

# Tender document

## Facilities management for King George V Charity 1 April 2021 to 31 March 2022

### 1. Background

Ferndown Town Council act as Sole Trustees for King George's Field Charity (the Charity) and is responsible for managing this site for the enjoyment of its residents and visitors, as managed by the Administrator for the Charity.

The facilities at this site reflect resident, community groups and commercial rates, to help bring a diverse range of events and activities for the benefit of all persons and improving their conditions of life, and maximise site use

The Administrator has responsibility for overall site operation and management specific to this process.

The successful contractor will be responsible for the day-to-day management of the buildings specific to this process.

Our venues specific to this tender process are:

1. The Pavilion – Regency Room, George Room, offices for two Dorset Council services (Trading Standards and Wedding Registrar), 14 changing rooms (that facilitate football, tennis and bowls clubs), toilets, office space, kitchen and communal areas.
2. The Old Pavilion - two sets of changing rooms.

The Charity employs three ground staff and two cleaners at the site.

The Charity are looking for a contractor to provide the services as set out below.

The contractor will be responsible to the Administrator.

The Administrator will provide:

- adequate insurance cover for all venues,
- access to required documents (e.g., health and safety policy, risk assessments, COSSH information, asbestos reports if applicable).
- authorisation for agreed works,
- keys to venues,
- cleaning equipment and supplies,
- access to CCTV equipment,
- timetable of weekly hire and requirements from hirers at all venues a week in advance.

### 2. Specification of service

The main purpose of the service is to provide day to day site management and maintenance of the above venues ensuring that they are fit for purpose, clean, safe and secure for hirers, members of the public, council staff, councillors and contractors including:

A. Planned preventative maintenance, for example:

- the management of statutory and regulatory testing (e.g., legionella, emergency lighting, PAT testing, 5-year electrical installation testing, fire alarms, fire equipment and drills, annual fire inspections, lightning rod tests if applicable),
- contractor liaison,

- maintenance management of the Council's venues in the short and long term.

B. Reactive maintenance, for example:

- basic plumbing, electric, minor decorating and diy tasks (excluding cost of materials),
- cleaning of all areas when required to cover Charity staff absences,
- caretaking duties for all areas onsite including hirer management before/during/after hire and showing prospective hirers around venues as agreed with the Administrator's office.

C. Managing absence cover for the cleaners as required.

D. Insurance for all contract staff and sub-contractors.

E. Trained and legislative compliant staff and sub-contractors.

F. Abide by the Charity's health and safety procedures with staff, sub-contractors, hirers, trustees, users and members of the public.

G. Registered key holder for all venues including 24-hour emergency cover and day to day contact details for hirers.

H. Liaise with the Administrator's Office with regards to existing hirers, manage hirers on site at the time of hire and show prospective/new hirers around the venues.

I. Report back any complaints to the Administrator's offices.

J. CCTV management and data retrieval as directed by the Administrator.

K. Manage cleaning stock for the site and make requests for further supplies with the Administrators office.

L. Inform the Administrator of any work requiring specialist repair or replacement and undertake collation of 3 quotes. Once approved by the Administrator agree a schedule of works and provide associated risk assessment and copies of insurance for sub-contractors. Liaise with sub-contractors and visit sites to inspect works.

M. Report meter readings to the Administrator's Office and manage seasonal heating requirements at venues.

N. Undertake an annual stock check at the Pavilion.

O. When identified recommend to the Administrator improved physical improvements to the venues that will improve service delivery to hirers.

P. Review annual risk assessments and fire risk assessments for the venues with the Administrator.

Q. Adhere to service priority codes for maintenance issues:

- RED – within 25 hours
- Amber – within 10 working days
- Green – within 28 working days
- White – within 3 months

**3. Contract period**

12 months from 1st April 2021 with a re-tender process in 12 months and subsequently every three years.

#### **4. Termination**

The contract will be subject to instant termination without notice on the grounds of gross misconduct and one month for non-performance or three months written notice by either party.

#### **5. Change**

The nature of the Charity's operations may mean that the contract must be varied through the period of validity. Some services may cease, and others added that are within the scope of the contractor's capabilities. Any changes will be communicated to the contractor by the Administrator in a timely manner.

#### **6. Performance**

The contractor shall be responsible to the Administrator for all activities as their "line manager". The Administrator will delegate some tasks at her discretion to the Office Manager at Ferndown Town Council (the administrative centre for the Charity) to whom the contractor will report to for that specific task.

Performance measures will be agreed and will include (but not limited to):

- satisfactory completion of tasks;
- adherence to agreed timescales;
- feedback from hirers, staff, Trustees and members of the public, and
- formal post completion task inspections.

#### **7. Liabilities/insurance**

The contractor will maintain Public Liability Insurance for a minimum sum of £10 million. Other insurance should include employer's liability, insurance for vehicles (for business use and use on private council property), insurance for tools/plant/equipment, personal liability insurance, membership of any particular bodies (including associated insurance) and professional indemnity.

#### **8. Employees**

The contractor is responsible for any employees or sub-contractors they may engage while fulfilling the contract.

#### **9. Tender response**

The tender response will include:

- i. A percentage fee quotation for all agreed contracted out work.
- ii. An annual price quotation for the specification of works.
- iii. A health and safety statement.
- iv. A copy of contractors Certificate of Public Liability Insurance.
- v. A summary of the contractor's skills and experience (max. 500 words) and a statement detailing why they should be selected to be the facilities maintenance contractor for the Charity (max. 500 words).
- vi. Suitable references (except in the instance of current Charity or Ferndown Town Council contractors).

Price quotations should be fixed for 12 months on an annual basis and include all cost elements needed to fulfil the specified tasks. The contractor is to provide all staff requirements to carry out the operations detailed in the tender specification.

The Charity has the right to refuse any or all submissions without tenderers being able to claim any compensation. All costs associated with the tender process and submission is the responsibility of the suppliers that have decided to participate.

#### **10. Timescales**

All tender responses must be received no later than 12pm on Friday 29 January 2021. Tender responses should be submitted via 'mytenders' website ([www.mytenders.co.uk](http://www.mytenders.co.uk)), called 'Facilities Management KGV' under services contract and is a contract notice.

All responses will be reviewed at the same time in the presence of at least one Trustee and the Administrator. Responses received after the deadline will be deleted without consideration.

The Charity may require the tender responders to attend future meetings to make a presentation or to answer questions.

The Charity is not bound to accept any of the tender responses.

Successful and unsuccessful tenders will be notified in writing by Friday 5 February 2021.

The successful tender will be awarded on a combination of costs, skills, qualifications, experience and quality.

#### **11. Payment**

The Charity will pay within 30 days of receipt of invoices.

#### **12. Clarification**

Queries regarding this tender process or tender specification shall be addressed to the Administrator, Louise Harrison, by email ([townclerk@ferndown.gov.uk](mailto:townclerk@ferndown.gov.uk)) only.

Any contractors intending to submit a tender response should avoid discussing with any Trustee. This will ensure that Trustees remain neutral in any decision-making process and are not placed in a position of a conflict of interest.

#### **13. General**

Contractors to the Charity shall ensure that

- buildings are secure and locked after every visit,
- be mindful that they are representing the Charity at all times when on Charity owned/managed venues and undertaking tasks/work on behalf of the Charity,
- ensure that they are helpful and courteous to members of the public, hirers, Trustees and staff at all times,
- maintain a high standard of workmanship as is expected by the Charity,
- do not purport to represent the Charity when undertaking tasks/work.

#### **14. Confidentiality**

Contractors may in the course of their work become aware of various aspects of the Charity's business and practices. These shall remain confidential to the contractor.

End.