-day standstill period to elapse before (subject to there being no challenges) entering into the Contract with the Successful Bidder. Please note that the issuing of the Assessment Summary to the Successful Bidder will not amount to acceptance of the Successful Bidder's Tender, nor will it constitute an offer to contract with the Successful Bidder.
- 6.3 Please note that award of the Contract is also subject to internal sign off from Trivallis. The Contract will not be entered into until all necessary internal approvals have been obtained.
- 6.4 The Contract will only be formed and become binding when it is signed by both Trivallis and the Successful Bidder.
- 6.5 Trivallis shall publish a Contract Details Notice within 30-days of entering into the Contract.

## **7 ABNORMALLY LOW TENDERS**

- 7.1 In the event that Trivallis considers any part of a Bidder's Tender to be abnormally low for the performance of the Contract, Trivallis will ask the Bidder to explain the price/costs proposed in its Tender and demonstrate that it will be able to perform the Contract for the price offered.

If following the assessment of the information provided by the Bidder, Trivallis still considers that a Tender price is abnormally low, Trivallis reserves the right to exclude the Tender from any further evaluation and from the Procurement Process.

## **Part 2 –Participation Evaluation**

### **1 INTRODUCTION**

- 1.1 The Procurement Specific Questionnaire in **Error! Reference source not found.** of Section 5 has been designed to assess Bidders' legal, financial and technical ability to perform the Contract in accordance with Trivallis's Requirements.
- 1.2 Bidders are responsible for ensuring that the Central Digital Platform contains complete, accurate and up-to-date information about their organisation and any consortia bid members, Associated Person, Connected Person or Sub-Contractors which are relevant for the purposes of this procurement. Bidders must notify Trivallis immediately if it is unable to register on the Central Digital Platform and/or provide up-to-date information via the Central Digital Platform.
- 1.3 If a Bidder fails any section or question of the Participation Evaluation, the rest of the Bidder's Tender will not be evaluated, and the Bidder will be excluded from the Procurement Process.
- 1.4 If a Associated Persons, Connected Persons or Sub-contractors fails any section or question of the Participation Evaluation, the Bidder's Tender may not be evaluated and the Associated Persons, Connected Persons or Sub-contractors and/or Bidder may be excluded from the Procurement Process (subject to the provisions of sections 26 to 30 of the Act).
- 1.5 Please see **Error! Reference source not found.** of Section 5 for detailed instructions as to who should complete each section/question of the PSQ.

### **2 VERIFICATION**

- 2.1 Trivallis has permitted Bidders and Associated Persons, Connected Persons or Sub-contractors to self-certify certain information, including that there are no Mandatory Exclusion Grounds or Discretionary Exclusion Grounds for excluding their organisation. However, Trivallis reserves the right to request information at any time during the Procurement Process from any Bidder or Associated Persons, Connected Persons or Sub-contractors in order to verify any of the information provided in its PSQ Response, or any information subsequently provided by a Bidder to update its PSQ Response.
- 2.2 If the evidence is not provided upon request and without delay, or if the evidence does not confirm the information submitted by the Successful Bidder, Trivallis reserves the right to exclude the Successful Bidder from the Procurement Process and to award the Contract to the Bidder with the second highest total Tender percentage score.

### **3 MISREPRESENTATION**

- 3.1 If a Bidder seriously misrepresents any factual information in filling in the PSQ and induces Trivallis to enter into the Contract, that Bidder may be excluded from the Procurement Process and from bidding for other contracts for three years.
- 3.2 If the Contract has been entered into, the Bidder may be sued for damages and the Contract may be rescinded. If fraud or fraudulent intent can be proved, the Bidder and/or its responsible officers may be prosecuted and convicted of the offence of fraud by false representation and the Bidder must be excluded from further procurement processes for five years.

### **4 PARTICIPATION CRITERIA**

- 4.1 The Participation Criteria which will be used to evaluate each section/question of the PSQ will use one of the following forms of evaluation:
- 4.1.1 **Information Only** – these questions will not be scored but failure to complete and answer relevant questions may lead to the Bidder's exclusion - if any question is not applicable, please mark your response as N/A and provide a brief explanation;
- 4.1.2 **Pass/Fail** – if a Bidder fails any section/question, the PSQ Response may not be evaluated any further and the Bidder will be excluded from the Procurement Process. If an Associated Persons, Connected Persons or Sub-contractors fails any section/question, the related Bidder's PSQ Response may not be evaluated any further and the Associated Persons, Connected Persons or Sub-contractors and/ or Bidder may be excluded from the Procurement Process;
- 4.2 Please see the PSQ in Schedule 1 for the detailed Participation Criteria in relation to each section/question of the PSQ.

### **5 NAMED CONTACTS**

- 5.1 Bidders are required to provide named contacts who should be able to confirm the accuracy of the information provided by Bidders in relation to a relevant contract example.
- 5.2 The Bidder agrees to waive any contractual or other confidentiality rights and obligations associated with these contracts. Trivallis confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to legal or professional advisers, the Cabinet Office and/or other authorities defined by the Act, or pursuant to an order of the Court or demand made by any competent Trivallis or body, where Trivallis is under a legal or regulatory obligation to make such a disclosure.

## **6 BIDDER ARRANGEMENTS**

- 6.1 Trivallis requires all Bidders to precisely identify in their PSQ Response on the basis that they will deliver the Contract requirements on their own, as part of a consortium or with a supply chain. Bidders must also make clear which entity the Bidder is proposing will enter into and execute the Contract.
- 6.2 Where a consortium or sub-contracting approach is proposed, where specifically indicated in the ITT, all information requested should be given in respect of the proposed prime/lead contractor or consortium leader. Relevant information should also be provided in respect of Associated Persons and/or Subcontractors.
- 6.3 Please note that Trivallis reserves the right to require the consortium to assume a specific legal form if it is successful in the Procurement Process as a condition of and prior to Contract award and/ or to require each member of the consortium to be jointly and severally liable for the delivery of the Contract and/ or require other forms of assurance or guarantee from each consortium member. Trivallis also reserves the right to call for collateral warranties in relation to sub-contractors.
- 6.4 Trivallis recognises that during the Procurement Process, a Bidder may wish to extend or modify its consortium or supply chain arrangements. If at any time during the Procurement Process, there are any changes or proposed changes to the consortium or supply chain arrangements and/ or in respect of any entities the Bidder is relying on to pass the PSQ, the Bidder (lead organisation) must immediately advise Trivallis in writing providing full details of the relevant change. Upon receipt of such information, Trivallis reserves the right to revisit the Participation Evaluation and reserves the right to require any newly proposed Associated Persons, Connected Persons or Sub-contractors to complete and submit the PSQ and then evaluate the new information using the Participation Criteria. As a result of this process, Trivallis may exclude a Bidder from the Procurement Process.

## **7 PARTICIPATION CRITERIA**

- 7.1 The following table summarises the Participation Criteria to be applied to Tenders:

<b>Participation Criteria</b>		
<b>Question</b>	<b>Section</b>	<b>Evaluation</b>
1 - 4	Preliminary questions	Information only
5a & 5b	Debarment (suppliers on the debarment list and therefore answer yes to Question 5a, will be excluded from the tender. An answer yes to this question will mean a failure.	Pass/Fail
6	Confirmation of core supplier information	Information only

7 - 9	Additional exclusions information	Information only
10a & 10b	Debarment - associated persons on the debarment list, the buyer reserves the right to exclude suppliers whose associated persons are on the debarment list. An answer yes to this question will result in a failure.	Pass/Fail
11	List of intended sub-contractors	Information only
12a & 12b	Debarment subcontractors on the debarment list, the buyer reserves the right to exclude suppliers whose subcontractors are on the debarment list and do not remove them from the supply chain in order to proceed with the tender or contract. An answer yes to this question will result in a failure.	Pass/fail
13 - 14	Financial capacity	Information only
15	Financial capacity, credit score minimum threshold 40. A score below 40 will result in a failure.	Pass/Fail
16	Financial capacity	Information only
17	Insurance	Information only
18a	Legal capacity – Mandatory Ground for Exclusion. Any mandatory grounds for exclusion being confirmed will result in a failure.	Pass/fail
18b - 20	Legal capacity	Information only
21 -22	Technical Ability	Information only
23	Intentionally omitted	N/A
24	Health and safety arrangements	Information only
25	Health and safety enforcement orders. A H&S enforcement order being placed on a bidder will result in a failure.	Pass/fail
26	Health and safety policy. All companies with over 5 employees must have a Health & Safety Policy. Not having a policy in place, for companies that have over 5 employees, will result in a failure.	Pass/fail
27 - 29	Health and safety	Information only
31 – 32	Environmental Management	Information only

33 – 35	Quality Management	Information only
36 – 37	Additional information- conflicts and blacklisting. A failure to declare and mitigate conflicts and being found to employed the practice of blacklisting will result in a failure.	Pass/fail
38 - 39	Additional information	Information only
40 - 42	Intentionally omitted	N/A
43	Modern Slavery Act – convictions. A bidder found to have breached the legislation with an answer of yes to this question will result in a failure.	Pass/fail
44 – 46b	Modern Slavery Act	Information only
47 – 48c	The Housing Act – Specific Conflicts	Information only
49	Confirmations. A failure to upload a fully signed document will result in a failure.	Pass/fail

### **Part 3 – Quality evaluation**

#### **1 EVALUATION OF QUALITY REPONSES**

- 1.1 The Quality Questions are set out in Part 2 of Section 5.
- 1.2 Evaluators will score each Quality Question using the Assessment Methodology in paragraph 2 below and record their justification/commentary on their scoring sheet for each Tender.
- 1.3 Trivallis reserves the right (but it not obliged to) seek clarification of any aspect of a Bidder's Tender during the evaluation period.
- 1.4 If the Evaluators have any Clarification Questions relating to any response, these will be notified to Bidders via the Portal with a set period for Bidders to respond. Failure by any Bidder to respond within the stipulated time period may lead to the Bidder's exclusion from the Procurement Process. Bidders will be required to answer such clarifications within the timescales required by Trivallis and a failure to do so may result in (a) the Bidder's Tender being evaluated without the information sought to be clariid and/or (b) the Bidder's Tender being disqualified and not considered any further.
- 1.5 Once clarification responses have been received by the Evaluators, each individual Evaluator will complete their evaluator scoring reports and pass these to the moderator who will chair a moderation meeting with the Evaluators.
- 1.6 During the moderation meeting, the moderator will discuss the scores allocated by the Evaluators with a view to reaching a consensus score for each response.
- 1.7 The final moderated score for each Quality Question will be multiplied by the relevant weighting multiplier (set out in the table in paragraph 3 in order to calculate the percentage weighted score for each Quality Question.
- 1.8 Please note that at each stage of the Evaluation, mathematical results will be rounded to two decimal places. For the purposes of rounding to two decimal places, if the number in the third decimal place is:
  - 1.8.1 0-4 (inclusive), then the number in the second decimal place will remain unchanged
  - 1.8.2 5-9 (inclusive), then the number in the second decimal place will be rounded up to the next number.
- 1.9 Where it is specified a minimum pass mark applies to either an individual Quality Question or the total Quality Criteria in its entirety, Trivallis shall reject any Tender which is not equal to or exceeds the relevant minimum criteria.

## 2 QUALITY CRITERIA ASSESSMENT METHODOLOGY

2.1 The Evaluators will evaluate each Quality Question using the Assessment Methodology below.

Using a 0 – 5 scoring system:	
0	The Tenderer fails to provide a response or provides a response of such a poor standard as to provide no confidence that they meet the requirements.
1	Although the response shows many but not all of the mark 2 requirements, the Tenderer provides a response which is considered to be of a poor standard and does not provide sufficient confidence that they meet the requirements.
2	A response with some clear strengths but giving some concern, because some of the following apply: <ul style="list-style-type: none"><li>• The sub-section is only answered in part; and/or</li><li>• The approach described appears to only partially meet the requirement; and/or</li><li>• The approach described appears not to deliver expected levels of (as appropriate) functionality, performance, environmental performance, outcome, ease of use or other relevant characteristics; and/or</li><li>• The approach does not reflect accepted good practice; and/or</li><li>• The response is insufficiently specific; and/or</li><li>• The supporting documents (where requested) are of insufficient quality, depth or relevance.</li></ul>
3	An acceptable response, with some degree of weakness but where the weakness does not cause fundamental concerns and is outweighed by the strengths.
4	A good response where the strengths clearly outweigh any minor weakness(es), and the <u>majority</u> of aspects below apply: <ul style="list-style-type: none"><li>• All aspects of the sub-section are fully answered</li><li>• The approach described fully meets the requirement</li><li>• The approach reflects accepted good practice</li></ul> The response is specifically tailored to the requirements and, where relevant, to the Organisation's specific circumstances. The approach offers good levels of (as appropriate) functionality, performance, environmental performance, outcomes, ease of use and other relevant characteristics; and The supporting documents (where requested) are of good quality, relevant and of sufficient depth.
5	An excellent response with <u>all</u> relevant bullet points from a mark of 4 applying.

2.2 Important notes:

2.2.1 "Requirements" refer to (i) the requirements explicitly set out in an individual Quality Question and, where applicable (ii) any Specification requirements which have been cross-referred to in an individual Quality Question.

2.2.2 Each question will be scored out of 5 and then weighted in accordance with the table provided in paragraph 3.

2.2.3 The Evaluators are only able to award the scores set out in the table i.e. 0, 1, 2, 3, 4 and 5. No intervening marking is permitted e.g. an Evaluator could not award a score of 2.5 or 3.5.



2.2.4 If a response meets only part of the "Description" for a Quality Question it will be marked the lower score which it fully satisfies e.g. if a response "*meets all of the Requirements*" for a question but it is supported only "*mostly*" by clear evidence or other forms of assurance, then it will score a 3 and not a 5.

2.2.5 If the total response to the Quality Questions scores do not reach the minimum score level below, the whole Tender will be excluded from the Procurement Process.

### 3 QUALITY EVALUATION QUESTION

Question no.	Criteria	To be scored out of	Weighting %	Minimum score requirement (if any)	<u>Word count limit</u>
A	Organisational Experience	5	10	3	750
B	Methodology for Delivery	5	50	3	1500
C	Managing Risks	5	30	3	1250
D	Social Value & Wellbeing	5	5	3	1000
E	Sustainability	5	5	N/A	750
F	Confirmations	Not Scored, pass /fail. A failure to upload the confirmation will mean the tender will not be evaluated.	N/A	N/A	N/A

## Part 4 Social Value Evaluation

### 1 EVALUATION OF SOCIAL VALUE REPONSES

1.1 The Social Value Question is Question D in the Quality Evaluation for this tender.

### 2 ASSESSMENT METHODOLOGY

2.1 The Evaluators will evaluate each Social Value Question using the Assessment Methodology below.

Using a 0 – 5 scoring system:	
0	The Tenderer fails to provide a response or provides a response of such a poor standard as to provide no confidence that they meet the requirements.
1	Although the response shows many but not all of the mark 2 requirements, the Tenderer provides a response which is considered to be of a poor standard and does not provide sufficient confidence that they meet the requirements.
2	A response with some clear strengths but giving some concern, because some of the following apply: <ul style="list-style-type: none"><li>• The sub-section is only answered in part; and/or</li><li>• The approach described appears to only partially meet the requirement; and/or</li><li>• The approach described appears not to deliver expected levels of (as appropriate) functionality, performance, environmental performance, outcome, ease of use or other relevant characteristics; and/or</li><li>• The approach does not reflect accepted good practice; and/or</li><li>• The response is insufficiently specific; and/or</li><li>• The supporting documents (where requested) are of insufficient quality, depth or relevance.</li></ul>
3	An acceptable response, with some degree of weakness but where the weakness does not cause fundamental concerns and is outweighed by the strengths.
4	A good response where the strengths clearly outweigh any minor weakness(es), and the <u>majority</u> of aspects below apply: <ul style="list-style-type: none"><li>• All aspects of the sub-section are fully answered</li><li>• The approach described fully meets the requirement</li><li>• The approach reflects accepted good practice</li></ul> The response is specifically tailored to the requirements and, where relevant, to the Organisation's specific circumstances. The approach offers good levels of (as appropriate) functionality, performance, environmental performance, outcomes, ease of use and other relevant characteristics; and The supporting documents (where requested) are of good quality, relevant and of sufficient depth.
5	An excellent response with <u>all</u> relevant bullet points from a mark of 4 applying.

2.2 Important notes:

2.2.1 "Requirements" refer to (i) the requirements explicitly set out in an individual Social Value Question and, where applicable (ii) any Specification requirements which have been cross-referred to in an individual Social Value Question.

## **Part 5 Pricing Evaluation**

### **1 INSTRUCTIONS**

- 1.1 Bidders are required to complete the Pricing Schedule contained in Part 4 of Section 5 of this ITT in good faith.
- 1.2 Bidders must provide a figure in each of the boxes in the Pricing Schedule and must not make any of the items subject to any assumptions or qualifications. If any figures or rates are expressed to be subject to any assumptions (or any other factors) or if the Pricing Schedule is not fully completed, Trivallis reserve the right to exclude the Tender from the Procurement Process.
- 1.3 If a box is left blank or a non-number entry is made e.g. a "-" then the Evaluators will for the purposes of the Pricing Evaluation treat that figure as a zero (0) and sum will be contractually binding on any successful Contractor.
- 1.4 All rates and prices must be exclusive of value added tax and must be quoted in GBP currency.
- 1.5 Pricing Responses must be fully inclusive of all staff, labour, transport, materials, sub-contractors, facilities, licensing, reporting, auditing, overheads, profit, tax and all such provisions as are necessary for delivery of the Works in accordance with the Specification and the Contract.

### **2 CLARIFICATION**

- 2.1 Trivallis may, at its sole discretion, hold a pricing review stage following submission of Tenders, at which it may ask Bidders to clarify and/or explain elements of their pricing. Where it appears to Trivallis that a Bidder may have omitted any item(s) in error, Trivallis may (at its sole discretion) allow the Bidder to amend its pricing to include for such omitted items, provided that all Bidders shall be afforded the same opportunity. Trivallis will not enter into negotiations with Bidders and Bidders will not be permitted to amend, supplement, improve or qualify their pricing in any way other than as set out above. Following the pricing review stage, the financial elements of Bidders' Tenders (including any clarifications or amendments made during the pricing review stage) will be evaluated in accordance with the applicable methodology set out in this ITT.

### **3 ABNORMALLY LOW**

- 3.1 In the event that Trivallis considers any part of a Bidder's Tender to be abnormally low for the performance of the Contract, Trivallis will ask the Bidder to explain the price/costs proposed in its Tender and demonstrate that it will be able to perform the Contract for the price offered. If following the assessment of the information provided by the Bidder, Trivallis still considers

that a Tender price is abnormally low, Trivallis reserves the right to exclude the Tender from any further evaluation and from the Procurement Process.

#### 4 PRICING CRITERIA

4.1 The Pricing Criteria will be evaluated on the basis of the Pricing Schedule.

4.2 The compliant Tender with the lowest price will receive the maximum score of 40%.

4.3 Thereafter, a relative approach will then be taken for the other Bidders with each Bidder's score calculated relative to the lowest price by using the following formula:

$$Price = Price \text{ Weighting (40\%)} \times 1 - \left( \frac{(\text{Lowest priced bid} - \text{Price of bid being evaluated})}{\text{Lowest priced bid}} \right)$$

4.4 Please note that at each stage of the Evaluation, mathematical results will be rounded to two decimal places. For the purposes of rounding to two decimal places, if the number in the third decimal place is:

4.4.1 0-4 (inclusive), then the number in the second decimal place will remain unchanged

4.4.2 5-9 (inclusive), then the number in the second decimal place will be rounded up to the next number.

4.5 By way of example only, the table below shows 4 differing Tenders (column A). Column C indicates the % awarded to each of the Tenders dependent on how far away from the lowest bid, column E calculates it into a weighted price score. This will be dependent on the weighting indicates at Column D which is for example purposes only.

A	B	C	D	E	F
Bidder	Submitted Bid (£)	Difference from Lowest Bid (£)	Unweighted Price Score %	Price Weighting %	Weighted price score %
<b>Bidder A</b>	£108,507	£42,822	60.54%	40%	24.2%
<b>Bidder B</b>	£65,685	-	100.00%	40%	40.00%
<b>Bidder C</b>	£79,386	£13,701	82.74%	40%	33.10%
<b>Bidder D</b>	£80,813	£15,128	81.28%	40%	32.51%

## Section 5 Tender Pack

### Part 1

#### PSQ

PSQ Part	Questions	Supplier Guidance	Pass/fail, scored or Information Only
<b>Preliminary questions</b>			
No	Wales Procurement Specific Questionnaire - Goods & Services	Guidance	
1	What is your name? (supplier name)		Information only
2	What is your Central Digital Platform unique identifier?	You must be registered on the Central Digital Platform (CDP).	Information only
3a	Please confirm if you are bidding as a single supplier (with or without sub-contractors) or as part of a group or consortium.	Choose one of the following: - a single supplier (with or without sub-contractors) - part of a group or consortium	Information only
3b	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: a. the name of the group/consortium b. the proposed structure of the group/consortium, including the legal structure where applicable c. the name of the lead member in the group/consortium d. your role in the group/consortium (e.g. lead member, consortium member, sub-contractor)	If you selected "part of a group or consortium" for Q3a you are required to provide a response for each of the points stated in a - d .	Information only
4	Please confirm which lot(s) you wish to bid for?	Insert details or state N/A	Information only
5a	Are you on the debarment list?		Pass/Fail
5b	If your response to Q5a is yes, please provide details	Response required if you selected "yes" to question 5a.	Information only
<b>Part 1 - Confirmation of core supplier information</b>			

6a	<p>You must submit up-to-date core supplier information on the CDP and share this information with us via the CDP (either a share code or PDF download).</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>a. basic information</li> <li>b. economic and financial standing information</li> <li>c. 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)</li> <li>d. exclusion grounds information</li> </ul> <p>Please confirm that you have shared this information with us.</p>	Suppliers participating in procurements must register on the central digital platform (CDP). Suppliers can submit their core supplier information and, where a procurement opportunity arises, share this information with the contracting Trivallis 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 <a href="https://www.gov.uk/find-tender">https://www.gov.uk/find-tender</a> . This section of the PSQ provides confirmation that suppliers have taken these steps.	Information only
6b	If your response to Q6a is yes, please insert reference / file name		Information only
<b>Part 2 - Additional exclusions information</b>			
<b>Part 2 Associated/Connected Persons</b>			
7	<p>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).</p> <p>The conditions of participation are in guidance outlined in Part 3</p>	<p>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) exclusions information via the Central Digital Platform (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.</p> <p>If your response to Q7 is yes, please</p>	Information only

		complete Q8, Q9 & Q10 (otherwise Q8, Q9 & Q10 are not applicable).	
8	For each supplier/associated person, please confirm which condition(s) of participation you are relying on them to satisfy.	Provide the names of each supplier/associated person and a brief description regarding condition(s) of participation you are relying on them to satisfy.	Information only
9	<p>For each associated person, please confirm they are registered on the CDP and have shared with us their information (either a share code or PDF download):</p> <ul style="list-style-type: none"> <li>a. basic information</li> <li>b. economic and financial standing information (if they are being relied upon to meet conditions of participation regarding financial capacity)</li> <li>c. connected person information</li> <li>d. exclusion grounds information</li> </ul> <p>Insert name(s) of supplier(s) and reference(s) / file name(s) or state N/A</p>	A supplier will need to 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 Trivallis.	Information only
10a	Are any of your associated persons on the debarment list?		Pass/Fail
10b	If your response to Q10a is yes, please provide details	Response required if you selected "yes" to question 10a.	Information only
<b>Part 2B List of all intended sub-contractors</b>			
11	<p>Please provide:</p> <ul style="list-style-type: none"> <li>a. 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);</li> <li>b. their unique identifier (if they are registered on the Central Digital Platform), or otherwise, a Companies House number charity number, VAT registration number, or equivalent; and,</li> <li>c. a brief description of their intended role in the performance of the contract.</li> </ul>	<p>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 Trivallis as soon as possible and at least by final tenders.</p> <p>Note: If you are not intending to sub-contract the performance of all or part of the contract then Q11 is not applicable.</p>	Information only

12a	Please confirm if any intended sub-contractor is on the debarment list.	<p>The debarment list can be found at: <a href="https://assets.publishing.service.gov.uk/media/67ae0ba06e6c8d18118acd8a/Debarment_List_Template.pdf">https://assets.publishing.service.gov.uk/media/67ae0ba06e6c8d18118acd8a/Debarment_List_Template.pdf</a></p> <p>Note: If you are not intending to sub-contract the performance of all or part of the contract then Q12a and b is not applicable.</p>	Pass/Fail
12.b	If your response to Q12a is yes, please provide the sub-contractor(s) name and provide details.		Information only
<b>Part 3 Procurement specific questions relating to conditions of participation</b>			
<b>Part 3A Standard questions</b>			
Financial capacity			
13	Does your organisation's turnover in the last financial year exceed the value of the tender you are bidding for?	<p>Please confirm if you meet these conditions of participation.</p> <p>If you are bidding as, or on behalf of a consortium please base your answer on consolidated data from relevant consortium members.</p> <p>Note: If you are successful you must be in a position to provide evidence if required, prior to contract award, and without delay.</p>	Information only
14a	Are you relying on another supplier to act as a guarantor?		Information only
14.b	If your response to Q14a is yes, please provide their name and evidence of their economic and financial standing.		Information only
15	15 - Creditsafe Credit Score	Please confirm that your company meets the minimum threshold with a credit rating of 40 or above. If your score is lower than 40, please explain the reasons and why you should not be excluded from the process for this reason.	Pass/Fail



16a	16a - 2 years Audited Accounts	Please upload 2 years audited accounts. For bidders who are exempt from audited accounts, please upload 2 years accounts, unaudited. If you have been trading for a shorter period, please upload accounts that are available for the period you have been trading.	Information only
16b	Please confirm what your acid-test ratio is. This information will be used as part of an assessment of your economic and financial standing.	<p>This ratio must be calculated from your last set of audited accounts. If you do not have audited accounts provide the ratio from your last set of year end accounts. The ratio is defined as:= (Cash + Accounts Receivable + Short Term Investments)divided by (Current Liabilities)</p> <p>Note: If you are successful you must be in a position to provide your acid test ratio prior to contract award, if required, and without delay, and to describe how you have arrived at this figure.</p> <p>If you are bidding on behalf of a consortium your answer should comprise an aggregate figure (sum of current assets divided by sum of liabilities) from all consortium members.</p>	Information only
<b>Insurance</b>			
17a	<p>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:</p> <p><b>Employer's (Compulsory) Liability Insurance = £5,000,000</b></p> <p><b>Public Liability Insurance = £10,000,000</b></p> <p><b>Professional Indemnity Insurance = £1,000,000</b></p>	<p>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:  <a href="http://www.hse.gov.uk/pubns/hse39.pdf">http://www.hse.gov.uk/pubns/hse39.pdf</a></p> <p>If you are successful you must be in a position to provide evidence of the required levels of insurance cover, prior to contract award and without delay.</p>	Information only

17b	Provide details of your insurance already in place	If you are successful you must be in a position to provide evidence of the required levels of insurance cover, prior to contract award and without delay.	Information only
17c	Provide details of your insurance, which would be obtained following contract award (including information on how you will obtain this insurance - e.g. a quote)	If you are successful you must be in a position to provide evidence of the required levels of insurance cover, prior to contract award and without delay.	Information only
<b>Legal capacity</b>			
18a	Procurement Act 2023 Mandatory Exclusion Grounds (Please note if any of the mandatory exclusion ground apply to the bidding organisation, or members of the consortium, the tender will not progress and the supplier excluded from the process.)	Please confirm if any of the mandatory exclusion grounds applies to your organisation? <a href="https://www.gov.uk/government/publications/procurement-act-2023-guidance-documents-procure-phase/guidance-exclusions-html#summary-of-schedule-6---mandatory-exclusion-grounds">https://www.gov.uk/government/publications/procurement-act-2023-guidance-documents-procure-phase/guidance-exclusions-html#summary-of-schedule-6---mandatory-exclusion-grounds</a>	Pass/Fail
18b	Procurement Act 2023 Discretionary Exclusion Grounds (The buyer reserves the right to exclude the supplier from the process, unless satisfactory evidence is provided that actions have been taken to remedy the discretionary exclusion matters).	Please confirm if any of the discretionary exclusion grounds apply to your organisation? <a href="https://www.gov.uk/government/publications/procurement-act-2023-guidance-documents-procure-phase/guidance-exclusions-html#summary-of-schedule-7---discretionary-exclusion-grounds">https://www.gov.uk/government/publications/procurement-act-2023-guidance-documents-procure-phase/guidance-exclusions-html#summary-of-schedule-7---discretionary-exclusion-grounds</a>	Information only
18c	Evidence of remedies taken to mitigate discretionary exclusion grounds	Please upload evidence of mitigations, where applicable.	Information only
19a	Please confirm that you have in place, or that you will have in place by the award of the contract, the human and technical resources to perform the contract to ensure compliance with the UK General Data Protection Regulation and to ensure the protection of the rights of data subjects.		Information only

19b	<p>Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with UK data protection law and to ensure the protection of the rights of data subjects.</p> <p>Your response should include, but should not be limited to facilities and measures:</p> <ul style="list-style-type: none"> <li>a. to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services</li> <li>b. to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data</li> <li>c. to ensure that any consent based processing meets standards of active, informed consent, and that such consents are recorded and auditable</li> <li>d. to ensure legal safeguards are in place to legitimise transfers of personal data outside the UK (if such transfers will take place)</li> <li>e. to maintain records of personal data processing activities</li> <li>f. to regularly test, assess and evaluate the effectiveness of the above measures</li> </ul>	Response required if you selected "yes" to question 19a for each of the points stated in a - f.	
20	<p><b>Cyber Essentials Certification Scheme</b></p> <p>Please confirm that you currently meet, or will meet if you are successful, the requirements of the Cyber Essentials Certification Scheme or equivalent.</p> <p><a href="http://www.cyberstreetwise.com/cyber-essentials">http://www.cyberstreetwise.com/cyber-essentials</a>.</p>	<p>The buyer may require you to meet the requirements of the Cyber Essentials Certification Scheme, or equivalent.</p> <p>If you are successful you must be in a position to provide evidence, if required, prior to contract award, and without delay.</p>	Information only
<b>Technical ability</b>			

21	<p><b>Relevant experience and contract examples.</b></p> <p>Please provide details of up to three contracts to meet conditions of participation relating to technical ability set out in the relevant notice or procurement documents, in any combination from either the public or private sectors (which may include samples of grant-funded work).</p> <p>Please include the following for each contract:</p> <p>Name of customer organisation who signed the contract  Name of supplier who signed the contract  Point of contact in the customer's organisation  Position in the customer's organisation  Email address of contact in the customer's organisation  Description of contract  Contract start date  Contract completion date  Estimated contract value</p>	<p>Where this procurement is for goods or services, the examples must be from the past three years.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided.</p> <p>For consortium bids, or where you have indicated that you are relying on an associated person to meet the technical ability, you should provide relevant examples of where the associated person has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a special purpose vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or members of the special purpose vehicle or sub-contractors (three examples are not required from each member).</p> <p>If you cannot provide at least one example of previous contracts that are relevant to the requirement, in no more than 500 words please provide an explanation for this and how you meet the conditions of participation relating to technical ability – e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.</p>	Information only
22	<p><b>Experience of sub-contractor management</b></p> <p>Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s) (which may be the intended sub-contractor(s) for this procurement or any others used previously).</p> <p>The description should include the</p>	<p>Response required if you intend to sub-contract a proportion of the contract.</p> <p>Provide details or state N/A</p>	Information only

	procedures you use to ensure performance of the contract.		
23	<b>Intentionally omitted</b>		N/A
23a	<b>Intentionally omitted</b>		N/A
<b>Heath &amp; Safety</b>			
24a	<b>Health and Safety</b> 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).	Please provide details	Information only
24b	If you wish to provide evidence of the procedures you use to monitor subcontractors' or consortium members' Health and Safety arrangements, you can do so here.		Information only
25a	<b>Health and Safety Enforcement Orders</b> Has your organisation or any connected person been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?		Pass/Fail
25b	If your response to Q25a is yes, please provide details of the enforcement/remedial orders served and give details of any remedial action or changes to procedures you have made as a result.	Response required if you selected "yes" to question 25a.	Pass/Fail

26a	<b>Health &amp; Safety Policy</b> Please confirm that your organisation has a Health and Safety Policy that includes the following? <ul style="list-style-type: none"> <li>• A Policy Statement - signed and dated.</li> <li>• The Organisation and Responsibilities - how Health and Safety requirements are implemented.</li> <li>• The Arrangements – standards and procedures adopted in practice.</li> </ul>	If you are successful you must be in a position to provide evidence, if required, prior to contract award, and without delay.	Pass/Fail
26b	Please confirm that your Health and Safety Policy has been reviewed within the past two years.	Response required if you selected "yes" to question 26a.	Pass/Fail
26c	If you wish to attach a copy of your Health and Safety Policy, you can do so here.	Response required if you selected "yes" to question 26a and wish to upload a copy of your Health and Safety Policy.	Information only
27a	Do you have a nominated competent person responsible for Health & Safety advice?	If you are successful you must be in a position to provide evidence, if required, prior to contract award, and without delay e.g. CVs and copies of qualification certificates relevant to the role of H&S advisor. (If you are bidding on behalf of a consortium you will be required to provide requested information from all consortium members).	Information only
27b	If your response to Q27a is yes, please provide their name and contact details.	Response required if you selected "yes" to question 27a.	Information only
28	<b>Control of Substances Hazardous to Health (COSHH)</b> Please confirm that you have arrangements in place to manage chemicals used under the Control of Substances Hazardous to Health (COSHH) Regulations?	If you are successful you must be in a position to provide evidence, if required, prior to contract award, and without delay.	Information only
29a	<b>Health &amp; Safety Training</b> Do your staff receive induction and / or safety training before undertaking any work?	If you are successful you must be in a position to provide evidence, if required, prior to contract award, and without delay.	Information only
29b	Where you intend to sub-contract a proportion of the contract, please confirm if their staff will receive induction and / or safety training	If you are successful you must be in a position to provide evidence, if	Information only

	before undertaking any work?	required, prior to contract award, and without delay.	
30	<b>Intentionally Omitted</b>		N/A
<b>Environmental Management</b>			
31	<b>Environmental Management System</b> Do you operate in accordance with an Environmental Management System (EMS) that is certified by a UKAS-accredited (or national equivalent) organisation?	If you are successful, you must be in a position to provide evidence (if requested), prior to contract award, and without delay.  If you are bidding as a consortium, you will be required to explain which of the members has the certification in place, and how this covers the work of the consortium.	Information only
32	<b>Environmental Policy</b> Do you have an environmental policy statement committing your organisation to a programme of improvement?	If you are successful, you must be in a position to provide evidence (if requested), prior to contract award, and without delay.  If you are bidding as a consortium, you will be required to explain how this covers the work of the consortium.	Information only
<b>Quality Management</b>			
33	<b>Quality Management Policy</b> Do you operate in accordance with a Quality Management System that is certified by a UKAS-accredited (or national equivalent) third party against ISO 9001 or an equivalent standard?	If you are successful you must be in a position to provide evidence (if requested), prior to contract award, and without delay.	Information only
34	Do you have a documented process designed to ensure that the quality of your products or services is consistent?	If you are successful you must be in a position to provide evidence (if requested), prior to contract award, and without delay.	Information only

35	If you are bidding on behalf of a consortium please confirm that you have documented processes in place to adequately manage relationships with your members (e.g. any systems used to ensure prompt communication, accountability and swift resolution of disputes).	If you are successful you must be in a position to provide evidence (if requested), prior to contract award, and without delay.	Information only
<b>Additional information</b>			
36a	<b>Conflicts of interest: duty to identify</b> Are you aware of any conflict of interest within the meaning of section 81 - 82 of the Procurement Act ?	You must notify the contracting Trivallis of any conflict of interest or potential conflict of interest e.g. if you, or a connected person has advised the contracting Trivallis or otherwise been involved in the preparation of the procurement procedure.	Pass/Fail
36b	If your response to Q36a is yes, please provide details	Response required if you selected "yes" to question 36a.	Pass/Fail
37a	<b>Blacklisting</b> Have you, or any connected person been found to have employed the practice of 'blacklisting' in the last three years?		Pass/Fail
37b	If your response to Q37a is yes, please confirm: a. when the breach occurred b. if this has been established by a judicial decision having final and binding effect; and c. the measures you have taken to demonstrate your reliability e.g. self-cleaning.	If you selected "yes" to question 37a you must provide details of the points stated in a - c.	Pass/Fail
38	<b>Equalities training</b> Do all employees (including those from your consortium members where relevant) that come into contact with the public, or with a client's staff members, receive equalities training?		Information only
39	<b>Welsh Language</b> Please confirm that you currently meet, or will meet if you are successful, the requirements of the Welsh language measure.	If you are successful, you must be in a position to provide evidence (if requested), prior to contract award, and without delay.	Information only



40	<b>Intentionally omitted</b>	No response required	N/A
41	<b>Apprenticeships</b> Please confirm if you will be supporting apprenticeships and skills development through this contract?	If successful you must (if requested) provide documentary evidence to demonstrate your commitment to supporting apprenticeships and skills development.	Information only
42	<b>Intentionally omitted</b>	No response required	N/A
43	<b>Modern Slavery Act A</b>	Has your organisation been convicted of breaching The Modern Slavery Act 2015, or had any notice served upon it, by any regulator or authority (including local authority)?	Pass/Fail
44	<b>Modern Slavery Act B</b>	If your answer to the question 'Modern Slavery Act 1a' is "Yes", please provide details in of any remedial Action or changes you have made as a result of conviction or notices served. Trivallis ltd will not select bidder(s) that have been prosecuted or served notice under the Modern Slavery Act, unless satisfied that appropriate remedial Action has been taken to prevent future occurrences/breaches.	Information only
45a	<b>Modern Slavery Act C</b>	If you use sub-contractors or suppliers of goods and services, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of The Modern Slavery Act 2015  You may be required to provide evidence if successful	Information only

		Do you take steps to ensure that members of your supply chain do not make agreements with other economic operators aimed at distorting competition as described in Schedule 7 of the Procurement Act 2023, paragraphs 7-9?	
45b	<b>Modern Slavery Act D</b>	Does your organisation have an Anti-trafficking/slavery policy (or incorporated as part of another policy) which details your organisations and your supply chains obligations in regards of The Modern Slavery Act 2015, which is Actively promoted and adhered to within your organisation.	Information only
46a	<b>Modern Slavery Act E</b>	If you answer no to - 'Modern Slavery Act 2015 - Question 45b' please provide details of what plans you have to develop a policy.	Information only
46b	<b>Modern Slavery Act F</b>	<p>If you use sub-contractors or suppliers of goods and services, do you have processes in place to check whether any of these organisations have an anti-trafficking/slavery policy (or equivalent) which is actively promoted and adhered to within its organisation</p> <p>If successful you may be required to provide evidence.</p>	Information only
47a	<b>The Housing Act</b>	Have any of the proprietors or those in management positions in the business been employed by any part of Trivallis Ltd either currently or in the last 12 months? Please see question 48c to provide details if you answer yes to this question.	Information only
47b	<b>The Housing Act</b>	Do any of the proprietors or those in management positions in the business have a partner or relative who has been employed by any part of Trivallis Ltd either currently or in the last 12 months? Please	Information only

		see question 48c to provide details if you answer yes to this question.	
48a	<b>The Housing Act</b>	Do any of the proprietors, those in management positions in the business or their partner or relative have any involvement in any other company that provides goods or services to Trivallis Ltd? Please see question 48c to provide details if you answer yes to this question.	Information only
48b	<b>The Housing Act</b>	Are you (if an individual) or any of your directors, partners, shareholders, owners, officers, employees, agents or associates (if an organisation) related or connected to any elected officials of the buyer or any officers of the buyer involved in the procurement? Please see question 48c to provide details if you answer yes to this question.	Information only
48c	<b>The Housing Act</b>	If you answered "yes" to questions 47 -48 please provide details on a .pdf or word document.	Information only
<b>Confirmations</b>			
49	<p>I confirm that:</p> <p>(a) to the best of my knowledge the answers submitted and information contained in this document are complete, accurate and not misleading;</p> <p>(b) upon request and without delay I will provide any additional information requested of us;</p> <p>(c) 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; and</p> <p>(d) I understand that our organisation</p>	Confirmation must be provided to achieve a pass.	Pass/Fail

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.

**Full name**

**Role**

**Phone number**

**email address**

**Postal address**

**Part 2**  
**Quality Questions**

**Question A – Organisational Experience – 10%**

**The Requirement**

Trivallis requires that the Service provider selected has previous experience of delivering services of a similar nature, duration and value to organisations - Specifically working as the Principal Service Provider.

Your response must detail how you propose to meet this requirement.

**Your response must detail how you propose to meet this requirement.**

**Response Guidance**

Trivallis requires that the contractor selected has previous experience of delivering services of a similar nature, duration, and value to organisations - Specifically working as the Principal Contractor. Trivallis also require the ability to be able to contact these previous customers to obtain a reference if required. In the Qualification section of this tender in Etender Wales question 21 you have been asked to give 3 examples of contracts that make you qualified to undertake this contract, we now wish for you to expand with more detail.

For each relevant contract provide details of:

- **Works on customer properties delivered**
- **Period over which the contract was delivered**
- **Contract value**
- **Give an examples of this type of works delivered for organisations in the public sector if these are part of your experience**

**Your response must not exceed 750 words – 250 words per example**

**Question B – Methodology for Delivery – 50%**

**The Requirement**

Please submit a process which details how you plan to deliver the services and works required for Trivallis, providing a detailed description of the methodology (or methodologies) to be used to provide the required services.

Your response must detail how you propose to meet this requirement.

**Your response must detail how you propose to meet this requirement.**

### **Response Guidance**

Bidder responses should detail:

- How you will meet the specification for delivering the services
- Supplier and staff relevant accreditations and qualifications
- Process on delivery of services
- **Managing absenteeism having resilience in provision of cleaners in the event of absenteeism. NB Please note that this is a key deliverable of the contract and this will form 25% of the score for this question.**
- Practicalities for working around business hours
- Key Staff information including CV's of key management that will be working in the delivery of this requirement
- CV's will not count as part of the word limit

Word limit – 1500 words

### **Question C – Managing Risk – 30%**

#### **The Requirement**

Due to the nature of the requirement the Service provider is likely to come in to contact with various risks during the delivery of the contract.

Your response must detail how you propose to meet this requirement.

**Your response must detail how you propose to meet this requirement.**

### **Response Guidance**

- Please identify the main issues and areas of risk encountered when delivering works similar to the specification
- Describe how these main issues and risks were managed and overcome.

Word Limit 1250 words

### **Question D – Social Value & Wellbeing – 5%**

#### **The Requirement**

At Trivallis, our approach to procurement is deeply rooted in the principles of social value and community benefits. We understand the potential for collaborative investments with external stakeholders to make a positive impact on well-being.

To align with the Trivallis commitment to well-being impact and community benefits, we have developed a Wellbeing Impact menu of options (Annex 11 of tender documents).

**Your response must detail how you propose to meet this requirement.**

**Response Guidance**

- Please explain how you have delivered social value on previous public sector contracts.
- Please confirm which Wellbeing Impact menu option(s) you will choose for each year of the contract and how you intend to deliver this social value in practice, please give as much detail as possible with timescales.

Word limit 1000

**Question E – Sustainability – 5%**

**The Requirement**

[Insert details of requirements]

**Your response must detail how you propose to meet this requirement.**

**Response Guidance**

- Please describe the specific steps your company is taking to reduce its environmental impact across your operations and supply chain.  
Please consider:
- Renewable energy use
- Being more energy efficient
- Reuse and recycle initiatives
- Conserving Water initiatives
- Use of low carbon transport options
- Encouraging sustainability practices with employees and suppliers

Word Limit 750

**Question F – Confirmations**

**The Requirement**

Within their proposals Tenderer's are requested to read, sign and return Annex 10 – Form of Tender and Confirmations Document

**Your response must detail how you propose to meet this requirement.**

#### **Response Guidance**

- Failure to provide a completed and signed form of tender document will result in your tender not being taken through to evaluation stage.



**Part 3**  
**Social Value Questions**

Social Value Question is **Question D** in the quality questions section Part 2.

**Part 4**  
**Price**

**Commercial Envelope**

**The Requirement**

Suppliers are required to complete the following documents in **the commercial envelope** of tender Wales

**COMMERCIAL PRICING DOCUMENT V3 13.10.25**

**Your response must include the points listed below:**

**Response Guidance**

- Bidders must complete the yellow shaded cells on the "breakdown tab".
- All prices are GBP
- All prices are excluding VAT
- Contractor should note: Items of work are not comprehensively described.
- It is the responsibility of the Contractor to assess the full scope of work necessary. All risk must be accounted for within the inclusive costs.
- The Contractor must allow in the prices for managing the whole service with particular regard to managing absenteeism.
- Suppliers are to refer to the following documents in particular, in order to support their pricing submission;

**ANNEX1, ANNEX2, ANNEX4, ANNEX5, ANNEX6, .**

**Part 5 – Commercially sensitive information**

<b>Document / information</b>	<b>Reason why it is commercially sensitive</b>	<b>Proposed duration for which it is commercially sensitive</b>

**Part 6**

**Form of Tender, Certificate of Non-collusion and Non-canvassing and Conflict of Interest  
Declaration**



**Form of tender and confirmations**

**TRIV2025-08 Office Cleaning Services**

Bidders should note there are **3** sections that constitute the Complete Form of tender and confirmation document as listed Below:

FORM OF TENDER

COLLUSIVE TENDERING CERTIFICATE

CANVASSING CERTIFICATE



### **Examples of Conflicts of Interest**

Involvement, in the context of conflicts of interest, may relate to any stage in the commercial lifecycle including preparation and planning, publication, selection and award and contract implementation.

Individuals must avoid placing themselves in a position where there is a conflict between their personal and/or outside interest and their official duties in a procurement and must comply with internal policy relating to gifts, hospitality and conflicts of interest at all times.

Examples of conflicts of interest may include, but are not restricted to:

- If you are a current or previous employee of a company, or have a member of your family, your partner (married, civil partnership or not), your siblings, your children, or any close personal or professional relationships that are an employee of a company, that is seeking to do business with Trivallis Ltd.
- If you, or a member of your family/friends (as set out above), has a financial interest in a company that is seeking to do business with Trivallis Ltd.
- A former employee or director of Trivallis forms part of or is involved in a tender of another bidder.
- A former employee or director of one bidder forming part of a tender or is involved in a tender of another bidder.
- If you, or a member of your family/friends (as set out above), have a financial relationship of any kind with a company seeking to do business with a Contracting Authority.

Trivallis are committed to ensuring transparency and adherence to conflict-of-interest guidelines in all procurement activities. Where actual or potential conflict is identified, then Trivallis will take appropriate measures to prevent or remedy such actual or potential conflicts of interest to ensure equal treatment of all bidders. This could include removing certain individuals from being involved in the procurement.

which may include the relevant bidder to take such reasonable steps that Trivallis require them to take (for example, that they remove certain individuals from being involved in their bid and/or that they enter into an ethical wall agreement).

### **FORM OF TENDER**

1. I/We the undersigned return this Tender and acknowledge and understood each of the supporting annex documentation:

**Annex 1 – Articles of Agreement**

**Annex 2 – Address List**

**Annex 3 – Contractor Information**

**Annex 4 – Cleaning and Associated Services Specification**

**Annex 5 – TUPE Information**

**Annex 6 – Key Performance Indicators**

**Annex 7 – Trivallis Standard Terms & Conditions Services (part of Annex 1)**

**Annex 8 – Trivallis Payment Guidance**

**Annex 9 – Data protection GDPR updates**

**Annex 10 – Form of Tender & Confirmations Document (this document)**

**Annex 11 – Social Value & Wellbeing Impact Document**

**Annex 12 – Commercial Pricing Response**

**Annex 13 – Successful Tender Documentation**

**Commercial Pricing Document – Annex 12 - Commercial Pricing Document V3 13.10.2025**

2. I/We the undersigned return this Tender both acknowledge and understood the proposed contract form as laid out in **Annex 1 - Articles of Agreement Final 14.10.2025**.
3. I/We also accept the form of contract for the delivery of the contract as provided in Annex 1 and propose no changes or amendments to the form of contract in Annex 1.
4. I/We the undersigned return this Tender and acknowledge that we are bound by our proposals submitted and to the requirements laid down in the Invitation to Tender.
5. I/We the undersigned hereby offer to undertake the works and services requested to be provided and performed by Trivallis Ltd in accordance with the Contract in the form provided in the tender.
6. I/We the undersigned agree that this Tender shall remain open to be accepted or not by Trivallis Ltd and shall not be withdrawn for a period six (6) months from the return date, or such longer period as may be agreed with Trivallis Ltd.
7. I/We the undersigned undertake to execute a Contract, for the proper and complete fulfilment of the Programme or any part or parts thereof, as you may in your absolute discretion award to us.
8. I/We the undersigned acknowledge that Trivallis Ltd are not bound to accept the lowest or any Tender it may receive and reserves the right at its absolute discretion to accept or not to accept any tender submitted.
9. I/We the undersigned confirm the following statements:

- 1 That your proposal is a bone-fide genuine tender submission, and that no collusion or price fixing activities have been undertaken.
- 2 That no conflict of interest exists between your organisation (and your representatives) in providing the specified services within this document.
- 3 That pricing will be held for the duration of the contract/appointment.
- 4 That the bidder is a suitably qualified and experienced contractor.
- 5 That the bidder can meet the insurance requirements of Trivallis as stated within the PSQ.
- 6 That the bidder or successful organisation will not be able to novate the contract before the commencement of works and within the first 12 months of the contract.
- 7 That the bidder can secure a performance Bond or parent company guarantee if requested to do so by Trivallis.
- 8 That the bidder has agreed to comply with the Trivallis Wellbeing impact initiatives.



### **COLLUSIVE TENDERING CERTIFICATE**

The essence of the public procurement process is that Trivallis Ltd shall receive bona fide competitive Tenders from all Tenderers. In recognition of this principle and in submitting the Form of Tender I/We warrant this is a bona fide Tender, intended to be competitive and that I/We have not fixed or adjusted the amount of the Tender or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any other party.

I/We also confirm that I/We have not done and undertake that I/We will not do at any time any of the following acts:

Communicate to a party other than Trivallis Ltd on the amount or approximate amount of my/our proposed Tender (other than in confidence in order to obtain quotations necessary for the preparation of the Tender and/or insurance), enter into any agreement or arrangement with any other party that he shall refrain from tendering or as to the amount of any Tender to be submitted, or offer or agree to 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 any act or omission to be done in relation to any other tender or the proposed Tender.

In this Certificate:

The word "person" includes any person, body or association, corporate or incorporate.

The phrase "any agreement or arrangement" includes any transaction, formal or informal whether legally binding or not.

### **CANVASSING CERTIFICATE**

I/We certify that I/We have not canvassed or solicited any member, officer, employee or agent of Trivallis Ltd in connection with the award of this Contract for the works and that no person employed by me/us or acting on my/our behalf has done any such act.

I/We further hereby undertake that I/We will not prior to the conclusion of the Provider selection process canvass or solicit any such member, employee or agent of Trivallis Ltd in connection with the award of the Framework or any proposed Call Off Contract and that no person employed by me/us or acting on my/our behalf will do any such act.

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

Signature: .....

Position: .....

On behalf of: .....

Date: .....

## Section 6 – Documentation

### Part 1 – Specification

# CLEANING MONITORING AND



# SUPERVISION PROCEDURE

<b>Document Control</b>		<b>Applicable To:</b>	(A) Ty Pennant Head Office, Mill street, Pontypridd CF372SW
			(B) Unit 1, Tycon House Cwmbach Industrial Estate, Cwmbach, Aberdare CF44 0AE
			(C) Units 1 & 2 Ely Industrial Estate, Williamstown, Tonypandy CF40 1RA
<b>Version Number:</b>	3.0	<b>Previous Version No.:</b>	2.0
<b>Date Drafted:</b>	October 2025	<b>Date Drafted:</b>	October 2025
<b>Responsible Officer:</b>	Geraint Allen	<b>Next Review Date:</b>	

<b>Approved by Board (if relevant):</b>	
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## CLEANING MONITORING AND SUPERVISION

### **Purpose**

To ensure that all staff are fully aware of their responsibilities, it is essential that everyone understands the standards required for maintaining a clean and hygienic environment across all areas of Trivallis.

All team members must:

- Be familiar with the cleaning schedule and service specification.
- Fully trained in all aspects of the duties involved
- Understand their individual duties and how they contribute to the overall cleanliness of the premises.
- Work collaboratively to ensure that all areas are cleaned to a consistently high standard.
- Take ownership of their tasks and report any issues or additional cleaning needs promptly to the facilities team
- Follow all health and safety procedures, including the correct use of PPE, signage, and cleaning materials.

Clear communication, accountability, and adherence to these standards are key to delivering a safe, clean, and welcoming environment for all building users.

### **The Cleaners Duties**

The Cleaner is responsible for maintaining the highest standard of cleanliness (with the correct due skill and care) throughout the building, in accordance with the agreed cleaning schedule and service specification.

Key duties include:

- Follow the cleaning schedule diligently, ensuring all areas are cleaned to a high professional standard.
- A copy of the cleaning schedule must be kept in the cleaner's cupboard at Ty Pennant.
- Dispose of all waste appropriately into the designated refuse bins and bin store area, within the Welsh government framework and guidelines.
- Ensure the cleaning cupboard is kept locked at all times when not in use.
- Identify and report any additional cleaning needs to the facilities team that arise occasionally, such as the removal of cobwebs around external entrance and exit doors.
- Accept deliveries of cleaning supplies and ensure they are stored safely and securely in the cleaning cupboard.

## **Health & Safety Compliance – Cleaning Operations**

Cleaners must always adhere to health and safety regulations while carrying out their duties. This includes the correct use of equipment, chemicals, and personal protective equipment (PPE), as outlined below:

### **Control of Substances Hazardous to Health (COSHH)**

- A current COSHH file must be maintained for all cleaning products used on-site.
- This file must be stored securely in the cleaning cupboard and always be accessible for reference.

### **Personal Protective Equipment (PPE)**

- Marigold-style gloves must be worn when performing wet work.
- Cleaners with allergies must use approved disposable gloves as an alternative.

### **Signage and Hazard Awareness**

- Wet floor signs or appropriate hazard signage must be clearly displayed during cleaning tasks to prevent slips, trips, and falls.
- Signs should be positioned visibly and removed once the area is safe.

### **Cross-Contamination Prevention**

- Colour-coded cloths and mops must be used for different areas (e.g., toilets, kitchens, general areas) to prevent cross-contamination.

- Staff must be trained in the correct use and storage of colour-coded equipment.

#### **Equipment Use**

- For staircases, backpack-style vacuum cleaners are recommended by Trivallis to ensure safe and effective cleaning.

#### **External window cleaning**

- Ensuring that health & safety legislation are complied with at all times. This will include the use of appropriate machinery such as cherry pickers to clean the external windows, and enforcing road closures in order to carry this out in safely.

### **Cleaning Materials & Equipment Standards**

#### **Supply of Materials**

- Trivallis will supply all the consumables i.e. cleaning products, toilet tissue, and hand soap/wash etc
- The contractor will be responsible for supplying all the equipment needed to carry out their duties i.e. mops, buckets, cloths, vacuum cleaners etc.

#### **Storage & Safety**

- All cleaning materials will be always stored securely in the designated the lockable cleaning cupboards.
- The contractor will be required to keep the cleaning cupboards clean, tidy and safe at all times.
- Trivallis will be responsible for providing the COSHH data sheets, the contractor will ensure that the products will be clearly labelled, and stored safely, and used in accordance with COSHH regulations.

#### **Equipment Maintenance**

- The contractor is responsible for the maintenance and repair of all cleaning equipment.
- All electrical equipment (e.g., vacuum cleaners) must be PAT tested annually and kept in safe working order.

#### **Cleaning staff management by contractor**

- Staff working hours should be recorded by the contractor and provided to us in a verifiable format on a weekly basis. The use of electronic methods would be desirable and a web portal to view.
- Additional ad-hoc work/hours would need to be priced and agreed upon with the Facilities Manager before it takes place.
- Monthly reviews to be arranged by the contractor and completed each month with the facilities manager or facilities team, where an issues log will be maintained and minutes completed
- Absenteeism should be managed by the contractor and resilience built in to ensure KPI's are met and maintained. KPI's can be found in annex 4.
- A clear complaints escalation process should be defined and agreed by both parties before the contract start date. This includes the timeline for responses.

#### **End User Facility Manager Duties**

- Working with the Cleaner to identify any work that needs to be carried out urgently and prioritising this.
- It must be acknowledged that additional work undertaken by the cleaner, will affect the time that they must carry out their normal duties and consideration must be given to this.

## A - Cleaning Specification Ty Pennant (Head Office)

### RECEPTION AREA TY PENNANT– DAILY DUTIES

Area/Item	Task Description	Details & Guidelines
Entrance steps, ramps, doormats & wells	Maintain in a clean condition	Sweep debris using stiff broom; vacuum mats; wash with mild detergent if stained. Ensure surfaces are dry to prevent slips.
Entrance glass	Clean to remove all marks and smears	Use ammonia-free glass cleaner and microfiber cloth. Remove fingerprints, dust, and water spots. Polish for a streak-free finish.
Hard floors	Sweep, wash and remove rubbish to disposal points	Use dust mop followed by wet mop with neutral pH floor cleaner. Ensure rubbish is bagged and taken to designated disposal area.
Recycling Waste	Empty and remove to disposal point (Bin Store)	Follow Welsh Government recycling guidelines. Separate black bags and recycling bags. Wear gloves and sanitise hands after handling.
Door furniture	Clean and remove all marks	Wipe with disinfectant spray and cloth. Focus on handles and push plates. Polish metal surfaces if applicable.
Carpets	Vacuum clean, paying special attention to edges and under desks	Use HEPA-filter vacuum. Move chairs and light furniture to access edges. Check for stains and spot clean if needed.
Desks, office furniture, fittings, ledges, sills and skirtings	Sanitise / Wipe clean	Use antibacterial wipes or spray. Avoid soaking electrical



		items. Dust first, then wipe. Ensure no residue is left behind.
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**CONFERENCE CENTRE TY PENNANT– LOUNGE, KITCHEN, AND MEETING ROOMS – DAILY DUTIES**

Area/Item	Task Description	Details & Guidelines
Tables	Sanitise / Wipe clean	Use disinfectant spray and microfiber cloth. Ensure surfaces are dry and free of smears.
Worktop and splash backs	Sanitise / Wipe clean	Clean with degreaser and disinfectant. Wipe dry to prevent streaks.
Waste bins	Empty and remove to disposal point	Replace liners with contractor-supplied bags. Disinfect bin interiors weekly.
Sinks	Thoroughly clean / Sanitise	Scrub with non-abrasive cleaner. Rinse and dry. Polish taps.
Hard floors	Sweep, wash, degrease and sanitise	Use degreasing floor cleaner. Mop thoroughly and allow to dry.
Carpets	Vacuum clean	Use commercial vacuum. Pay attention to corners and under furniture.

**SHOWER AREA TY PENNANT – DAILY DUTIES**

Area/Item	Task Description	Details & Guidelines
Shower cubicles	Clean, sanitise and dry buff	Use anti-mildew cleaner. Rinse and dry surfaces. Polish mirrors.
Hard floors	Sweep, wash, degrease and sanitise	Use anti-slip floor cleaner. Mop thoroughly and dry.

### OFFICE AREAS TY PENNANT – DAILY DUTIES

Area/Item	Task Description	Details & Guidelines
Recycling Waste	Empty and remove to disposal point	Follow recycling protocols. Use gloves and sanitise hands.
Door furniture and glass partitions	Clean to remove all marks and smears	Use glass cleaner and disinfectant. Polish metal handles.
Desks, office furniture, fittings, ledges, sills and skirting	Dust or damp wipe down	Use microfiber cloth. Avoid wetting electrical items.
Carpets	Vacuum clean	Use HEPA vacuum. Spot clean stains.

### TEA POINT AREAS / KITCHENS TY PENNANT – DAILY DUTIES

Area/Item	Task Description	Details & Guidelines
Worktop and splash backs	Sanitise / Wipe clean	Use food-safe disinfectant. Wipe dry.
Waste bins and recycling	Empty and remove to disposal point	Separate waste per guidelines. Replace liners.
Drawer and cupboard fronts	Sanitise / Wipe clean	Use disinfectant spray. Wipe dry.
Sinks	Thoroughly clean	Scrub with non-abrasive cleaner. Rinse and polish taps.
Hard floors	Sweep, wash, degrease and sanitise	Use degreasing cleaner. Mop and dry.
Microwaves & Fridges	Thoroughly clean	Wipe interior and exterior with disinfectant. Remove expired items.
Dish washer	Fill and empty crockery and cutlery as required and switch on each night	Ensure dishwasher is loaded properly. Use provided tablets on an economical wash.

### TOILETS / STAIRCASES – DAILY DUTIES

Area/Item	Task Description	Details & Guidelines
Toilet seats and lids	Clean, sanitise and dry buff	Use toilet disinfectant. Wipe dry.
Urinals and toilet bowls	Clean, sanitise and dry buff	Scrub with toilet cleaner. Rinse and dry.
Basins, taps, mirrors, and ledges	Clean and dry buff	Use glass cleaner and disinfectant. Polish surfaces.
Towel cabinets, cisterns, and lower pipework	Wipe clean	Use damp cloth and disinfectant.
Walls, partitions, and doors	Spot clean	Use disinfectant wipes on visible marks.
Hard floors	Sweep and wash clean	Use mop and disinfectant. Dry thoroughly.
Toilet paper, soap, and towels	Supplied by contractor	Check and restock daily.
Hand Dryers	Wipe clean and drain	Clean exterior and empty reservoir.
Soap dispensers	Wipe clean and restock	Clean nozzle and refill.
Air fresheners	Wipe clean and restock	Replace cartridge as needed.
Entrance doormats & stairwells	Maintain in a clean condition	Vacuum and sweep. Remove debris.
Entrance glass	Clean to remove all marks	Use glass cleaner. Polish.
Hard floors	Sweep, wash and remove rubbish to disposal point	Use mop and disinfectant. Remove waste.
Door furniture	Clean and Remove finger marks	Disinfect handles and polish.
Fittings, ledges, sills and skirtings	Dust or damp wipe down	Use microfiber cloth.

Lifts	Wipe clean, sanitise and buff, removing finger marks	Clean walls, buttons, and handrails.
Toilet refresh and kitchen refresh 12:00 - 14:00 Daily	Midday refresh	Recheck and clean high-traffic areas.

#### EXTERNAL AREAS – DAILY DUTIES

Area/Item	Task Description	Details & Guidelines
Clean the main external walkways and steps	Clean / sweep and remove any rubbish, Wash areas if required	Use outdoor broom and pressure washer if needed. Remove litter.

#### MONTHLY REQUIREMENTS

Area/Item	Task Description	Details & Guidelines
Low level Windows / Doors	Clean / wash all external low-level windows and doors	Use window cleaning solution and squeegee. Ensure no streaks.
Low level signage	Clean / wash all external low-level signage	Use mild detergent and soft cloth. Avoid abrasive materials.

#### ANNUAL REQUIREMENTS

Area/Item	Task Description	Details & Guidelines
Carpets and Upholstery	Deep cleaned annually	Use professional carpet/upholstery cleaning service.
Cooker / main kitchen area	Deep clean annually	Degrease and sanitise all surfaces and appliances.
External and Internal windows	Cleaned annually ensuring there are no drip marks	Use professional window cleaning service. <b>NB</b> Arrange footpath/road closures as needed. Provide any safety equipment required.

**Additional requirements**

From all areas the waste bags need to be taken to the designated bin store. The Wheelie bins are required to be taken out where necessary on designated days.

Office cleaning to take place each evening in readiness for the next day's events.

**(B) Unit 1, Tycon House Cwmbach Industrial Estate, Cwmbach, Aberdare CF44 0AE**

**KITCHEN – DAILY DUTIES**

<b>Area/Item</b>	<b>Task Description</b>	<b>Details &amp; Guidelines</b>
Worktop and splash backs	Wipe / sanitise clean	Use food-safe disinfectant spray and microfiber cloth. Remove crumbs, spills, and grease. Dry thoroughly to prevent streaks.
Waste Bins and Recycling	Empty and remove to disposal point	Separate black bags and recycling per Welsh gov regulations. Replace liners. Disinfect bin interiors weekly.
Drawer and cupboard fronts	Thoroughly clean	Use degreaser or disinfectant spray. Wipe handles and edges. Dry to prevent residue.
Sinks	Thoroughly clean	Scrub with non-abrasive cleaner. Rinse and polish taps. Remove limescale if present.
Hard floors	Sweep, wash, degrease and sanitise	Use degreasing floor cleaner. Mop thoroughly. Ensure floor is dry to prevent slips.
Microwave & Fridge	Thoroughly clean	Remove contents. Clean interior and exterior with disinfectant. Dispose of expired items. Dry all surfaces.

**TOILETS – DAILY DUTIES**

<b>Area/Item</b>	<b>Task Description</b>	<b>Details &amp; Guidelines</b>
Toilet seats and lids	Clean, sanitise and dry buff	Use toilet disinfectant. Wipe thoroughly and dry. Ensure no residue or odour.

Urinals and toilet bowls	Clean, sanitise and dry buff	Scrub with toilet cleaner. Rinse and dry. Remove stains and odours.
Basins, taps, mirrors and ledges	Clean and dry buff	Use glass cleaner and disinfectant. Polish taps and mirrors. Remove water spots.
Towel cabinets, cisterns and lower pipework	Wipe clean	Use damp cloth and disinfectant. Remove dust and grime.
Walls, partitions and doors	Spot clean	Use disinfectant wipes or spray. Focus on high-touch areas.
Hard floors	Sweep and wash clean	Mop with disinfectant. Dry thoroughly. Remove debris.
Toilet paper, soap and towels	Supplied by contractor	Check stock levels daily. Refill as needed. Ensure dispensers are functional.
Hand Dryers	Wipe clean and drain	Clean exterior and air vents. Empty water reservoir if applicable.
Soap dispensers	Wipe clean and restock	Clean nozzle and casing. Refill with appropriate soap.
Air fresheners	Wipe clean and restock	Clean unit exterior. Replace cartridge or refill as needed.

**OFFICES / WORK AREAS (CWMBACH) – DAILY DUTIES**

<b>Area/Item</b>	<b>Task Description</b>	<b>Details &amp; Guidelines</b>
Entrance ramps, doormats & wells	Maintain in a clean condition	Sweep debris. Vacuum mats. Wash with mild detergent if stained. Ensure dry surfaces.
Entrance glass	Clean/sanitise	Use glass cleaner and microfiber cloth. Remove fingerprints and smears. Polish for clarity.

Hard floors	Sweep, wash and remove rubbish	Use dust mop and wet mop with neutral cleaner. Remove waste to disposal point.
General and Recycling Waste	Empty and remove to disposal point	Follow Welsh gov recycling rules. Separate black and recycling bags. Wear gloves.
Door furniture	Clean/sanitise	Disinfect handles and push plates. Polish metal surfaces.
Carpets	Vacuum clean paying special attention to edges and under desks	Use HEPA vacuum. Move chairs and light furniture. Spot clean stains.
Desks, office furniture, fittings, ledges, sills and skirting	Dust or damp wipe down	Use microfiber cloth or damp wipe. Avoid wetting electrical items. Remove dust and grime.

### **Additional Requirements**

From all areas the waste bags need to be taken to the designated bin store. The Wheelie bins are required to be taken out where necessary on designated days.

Office cleaning to take place each evening in readiness for the next day's events.



**(C) Units 1 & 2 Ely Industrial Estate, Williamstown, Tonypandy CF40 1RA**

**KITCHEN – DAILY DUTIES**

<b>Area/Item</b>	<b>Task Description</b>	<b>Details &amp; Guidelines</b>
Worktop and splash backs	Wipe / sanitise clean	Use food-safe disinfectant spray and microfiber cloth. Remove crumbs, spills, and grease. Dry thoroughly to prevent streaks.
Waste Bins and Recycling	Empty and remove to disposal point	Separate black bags and recycling per Welsh gov regulations. Replace liners. Disinfect bin interiors weekly.
Drawer and cupboard fronts	Thoroughly clean	Use degreaser or disinfectant spray. Wipe handles and edges. Dry to prevent residue.
Sinks	Thoroughly clean	Scrub with non-abrasive cleaner. Rinse and polish taps. Remove limescale if present.
Hard floors	Sweep, wash, degrease and sanitise	Use degreasing floor cleaner. Mop thoroughly. Ensure floor is dry to prevent slips.
Microwave & Fridge	Thoroughly clean	Remove contents. Clean interior and exterior with disinfectant. Dispose of expired items. Dry all surfaces.

**TOILETS – DAILY DUTIES**

<b>Area/Item</b>	<b>Task Description</b>	<b>Details &amp; Guidelines</b>
Toilet seats and lids	Clean, sanitise and dry buff	Use toilet disinfectant. Wipe thoroughly and dry. Ensure no residue or odour.

Urinals and toilet bowls	Clean, sanitise and dry buff	Scrub with toilet cleaner. Rinse and dry. Remove stains and odours.
Basins, taps, mirrors and ledges	Clean and dry buff	Use glass cleaner and disinfectant. Polish taps and mirrors. Remove water spots.
Towel cabinets, cisterns and lower pipework	Wipe clean	Use damp cloth and disinfectant. Remove dust and grime.
Walls, partitions and doors	Spot clean	Use disinfectant wipes or spray. Focus on high-touch areas.
Hard floors	Sweep and wash clean	Mop with disinfectant. Dry thoroughly. Remove debris.
Toilet paper, soap and towels	Supplied by contractor	Check stock levels daily. Refill as needed. Ensure dispensers are functional.
Hand Dryers	Wipe clean and drain	Clean exterior and air vents. Empty water reservoir if applicable.
Soap dispensers	Wipe clean and restock	Clean nozzle and casing. Refill with appropriate soap.
Air fresheners	Wipe clean and restock	Clean unit exterior. Replace cartridge or refill as needed.

**OFFICES / WORK AREAS (CWMBACH) – DAILY DUTIES**

<b>Area/Item</b>	<b>Task Description</b>	<b>Details &amp; Guidelines</b>
Entrance ramps, doormats & wells	Maintain in a clean condition	Sweep debris. Vacuum mats. Wash with mild detergent if stained. Ensure dry surfaces.
Entrance glass	Clean/sanitise	Use glass cleaner and microfiber cloth. Remove fingerprints and smears. Polish for clarity.

Hard floors	Sweep, wash and remove rubbish	Use dust mop and wet mop with neutral cleaner. Remove waste to disposal point.
General and Recycling Waste	Empty and remove to disposal point	Follow Welsh gov recycling rules. Separate black and recycling bags. Wear gloves.
Door furniture	Clean/sanitise	Disinfect handles and push plates. Polish metal surfaces.
Carpets	Vacuum clean paying special attention to edges and under desks	Use HEPA vacuum. Move chairs and light furniture. Spot clean stains.
Desks, office furniture, fittings, ledges, sills and skirting	Dust or damp wipe down	Use microfiber cloth or damp wipe. Avoid wetting electrical items. Remove dust and grime.

### **Additional Requirements**

From all areas the waste bags need to be taken to the designated bin store. The Wheelie bins are required to be taken out where necessary on designated days.

Office cleaning to take place each evening in readiness for the next day's events.

## **Part 2 – Contract**

Please refer to **ANNEX 1** Articles of Agreement in Draft.