# INVITATION TO TENDER

for Maintenance of Thermostatic Mixing Valves &

Thermostatic Taps (TMV & TMT's)

Client Contract Ref. P7.98

Notice identifier: 2026/S 000-084924

Procurement identifier (OCID): ocds-h6vhtk-06f49f

Issued on 8th September 2026

LGM 39222

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## 1 BACKGROUND

1.1 Gloucestershire Managed Services provides estates, facilities and support services to Gloucestershire Hospitals NHS Foundation Trust, which delivers acute hospital services to the population of Gloucestershire and surrounding areas. The Trust operates from two main acute hospital sites, Gloucestershire Royal Hospital and Cheltenham General Hospital, alongside a range of clinical and support services across its estate.

Gloucestershire Managed Services is issuing this Invitation to Tender for the provision of maintenance services for Thermostatic Mixing Valves and Thermostatic Taps across Gloucestershire Royal Hospital and Cheltenham General Hospital. The project is required to support the Authority's water management arrangements and ensure that TMVs, TMTs, shower mixers and associated components are maintained, tested, inspected, cleaned, disinfected, recommissioned and reported on in accordance with relevant NHS guidance, applicable legislation and recognised industry best practice.

The purpose of the contract is to maintain safe and compliant water services, reduce scalding risk, reduce the risk of harmful pathogen development, support statutory and planned preventative maintenance requirements, and minimise disruption to clinical services across the Authority's estate.

## 2 PROCUREMENT OPPORTUNITY

2.1 This procurement opportunity is for the provision of planned preventative maintenance, testing, inspection, cleaning, disinfection, recommissioning, defect identification, reporting and associated maintenance services for Thermostatic Mixing Valves, Thermostatic Taps, shower mixers and associated components.

The service is required across Gloucestershire Royal Hospital and Cheltenham General Hospital and shall support the Authority's water management arrangements, reduce scalding risk, reduce the risk of harmful pathogen development, and maintain safe and compliant water services across the Authority's estate.

The successful Contractor will be required to deliver six-monthly maintenance activities, including full strip down, cleaning and disinfection during the first six-month period and fail-safe testing during the second six-month period, together with accurate

record keeping, reporting and attendance at contract review meetings. Full requirements are detailed in the accompanying Schedule 5 (Specification).

2.2 On 8th September 2026 a tender notice was published by Gloucestershire Managed Services ("the Authority") on the Central Digital Platform inviting expressions of interest from organisations wishing to be selected to tender for the above opportunity.

2.3 This invitation has been issued to those having expressed an interest in the opportunity (the "Participants").

2.4 **Defined terms** – The following defined terms are used in this ITT:

2.4.1 "Act" means the Procurement Act 2023;

2.4.2 "Authority" has the meaning given in clause 2.1;

2.4.3 "Central Digital Platform" has the meaning given in regulation 5 of the Regulations;

2.4.4 "Excluded Supplier" and "Excludable Supplier" have the meaning given in section 57 of the Act;

2.4.5 "Participant" has the meaning given in clause 2.13;

2.4.6 "Commencement Date" has the meaning given in clause 5.1;

2.4.7 "Initial Term" has the meaning given in clause 5.1;

2.4.8 "Portal" means [OPTIMiSe];

2.4.9 "Regulations" means the Procurement Regulations 2024;

2.4.10 "Renewal Period" has the meaning given in clause 5.3.

## 3 INDICATIVE PROCUREMENT TIMETABLE

3.1 The intended timetable for this procurement is as follows:-

| | |
|---|---|
| Issue of ITT | 8th September 2026 |
| Deadline for receipt of clarification questions or comments | 28th September 2026 |

| | |
|---|---|
| Deadline for submission of tenders | 5th October 2026 |
| Completion of evaluation | 4th November 2026 |
| Despatch of assessment summaries | 17th November 2026 |
| Intended publication of contract award notice | 18th November 2026 |
| Expected end of mandatory standstill period | 1st December 2026 |
| Contract Award Date | Following expiry of standstill period |
| Intended start of Implementation Period | 6th December 2026 |
| Intended commencement of contract | 1st January 2027 |

3.2 Participants should note that the Authority reserves the right to amend any of the dates and timescales referred to in this ITT at any stage in the tender process.

## 4 PROCUREMENT PROCESS

4.1 **Procedure and Evaluation -** The procurement procedure being applied to the Contract is an 'open procedure' under section 20(2)(a) of the Act. The procedure being applied is set out in detail in Schedule 1 (Evaluation and Award Methodology).

4.2 **Terms and conditions of participation -** Participants agree that participation in this tender is subject to the Terms and Conditions of Participation set out in Schedule 2 of this ITT.

4.3 **Documents -** Information relevant to this opportunity can be found on the Central Digital Platform and OPTIMiSe.

4.4 **Site visits**

Site visits will take place week commencing 14th September 2026.

It is recommended you attend the site visit. Please confirm your attendance to Procurement Services - Lifecycle. You will be provided with further details regarding the time and place to report to.

4.5 To ensure equal, transparent and fair treatment, please direct all questions to Procurement Services - Lifecycle after your visits so all information can be shared with all Bidders involved in the process.

4.6 **Evaluation** – Tenders will be evaluated in accordance with Schedule 1 (Evaluation and Award Methodology).

4.7 **Further information** – The Authority may make a change to this ITT or the contract documents at any time by notice to all Participants remaining in the process. The Authority may also issue further information at any time by notice to all Participants remaining in the process.

4.8 **Changes** – The Authority expressly reserves the right: (i) not to award any contract as a result of this procurement process; and (ii) to make whatever changes it may see fit to the content and structure of the tendering competition and the contracts. In no circumstances will the Authority be liable for any costs incurred by the Participants as a result of any such change or decision not to award.

4.9 **Ending the procurement** – The Authority reserves the right at any time for any reason to abandon the procurement. As such, and notwithstanding any provision of this ITT, the Authority does not (by undertaking this procurement) agree to accept any tender. In no circumstances will the Authority be liable for any costs incurred by the Participants if the procurement is abandoned.

4.10 **Due diligence** – Participants will be entirely responsible for carrying out and funding their own due diligence at a level appropriate to them.

4.11 **No conflicts of interest –** A Participant must ensure that it and each subcontractor, agent, or adviser with which it engages in connection with the procurement process does not have a conflict of interest with the Authority or otherwise which may affect the procurement process. Where a Participant identifies a conflict of interest, or the risk of a conflict of interest, it must disclose that conflict or risk to the Authority without delay and assist the Authority in the management of that conflict or risk, to the extent that is possible. The Authority reserves the right to exclude a Participant from the process if a conflict of interest exists which cannot be effectively remedied by other less intrusive measures.

## 5 CONTRACT

5.1 The Contract shall commence on the date specified by the Authority in the Contract Award Document issued to the Contractor ("1st January 2027") and, subject to clause 5.3 below, shall continue for an initial term of one (1) year (the "Initial Term").

5.2 At the sole discretion of the Authority, the Contract may be extended for up to four (4) additional periods of one (1) year, subject to satisfactory Contractor performance and continued service requirements. The maximum potential Contract term shall therefore be five (5) years from the Commencement Date.

5.3 The estimated value of the Contract is £415,000.00 over a five year term.

5.4 The Authority does not undertake to purchase Goods and/or Services exclusively from the Contractor and does not undertake to purchase any minimum quantities or place any minimum orders from or with the Contractor. Any quantities and/or values of

Goods and/or Services stipulated in this ITT should be considered non-binding and indicative estimates only.

5.5 Participants may not qualify the terms of the contract in their tender response.

5.6 If Participants have any queries regarding the terms of the contract, they may submit comments via the Portal. The deadline for receipt of such comments is 18th September 2026.

5.7 The Authority will review comments received by Participants by 28th September If the Authority considers it appropriate to do so, it may reissue the form of contract to incorporate some, or all of the comments submitted by the Participants. All Participants will be required to tender on the basis of the same terms and conditions.

5.8 Please see clause 8.1 of Schedule 2. Tenders submitted are offers capable of acceptance.

## 6 COMMUNICATIONS

6.1 **Point of contact** – The Authority will conduct all communication relating to this procurement through the Portal. That is the designated point of contact. If there is a technical failure or the Authority for some other reason elects, all Participants will be given an alternative designated point of contact.

6.2 **Single point communication** – Participants must communicate only through the Portal (except as set out in clause 6.3). No representative of a Participant should contact any other person at the Authority on any matter connected to this procurement except with the prior approval of the Authority's designated point of contact.

6.3 **Requests for clarification** – Participants shall make clarification and information requests through the Question and Answer facility on the Portal. Both questions and their answers will be available to all Participants unless otherwise agreed with the Authority (through its designated point of contact) and if agreement cannot be reached the Authority may decline to answer the question if that would be, in the Authority's opinion, inconsistent with its obligations under public procurement law. Participants should note that it is their responsibility to monitor the portal regularly for any postings which may be relevant to their tender submission.

6.4 **Participant's confidentiality obligations** – Each Participant must keep this ITT and all information contained in it, and appended to it, confidential and must ensure that each of its employees, agents, advisers and sub-contractors is placed under a similar obligation. Please see Schedule 2 (Terms and Conditions of Participation) for more details.

6.5 **Sharing information** – The Authority may share any information provided by a Participant with its advisers and members of the evaluation team.

## 7 SUBMISSION INSTRUCTIONS

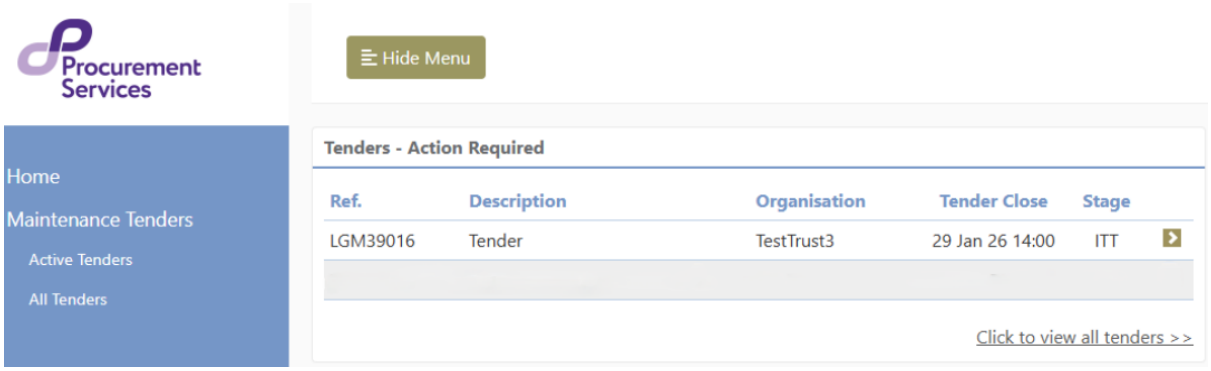
7.1 A Tender Response must remain valid and capable of acceptance by the Authority for a period of 90 days following the Tender Submission Deadline. This includes pricing. A Tender Response with a shorter validity period may be rejected.

7.2 All documents must be accessed and returned to Procurement Services - Lifecycle via online portal OPTIMiSe. Read-only versions of all documentation relating to this opportunity are available at https://www.procurementservices.co.uk/our-solutions/lifecycle/current-tenders.

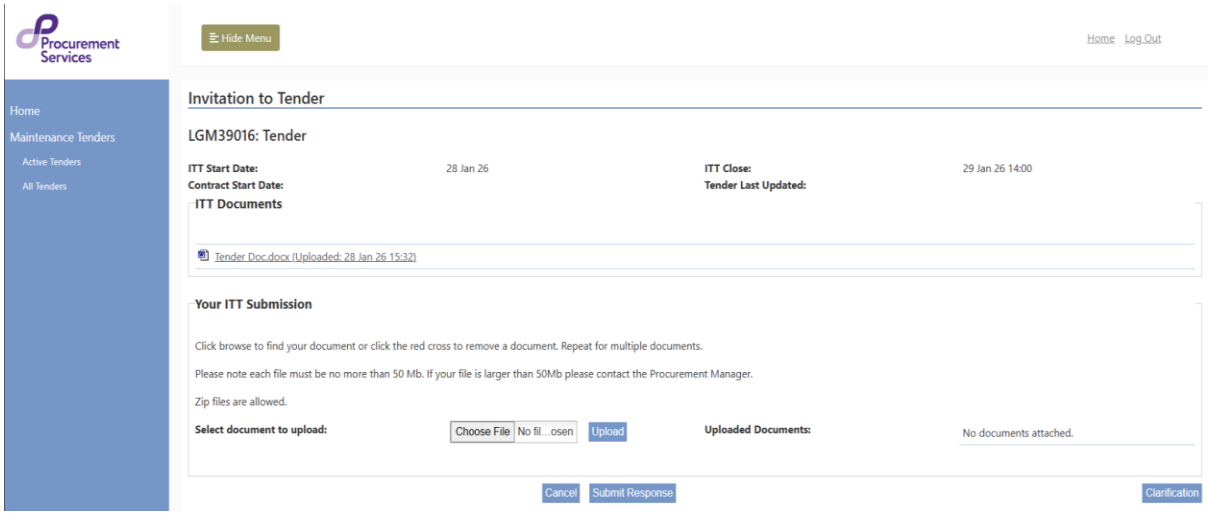
7.3 In order to respond to the opportunity, you will need to create an account on OPTIMiSe where you will be able to access editable versions of the documentation. To facilitate this, email lifecycleeoi@lifecycle.co.uk with the LGM reference for this opportunity and your company details.

7.4 You will then receive a verification email from OPTIMiSe asking you to verify your email address and create a password. These will be your log in details for the OPTIMiSe system.

7.5 Once you have logged into the system you will be taken to your home screen where you can access the documents for the current Tender.




7.6 Within the "Tenders – Action Required" box, click on the green box with the white arrow next to the relevant Tender, this will take you through to the page with all the relevant documents. An example of a Tender page is shown below:




7.7 This screen will show the dates relevant to this Tender as well as all documents that you need to complete your submission.

7.8 This is the portal you need to use to ask any clarification questions and upload your completed documents along with any supporting documents.

7.9 Click on each document and save them to your device for completion. All documents are version controlled. You must ensure you are using the latest version and upload any response against the latest version.

7.10 You must ensure that you read and complete all documents thoroughly. When you have completed all documents, they must be uploaded to the portal together with any required attachments. To do this click the "Browse" button, find the document and click "Upload".

7.11 When you have uploaded all documents and attachments, you must click "Submit Response" or "Amend Response".

7.12 All necessary documents must be completed and uploaded, together with attachments, to the portal before the submission deadline.

7.13 NB: Please note you can submit your response and then amend this at a later date up until the close date of the submission. Please ensure you click "Submit Response" or

"Amend Response" before logging off, if you do not, anything you have uploaded will be lost. You will be evaluated against the version you have submitted.

7.14 If you do not receive a reply thanking you for your submission, please contact Procurement Services – Lifecycle immediately.

7.15 Do not send any supporting documents unless requested to do so. Only documents requested will be reviewed by the Authority.

7.16 Your submitted documents cannot be accessed until after the return deadline. Before uploading, make sure you have:

Answered all questions directly within the Technical Questionnaire and Social Value sections of this ITT (not in a separate document).

Completed and signed all required sections of this document.

Uploaded this document along with any other requested supporting documents.

All evidence must be clearly labelled with the question it relates to. If the link between the evidence and the question is unclear, the evaluation panel may disregard it.

7.17 **Form of submissions** – All Participants must use the template submission document issued with this ITT at Schedule 3 Part B when submitting their tender submission.

7.18 **Format** – All Participants shall submit one electronic copy of their tender submission using the Portal. The documents which require signatures should be signed, scanned as an image and submitted. The originals should be retained by the Participant and may require to be delivered to the Authority.

7.19 **Language** – All submissions must be in English.

7.20 **Word limit** – Participants must ensure that they comply with any stated word limit indicated in the template. Additional information in excess of any such word limit will be disregarded.

7.21 **Supporting documents** – Participants should only submit additional information or documents if directed to do so with a clear reference on each additional information item to the question to which it relates. Unreferenced additional information may be

discounted. Marketing and/or promotional literature or any other additional information not requested should not be included and will be discounted.

7.22 **Date and time** – Tender submissions should be submitted using the Portal by 2pm 5th October 2026.

7.23 **Use of Artificial Intelligence** – AI tools can be used to improve the efficiency of your bid writing process, however they may also introduce an increased risk of misleading statements via 'hallucination'. Your submission should clearly identify any instances where AI or machine learning tools, including large language models have been used to generate written content, or support your bid submission.

## 8 TUPE

8.1 Participants should note that the "Transfer of Undertakings (Protection of Employment) Regulations 2006" as amended by the "Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014" (TUPE) may apply in respect of the award of the contract, and that for the purposes of those Regulations, the undertaking concerned (or any relevant part of the undertaking) may transfer to the successful Participant on the commencement of the contract.

8.2 Participants shall take legal advice to determine the effect of the Transfer of Undertakings (Protection of Employment) Regulations on any staff employed in pursuance of this contract and to carry out any actions the regulations may require. It is the successful Participant's responsibility to consider whether or not TUPE applies and the successful Participant should take their own legal advice as to whether TUPE will apply and the financial implications for their Tender.

8.3 Participants should note that all TUPE information is provided on the basis that it is confidential and must not be used, other than in connection with this Tender. TUPE information will be made available on request provided that the request confirms that the information will be treated as confidential, that it will be destroyed once its purpose has been served and that the Participant will warrant to the Authority that it has been destroyed.

8.4 Please submit a request for TUPE information using the Portal. Once confirmation is received that the information will be treated confidentially and destroyed once its purpose has been served, the information will be sent to the requesting bidder.

8.5 The TUPE information is provided to support Participants to assess and price the potential employment costs and liabilities and indicate their plans for transferring employees in their Tenders.

8.6 The Authority accepts no liability whatsoever for any loss or damage suffered by any Participant who submits a successful bid pursuant to this invitation should it subsequently be held that such bid and the award of the contract to the successful

Participant does or does not constitute a transfer within the meaning of TUPE. The Authority will not indemnify the successful Participant against any such loss.

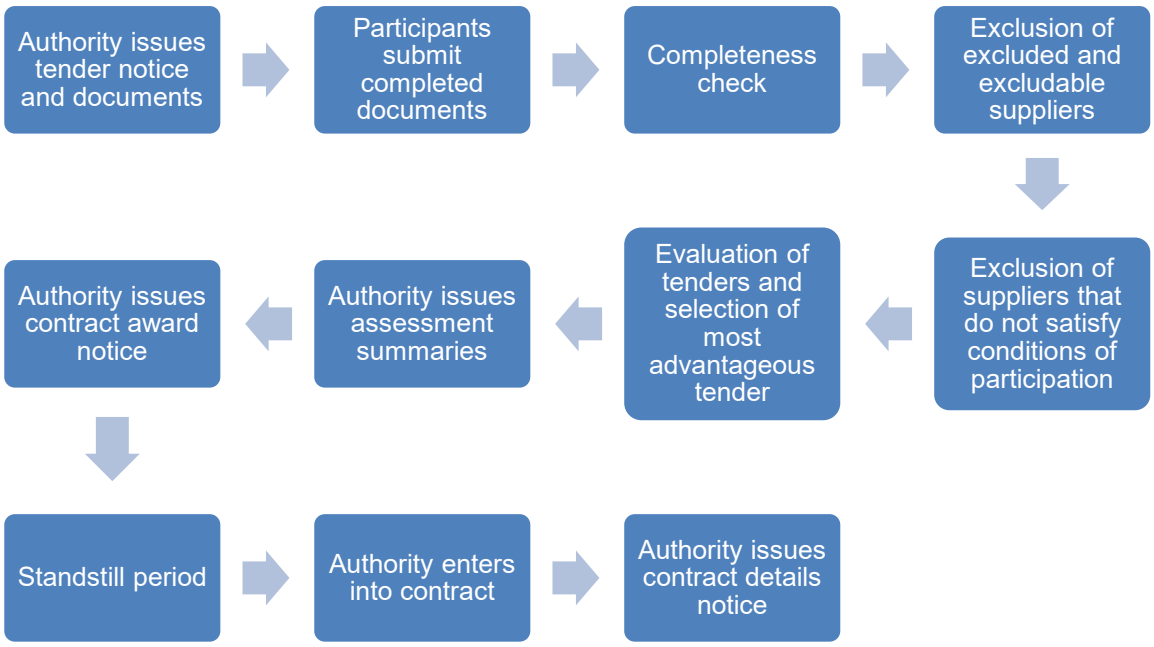
8.7 The TUPE information will be provided by the existing provider(s) and, therefore, the Authority does not warrant the accuracy or completeness of this information and does not accept any liability ensuing from any inaccuracy in, or omission from, the information.

# SCHEDULE 1: EVALUATION AND AWARD METHODOLOGY

## 1 Procurement procedure

1.1 The procurement procedure being applied to the Contract is an "open procedure" under section 20(2)(a) of the Act. The most advantageous submission will be identified by a five-step process as set out in more detail in this Schedule.

## 2 Process




2.1 The most advantageous submission will be identified by a five-step process.

2.1.1 **Procurement specific questionnaire**: Participants must submit a completed Procurement Specific questionnaire (PSQ). The PSQ is enclosed at Schedule 7 of this ITT. Where a Participant is a consortium, all members of the consortium must complete a PSQ. The part of the PSQ concerning conditions of participation only requires to be completed by the lead member of the consortium.

2.1.2 **Stage one (Completeness check):** The first step will be a completeness check. A complete submission is one which has been received by the deadline for submission of tenders, is substantially complete and complies substantially with the requirements of this ITT. Clarification and further information may be sought from

Participants in order to determine if a submission is complete. The Authority may exclude at this stage any submission that is not complete and may reject any tender submission which is submitted late.

2.1.3 **Stage two (Exclusion of excluded and excludable suppliers)**: The Authority will exclude any supplier that is an Excluded Supplier or an Excludable Supplier based on its response to the PSQ. The Authority will identify Excludable Suppliers based on the discretionary exclusion grounds identified in paragraph 4 of this Schedule 1. Participants must also upload core supplier information to the Central Digital Platform and confirm to the Authority/Procurement Services – Lifecycle that they have done so providing a PDF copy of the information stored on the CDP with their submission.

2.1.4 **Stage three (Application of conditions of participation):** The Authority/Procurement Services – Lifecycle will check each submission satisfies the conditions of participation set out in this ITT on the basis of the PSQ returned by the Participant. Clarification and further information may be sought from Participants. The Authority may exclude at this stage any submission that does not satisfy the conditions of participation set out in paragraph 5 of this Schedule 1. Participants must also upload core supplier information to the Central Digital Platform and confirm to the Authority that they have done so.

2.1.5 **Stage four (Evaluation and selection of most advantageous tender):** The next step will be to evaluate those submissions other than those rejected as not compliant, or not meeting the conditions of participation, in order to determine the most advantageous tender, using the criteria detailed in clause 6 below.

## 3 Standstill to entry into contract

3.1 The Authority will issue assessment summaries to the successful and unsuccessful Participants in accordance with regulation 31 of the Regulations. The Authority will also publish a contract award notice in accordance with regulation 27 of the Regulations.

3.2 Once the relevant standstill period has ended (being 8 working days from the date of the contract award notice), the Authority intends to enter into a contract with the

successful Participant. The Authority shall conclude the contract by issuing a contract award document. In addition, the Authority may send the Participant a legal agreement for signature for its records and in such circumstances the Participant shall countersign and return the legal agreement to the Authority promptly (and no later than 7 days from the date of receipt of such legal agreement).

3.3 The Authority may ask the successful Participant to provide verification of statements made in its PSQ to confirm that it satisfies the conditions of participation and to confirm it is not an Excluded or Excludable Supplier.

## 4 Excludable Suppliers

4.1 The Authority will exclude any Participant to whom any of the following exclusion grounds apply:

Procurement Act 2023

| Discretionary exclusion ground | Statutory reference | Applies |
|---|---|---|
| Labour market misconduct (order made in UK against Participant or connected person) | Schedule 7 paragraph 1 | Yes |
| Labour market misconduct (outside UK) | Schedule 7 paragraph 2 | Yes |
| Labour market misconduct (evidence of offence under specified legislation) | Schedule 7 paragraph 3 | Yes |
| Environmental misconduct | Schedule 7 paragraph 4 | Yes |
| Insolvency, bankruptcy, etc | Schedule 7 paragraph 5 | Yes |
| Participant or connected person has suspended or ceased carrying on all or a substantial part of its business. | Schedule 7 paragraph 6 | Yes |
| Potential competition infringements – Chapter I | Schedule 7 paragraph 7 | Yes |
| Potential competition infringements – Chapter II | Schedule 7 paragraph 8 | Yes |
| Regulator decision in respect of competition infringement – Chapter II | Schedule 7 paragraph 9 | Yes |
| Potential competition infringements – cartel offence | Schedule 7 paragraph 10 | Yes |

| | | |
|---|---|---|
| Professional misconduct | Schedule 7 paragraph 11 | Yes |
| Breach of contract and poor performance | Schedule 7 paragraph 12 | Yes |
| Acting improperly in procurement | Schedule 7 paragraph 13 | Yes |
| National security | Schedule 7 paragraph 14 | Yes |

## 5 Conditions of participation

5.1 The Authority has set out the conditions of participation in the PSQ. All sections must be completed in full. Failure to do so may lead to you being excluded from the procurement process.

5.2 If the question is Pass/Fail your response must provide the Authority with full confidence that you can meet the requirements of the question. If you cannot provide this then the Authority will Fail you on this question and you will be excluded from the procurement process.

5.3 The Authority must determine whether you have the financial capacity and stability to perform the service.

**Credit Score:**

5.4 You are asked to provide your organisation's registration number so a Credit can be obtained. If the Creditworthiness rating (for companies where accounts have been filed) or Risk rating (for new companies where no accounts have been filed) is less than 30 your financial accounts or equivalent information will be considered.

5.5 If the rating in the Report is more than 30 you will pass this section unless there is anything in the report to indicate you may not have the financial capacity to perform this contract. In this case the Client will evaluate your financial accounts or equivalent information.

5.6 If you do not have a registration number, for example you are a partnership, you should provide the last two years' audited accounts, or equivalent information as set out in the Financial Capacity questions in the PSQ.

5.7 If the Client evaluates the financial accounts or equivalent information, they will be scored according to the table below. Evaluation will include consideration of the

following: evidence of prior bankruptcy or a CVA, accounts being up to date, any qualification of the accounts by auditors, a general review of accounts, a review of profit and loss from previous years, a review of the balance sheet.

Accounts will be scored in accordance with the methodology in the table below:

| Evaluation | Standard | Pass/Fail |
|---|---|---|
| No perceived risk | The Client has no grounds for concern in relation to your financial stability. | Pass |
| Unacceptable risk | Your financial instability is too great for the Client to accept and you will be excluded from the procurement process | Fail |

5.8 The PSQ acts as a self-declaration for Participants. The Preferred Bidder will be required to provide all requested certificates and documentation before being awarded the Contract. However, the Authority can ask any Participant to submit their evidence at any point in the procurement process, if this is necessary, to ensure that the process is carried out properly and in a timeous manner to meet with the procurement's programme requirements.

## 6 Award Criteria

6.1 The headings in this section identify the criteria and sub-criteria against which Participants will be scored. Figures in brackets after each criterion or sub-criterion are the percentages/weightings of the total score available which are allocated for that criterion or sub-criterion. More information on each criterion is provided below.

### 6.2 Commercial 30%

6.2.1 Participants must complete the pricing schedule enclosed at Schedule 6.

The price will be evaluated as follows:

The Contract will be awarded on a PPM basis. Price will therefore be made up of the following two components:

| Price component | Description |
|---|---|
| Fixed PPM Contract price | The annual price offered for the fixed PPM Contract. |
| Additional costs | The Client will estimate the number of visits likely to be incurred during an average year for evaluation purposes. You will be asked to provide pricing for different elements of additional costs, such as call out fees and hourly labour rates for remedial works for failed TMVs, taps and isolation valves. A total of additional costs will then be calculated. |

The Client will add your Fixed PPM Contract price to your additional costs, to obtain a single price for the contract term. This is for evaluation purposes only; you should note this is not guaranteed business. The following scoring methodology will then be used:

The Bidder with the lowest cost will receive full marks for the price criterion. Other bidders' prices will be awarded marks by application of the following formula:

(Lowest overall price/Overall price being evaluated) x price weighting = price score.

For example, Bidder A submits a price of £1,000.00, Supplier B submits £1,250.00 and Supplier C submits £1,600.00, against a price weighting of 50%.

Supplier A will receive the full 50%, Supplier B receives 40%, and Supplier C receives 31.25%.

All bids will be scored in this manner.

6.3 **Technical 60%**

6.3.1 Participants must submit a single response to each of the questions listed in the Technical Questionnaire document enclosed at Schedule 8. For each question, only the information you provide specifically within that question will be considered in evaluating your answer. Any documentation uploaded elsewhere, or information not

detailed within the question response document, will not be considered in the evaluation of that question.

6.3.2 The STQs and the weightings allocated to each of them are set out in the table below.

Question weighting total score **100 against a weighting of 60%**

| Question No. | Requirement Being Assessed | Evidence Required | Weighting |
|---|---|---|---|
| Q1 | Service Delivery Methodology and PPM Delivery | • Detailed methodology<br>• Resource deployment plan<br>• Sample maintenance programme<br>• Access management process<br>• Escalation procedures | 10% |
| Q2 | Technical compliance and water safety management | • Compliance framework<br>• Quality management arrangements<br>• Audit procedures<br>• Examples of previous NHS compliance audits | 10% |
| Q3 | Technical competence, resources and equipment | • Training matrix<br>• Example competency records<br>• Calibration procedures<br>• Example calibration certificates | 15% |

| | | | |
|---|---|---|---|
| | | • Organisational structure | |
| Q4 | Risk management, defect identification and reactive support | • Defect management procedure<br>• Escalation matrix<br>• Sample defect report<br>• Example corrective action process | 15% |
| Q5 | Infection prevention, health and safety and safe systems at work | • Safe systems of work<br>• Infection prevention procedures<br>• Risk assessments<br>• COSHH arrangements<br>• Example method statements | 15% |
| Q6 | Documentation, reporting and performance management | • Sample service reports<br>• Sample performance dashboard<br>• Reporting processes<br>• Record management procedures<br>• Continuous improvement examples | 5% |

| | | | |
|---|---|---|---|
| Q7 | Infection prevention, water hygiene and aseptic working methodology | • Sample RAMS.<br>• Infection prevention procedures.<br>• Water hygiene training records.<br>• EUSR Water Hygiene certification (where applicable).<br>• Examples of clean/dirty workflow controls.<br>• Evidence of work within healthcare environments | 15% |
| Q8 | Governance, competency assurance and quality verification | • Competency matrix.<br>• Sample audit reports.<br>• Quality management procedures.<br>• Internal inspection regime.<br>• Example corrective action process.<br>• Typical field verification records. | 5% |
| Q9 | Quality Assurance | Valid documentation | 5% |
| Q10 | Business Continuity | Plan | 5% |

6.3.3 The Technical Section will be scored by an evaluation panel made up of relevant officers using a pre-defined scoring methodology as defined below. The scoring system should be read in conjunction with the submission requirements set out in Schedule 3. The

weightings allocated to each criterion will be applied to the relevant score to produce a weighted score. The aggregate weighted score will then be calculated. If the question is Pass/Fail your response must provide the Authority with full confidence that you can meet the requirements of the question. If you cannot provide this then the Authority will Fail you on this question and you will be excluded from the procurement process.

**Scoring Methodology**

| Scoring range | Categorisation | Evaluation description |
|---|---|---|
| 0 | No response (non-compliance) | You have not answered the question, or your response is non-compliant and does not give the authority confidence you can perform the required service. You will be excluded from this procurement process |
| 1 | Unsatisfactory response | Substantially unacceptable submission which fails in several significant areas to answer the question. Little or no detail (and, where evidence is required or necessary, no evidence) has been provided to support and demonstrate you are able to provide the service required, or specifically show relevant ability, understanding, expertise, skills and/or resources. Would represent a very high risk for the Client. |
| 2 | Partially acceptable response | Weak submission which does not fully address the question.<br><br>Response may be basic/minimal with little or no detail (and, where evidence is required or necessary, insufficient evidence) provided to support the submission and demonstrate you have the required capability and capacity to deliver the requirements of the Technical Specification. |

| | | |
|---|---|---|
| 3 | Satisfactory and acceptable response | Submission largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some evidence is relevant) provided to support the submission.<br><br>There are some minor reservations or weaknesses in the submission. |
| 4 | Fully compliant response | Submission sets out a comprehensive and robust response which addresses and meets all requirements, with strong evidence provided to support the submission. It provides full confidence of your capability, expertise and capacity to deliver the requirements of the Technical Specification. |

6.4 **Social Value 10%**

6.4.1 The Authority aims to secure broader public benefits from the contracts it enters into, through an approach that seeks to reward socially responsible enterprises and those willing to deliver wider benefits through their contracts with the Authority.

6.4.2 Participants must submit a single response to each of the questions listed in the Social Values document enclosed at Schedule 8. For each question, only the information you provide specifically within that single question will be considered in evaluating your answer. Any documentation uploaded elsewhere, or information not detailed within that question, will not be considered in the evaluation of that question.

The Social values questions, along with the weighting assigned to each one, are shown in the table below.

Question weighting total score 100% against a weighting of 10%

| Question No. | Requirement Being Assessed | Weighting – total 100% |
|---|---|---|
| Q1 | Employment, skills and workforce development | 35% |

| | | |
|---|---|---|
| Q2 | Environmental sustainability and resources efficiency | 30% |
| Q3 | Community engagement and NHS support | 20% |
| Q4 | Local economic growth and supply chain inclusion | 15% |

## 6.5 Scoring Methodology for Community Benefits/Social Values Questions

| Scoring range = 0-4 | Categorisation | Evaluation description |
|---|---|---|
| **0** | **No response** | Participant has failed to provide a response or has failed to provide a response with aggregate social value points at least equal to the minimum specified. |
| **1** | **Poor** | Participant has demonstrated limited understanding, and the response suggests the Participant will have difficulty delivering and managing delivery of Social Values.<br>The response lacks tangible commitments.<br>No clear approach to the delivery of Social Values is provided. |
| **2** | **Acceptable** | Response includes an understanding of managing and some relevant expertise to deliver Social Value commitments.<br>Outlines a sufficient methodology for delivery. |
| **3** | **Good** | Response includes an understanding and detailed approach to management and delivery of Social Value commitments.<br>The response includes a clear approach to maximise Social Value outcomes delivered, and the methodology includes relevant partners and intermediary organisations that will assist in delivery. |

| | | |
|---|---|---|
| **4** | **Excellent** | Response includes clear understanding and delivery of Social Value Requirements and demonstrates stakeholder consultation and analysis.<br><br>Clearly outlines approach to maximising outcomes and outlines methodology incorporating partners and intermediary organisations.<br><br>Has outlined innovative ideas for delivering and maximising the Social Value Outcomes. |

6.5.1 The Participant's score will be multiplied by the weighting specified for Social Value in the Scoring Matrix in clause 6.6 (Final Score and Award) of this Schedule 1.

6.6 **Final Score and Award**

6.6.1 The final score will be calculated based on the Most Advantageous Tender by combining all the scored elements in accordance with the weightings set out in the scoring matrix below. It is intended that the Contract shall be awarded to the highest scoring Participant.

***Scoring matrix***

| **Criteria** | **Weighting** | **Sub-criteria** | **Criteria weighting** |
|---|---|---|---|
| Qualification (PSQ) | Pass/Fail | Pass/Fail | Pass/Fail |
| Commercial | 30% | Commercial Price – including ad-hoc spend | 30% |
| Technical | 60% | Technical Ability | 60% |
| Social Value | 10% | Social Value | 10% |
| **TOTAL** | **100%** | | **100%** |

6.6.2 The Authority is not bound to accept the lowest cost or any Tender.

## SCHEDULE 2: TERMS AND CONDITIONS OF PARTICIPATION

### 1 Confidentiality and Freedom of Information

1.1 Information provided by the Authority in this ITT must be treated by Participants as private and confidential.

1.2 All information submitted by Participants to the Authority may need to be disclosed and/or published by the Authority in compliance with its obligations pursuant to the Freedom of Information Act 2000 and/or the Environmental Information Regulations 2004. The Authority may also disclose all information submitted by Participants to its auditors and advisers.

1.3 Participants should clearly identify any information included in their submissions which they consider to be confidential, or which contains personal data for the purposes of the Data Protection Act 2018 and the UK GDPR (which has the meaning given in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018), and explain in broad terms (in an accompanying letter) what harm might result from disclosure and/or publication of such information. The Authority will have regard to this information, but receipt or evaluation by the Authority of any material marked 'confidential' or equivalent should not be taken to mean that the Authority accepts a duty of confidence in relation to that information. Participants should be aware that, even if a candidate has indicated that information is confidential, the Authority may disclose this information to its auditors where it sees fit and may have to disclose it to comply with the Freedom of Information Act 2000 and/or the Environmental Information Regulations 2004.

1.4 The Authority may publish the names and contact details of organisations (and individuals named as contacts) who submit submissions.

1.5 At the conclusion of the tender process, information about the winning Participant and its tender (including price information) may be published by the Authority.

## 2 Costs

2.1 Participants are responsible for meeting all costs they incur in participating in this procurement process. The Authority shall not be liable for any costs incurred by Participants and shall not make any contributions to Participants' costs.

## 3 Canvassing

3.1 Without prejudice to any other civil remedies available to the Authority and without prejudice to any criminal liability which such conduct by a Participant may attract, the Authority may disqualify any Participant which, in connection with this procurement:

3.1.1 offers any inducement, fee or reward to any member or officer of the Authority or any person acting as an adviser for the Authority in connection with the Project; or

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

3.1.3 canvasses any of the persons referred to in clause 3.1.1 in connection with the Project; or

3.1.4 contacts any officer of the Authority prior to the contract being awarded about any aspect of the Project in a manner not permitted by this ITT (including without limitation a contact for the purposes of discussing the possible transfer to the employment of the Participant of such officer for the purpose of the Project).

## 4 Conflicts of interest

4.1 A Participant must ensure that it and each subcontractor, agent or adviser with which it engages in connection with the procurement process does not have a conflict of interest with the Authority or otherwise which may affect the procurement process. Where a Participant identifies a conflict of interest, or the risk of a conflict of interest, it must disclose that conflict or risk to the Authority without delay and assist the Authority in the management of that conflict or risk, to the extent that is possible. The Authority reserves the right to exclude a Participant from the process if a conflict of interest exists which cannot be effectively remedied by other less intrusive measures.

## 5 Non-collusion

5.1 Without prejudice to any other civil remedies available to the Authority and without prejudice to any criminal liability that such conduct by a Participant may attract, the Authority may disqualify any Participant which, in connection with this procurement:

5.1.1 fixes or adjusts the amount of its submission by or in accordance with any agreement or arrangement with any other Participant; or

5.1.2 enters into any agreement or arrangement with any other person that it shall refrain from making a submission or as to the amount of any submission to be submitted; or

5.1.3 causes or induces any person to enter into such agreement or arrangement as is mentioned in either clauses 5.1.1 or 5.1.2 or to inform any Participant of the amount or approximate amount of any rival submission; or

5.1.4 communicates to any person other than the Authority the amount or approximate amount of its proposed submission (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the submission or where both are acting as members of a consortium which has made a submission).

5.2 Each Participant is required to return a certificate confirming non-collusion with its submission – please see Schedule 4.

## 6 Reserved rights

6.1 The Authority reserves the right to change the basis of the procedures for or to discontinue this procurement process, and not to award a contract pursuant to it. The process does not in any way bind the Authority to award a contract. Under no circumstances shall the Authority incur any liability in respect thereof.

6.2 The Authority reserves the right to review the economic and financial standing or technical or professional ability of a Participant if there are changes in the Participant's circumstances at any time during the procurement procedure, particularly if there is a change to the constituent members of a consortium Participant, or any change of identity, control, financial standing or other factor which may have affected the assessment of the Participant at the pre-qualification stage. Following such a review,

the Authority reserves the right to disqualify a Participant if the changed circumstances mean that, had they arisen before the pre-qualification process, the Participant would not have been shortlisted to be invited to tender and/or progressed to Stage 3 (Evaluation and Award Stage).

## 7 Consortia applications and group companies

7.1 Where the successful candidate is a consortium, the members of it may be required to enter into the contract (and any other ancillary contracts) with the Authority on a joint and several basis.

## 8 Entry into contract

8.1 Tenders received will be offers capable of acceptance by the Authority. In addition the Authority may draw up a contract for signature by it and the successful Participant. All tenders submitted to the Authority must remain open for acceptance for a period of [90 (ninety) days] from the Tender closing date.

## 9 Incomplete Tenders

9.1 Participants must ensure that all documentation has been properly completed and that all information requested in this ITT has been clearly and accurately stated in the tender submission, as failure to do so may result in the tender submission not being considered. Likewise, if a Participant fails to provide any documentation subsequently requested as part of a Request for Documentation, this could result in the Participant being excluded from the tender process thereafter.

9.2 If it is apparent that a Participant has submitted a fundamentally non-compliant tender submission in respect of any of the ITT requirements, the Authority may choose to reject that Tender and continue to assess the other Tenders, as appropriate. However, clarification may be sought from such a Participant to determine whether their tender submission could be made complete and compliant. In the event that the Authority requires clarification in respect of such a tender submission, this must be provided to the Authority within two (2) Working Days of request.

## 10 Abnormally Low Tenders

10.1 Where the Authority considers any Tender to be abnormally low, the Authority will request an explanation, in writing, from the Participant of the prices or costs proposed in a Tender; and assess the information provided in response by the Participant. If the explanations and information provided do not account, to the Authority's satisfaction, for the level of prices or costs proposed in the Tender, the Authority may reject the Tender.

## SCHEDULE 3: SUBMISSION REQUIREMENTS

**Part A**

1. The Authority requires Participants to make their submissions in the form of the document issued with this ITT. Part B of this Schedule 3 contains the form of the tender submission.

2. Participants must complete the documents specified at Part B of this Schedule 3 in the form provided.

3. For consistency, all Participants must complete the questions and provide the required information directly within this ITT document. Submitting information in separate documents can create confusion for the evaluation panel and makes it harder and more time-consuming to confirm that all required information has been provided.

4. Participants should not seek to change the order of the information in the form. The text under each heading describing the required content of the section should be deleted and the Participant's text inserted in its place.

5. The documents which require signatures should be signed and submitted. Electronic signatures will be accepted.

6. **To help the evaluation panel match each piece of evidence to the correct question, please label every document with the relevant question number and include both the question number and your company name as the prefix.**

**Part B**

**TENDER SUBMISSION TEMPLATE**

1. **Procurement specific questionnaire (PSQ)**

   Please provide a completed procurement specific questionnaire (enclosed at Schedule 7).

2. **Price**

   Please complete the Pricing Schedule (accompanying at Schedule 6). All costs should be stated in pounds sterling (£) excluding VAT.

3. **Quality**

Please complete the Technical Questionnaire (enclosed at Schedule 8) in full.

4. **Form of submission certificate**

The submission should include the signed submission certificate on the Participant's headed paper in the format enclosed at Schedule 4.

5. **Offer**

The submission should include the signed offer on the Participant's headed paper in the format enclosed at Schedule 10.

## SCHEDULE 4: SUBMISSION CERTIFICATE

This certificate must be printed on the headed paper of the Participant in the form of a letter addressed to the Authority. The certificate must be returned with each submission.

1. **Date**

This certificate is dated 5th October 2026. It relates to our submission for the Tender for the Maintenance of Thermostatic Mixing Valves & Thermostatic Taps (TMV & TMT's)

2. **Procurement specific questionnaire (PSQ) confirmation**

We confirm that our response to the procurement specific questionnaire is true and accurate in all material aspects as at the date of this certificate.

3. **Canvassing**

We certify that in making this submission we have not (and will not have before the award of any contract for the work):

a. offered any inducement, fee or reward to any member or officer of the Authority or any person acting as an adviser for the Authority in connection with the Project; or

b. done anything which would constitute a breach of the Bribery Act 2010; or

c. canvassed any of the persons referred to in clause 3a of this Submission Certificate in connection with the Project; or

d. contacted any officer of the Authority prior to the contract being awarded about any aspect of the Project in a manner not permitted by this procurement (including without limitation a contact for the purposes of discussing the possible transfer to our employment of such officer for the purpose of the Project).

4. **Non-collusion**

We certify that this submission is made in good faith and that we have not (and will not have before the award of any contract for the work):

a. fixed or adjusted the amount of our submission by or in accordance with any agreement or arrangement with any other Participant; or

b. entered into any agreement or arrangement with any other person that the other person shall refrain from making a submission or as to the amount of any submission to be submitted; or

c. caused or induced any person to enter into such agreement as is mentioned in either clauses 4a or 4b of this Submission Certificate or to inform us of the amount or approximate amount of any rival submission; or

d. communicated to any person other than the Authority the amount or approximate amount of our proposed submission (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the submission or where both are acting as members of a consortium which has made a submission).

5. **Use of Artificial Intelligence**

We certify that we have clearly identified any text forming part of our submission which has been generated by artificial intelligence or machine learning tools, including large language models, and that any such text has been checked and verified for accuracy.

In this certificate, the word "person" includes any persons and anybody or association, corporate or unincorporated; any "agreement" or "arrangement" includes any transaction, formal or informal and whether legally binding or not; and "work" means the work in relation to which this submission is made.

Signature:

in the capacity of:

Name (Block Capitals):

Authorised to sign the submission for and on behalf

Of:

## SCHEDULE 5 – SPECIFICATION

**Please refer to 'Schedule 5 - Technical Specification' which accompanies this ITT**.

## SCHEDULE 6 – PRICING SCHEDULE

**Please refer to 'Schedule 6 – Pricing Schedule' which accompanies this ITT.** Please complete the accompanying, Schedule 6 and return with your submission.

### Part A – Pricing Terms and Conditions

The Contract shall operate on a scheduled rate basis, with payment linked to the actual number of Thermostatic Mixing Valve (TMV) maintenance activities successfully completed during the invoicing period. The Contractor shall only be entitled to payment for completed and accepted maintenance services undertaken in accordance with the Contract requirements.

Invoices shall be clearly marked with the relevant purchase order number and shall contain sufficient detail to identify the site, location, asset, TMV reference number, and maintenance activity to which the charge relates. The Contractor shall provide a schedule of completed TMV maintenance visits with each invoice to support validation and payment.

Any additional authorised repairs, remedial works or replacement works identified during maintenance activities shall be clearly itemised and supported by a full cost breakdown, including labour, materials, parts, hours worked and any other applicable charges.

No additional chargeable work shall be undertaken without prior written approval from the Authority and the issue of a valid purchase order where required.

The Authority reserves the right to withhold payment for any services that cannot be verified as completed, are not supported by the required documentation, or have not been delivered in accordance with the Contract requirements.

### A.1 Indexation

The Authority is seeking a fixed priced contract for the duration.

### A.2 Payment profile clause

Payments shall be made in arrears following completion and acceptance of the relevant maintenance activities. The Contractor shall submit invoices in accordance with the agreed scheduled rates and only for services completed in accordance with the Contract requirements. Each invoice must be supported by sufficient evidence to allow the Authority to validate the works undertaken, including the relevant site, asset reference, TMV/TMT location, maintenance

activity completed, date of completion, purchase order number and any required service records or PPM documentation.

Where the service is delivered on a six-monthly maintenance cycle, the Contractor may invoice following completion of each agreed service period, subject to the submission and acceptance of all required records, reports and supporting documentation. No payment shall be due for incomplete works, unverified activities, works not supported by the required documentation, or services not delivered in accordance with the Contract. Any additional remedial or reactive works shall only be payable where they have been authorised in advance in writing by the Authority and are supported by a valid purchase order and itemised cost breakdown.

**Part B – Pricing document**

The methodology is detailed above, Schedule 1, section 6.2 for Commercial. Pricing schedule at Schedule 6 which accompanies this tender.

## SCHEDULE 7 – PROCUREMENT SPECIFIC QUESTIONNAIRE (PSQ)

**Please Complete the accompanying, Schedule 7 – 'PSQ' and return with your submission.**

Current Government guidance:

PA23_Procurement_Specific_Questionnaire_V2.0.docx

## SCHEDULE 8 – TECHNICAL QUESTIONNAIRE – Weighting 60%

This section outlines detailed questions and evidence expectations related to the delivery and management of a planned preventative maintenance (PPM) service for TMV/TMT systems in healthcare settings, specifically Gloucestershire Royal Hospital and Cheltenham General Hospital.

• **Service delivery methodology:** The Authority requests a comprehensive methodology for executing six-monthly servicing and fail-safe testing, managing access to clinical environments, minimizing operational disruptions, ensuring timely completion of asset maintenance, and handling rescheduling due to access-denied areas. It also specifies expected evidence such as resource deployment plans, maintenance programs, access management processes, and escalation procedures.

• **Technical compliance and water safety:** The Authority requires explanations on ensuring compliance with relevant health technical memoranda, legislation, and manufacturer recommendations throughout the contract, including quality assurance, compliance monitoring, management reviews, and adaptation to regulatory changes. Supporting evidence includes compliance frameworks, audit procedures, and examples from previous NHS audits.

• **Competence, risk management, and safety:** The Authority demands descriptions of maintaining personnel competence, equipment calibration, defect identification and management during servicing, reactive maintenance, infection prevention, health and safety controls, and documentation and reporting practices. Expected evidence includes training matrices, defect management procedures, safe working systems, risk assessments, and performance reports

Please complete your answers to each question within this ITT and return the completed document with your submission:

**Q1. Service Delivery Methodology and PPM Delivery**

Describe your proposed methodology for delivering the planned preventative maintenance (PPM) service across Gloucestershire Royal Hospital and Cheltenham General Hospital.

Your response should explain how you will:

- Deliver six-monthly servicing and fail-safe testing.
- Manage access to clinical environments.
- Minimise disruption to hospital operations.
- Ensure all assets are completed within required timescales.
- Manage access-denied areas and rescheduling activities.

**Evidence Expected**

- Detailed methodology
- Resource deployment plan
- Sample maintenance programme
- Access management process
- Escalation procedures

**Tests:** PPM delivery, access arrangements, completion of assigned areas and contract delivery.

**Response:**

**Q2. Technical Compliance and Water Safety Management**

Explain how you will ensure compliance with HTM 04-01 Parts A and B, HTM 04-01 Supplement, HSG274, ACOP L8, manufacturers' recommendations and other applicable legislation throughout the contract.

**Your response should include:**

- Quality assurance controls.
- Compliance monitoring arrangements.
- Management review processes.
- Actions taken when legislation or guidance changes during the contract term.

**Evidence Expected**

- Compliance framework
- Quality management arrangements
- Audit procedures
- Examples of previous NHS compliance audits

**Tests:** Technical compliance and statutory obligations.

**Response:**

**Q3. Technical Competence, Resources and Equipment**

Describe how you will ensure that personnel, specialist equipment and testing devices remain competent, calibrated and suitable for the delivery of TMV/TMT maintenance services throughout the contract.

**Your response should include:**

- Competency requirements.
- Training and refresher arrangements.
- Calibration management.
- Management of defective testing equipment.

- Supervision arrangements.

**Evidence Expected**

- Training matrix
- Example competency records
- Calibration procedures
- Example calibration certificates
- Organisational structure

**Tests:** Staff competence, calibrated equipment and testing requirements.

**Response:**

**Q4. Risk Management, Defect Identification and Reactive Support**

Describe how you will identify, manage, report and escalate defects identified during routine servicing activities.

**Your response should include:**

- Failed TMVs.
- Defective cartridges.
- Faulty isolation valves.
- Temperature non-conformances.
- Reactive maintenance recommendations.
- Escalation and communication processes.

**Evidence Expected**

- Defect management procedure
- Escalation matrix
- Sample defect report
- Example corrective action process

**Tests:** Fault management and service continuity.

**Response:**

**Q5. Infection Prevention, Health & Safety and Safe Systems of Work**

Explain how you will protect patients, staff and visitors while undertaking TMV/TMT maintenance within healthcare environments.

**Your response should include:**

- Aseptic working practices.
- Infection prevention controls.
- Control of chemicals.
- PPE arrangements.
- Contractor management controls.
- Management of works in clinical environments.

**Evidence Expected**

- Safe systems of work
- Infection prevention procedures
- Risk assessments
- COSHH arrangements
- Example method statements

**Tests:** Infection prevention and safe working practices.

**Response:**

**Q6. Documentation, Reporting and Performance Management**

Describe how you will ensure accurate service reporting, record keeping and contract performance monitoring throughout the contract.

**Your response should include:**

- Completion of PPM records.
- Micad/ZetaSafe updates.
- Service reporting.
- Photographic evidence.
- Performance data management.
- Continuous improvement arrangements.

**Evidence Expected:**

- Sample service reports
- Sample performance dashboard
- Reporting processes
- Record management procedures
- Continuous improvement examples

**Response:**

**Q7. Infection Prevention, Water Hygiene and Aseptic Working Methodology**

The Authority recognises that TMV/TMT maintenance activities are undertaken within healthcare environments where patients may be vulnerable to infection and waterborne pathogens.

Describe the procedures, controls and competency arrangements you will implement to ensure TMV/TMT maintenance, cleaning, disinfection and recommissioning activities are undertaken using effective infection prevention, water hygiene and aseptic working practices.

**Your response should include:**

- Clean-to-dirty workflow management.
- Prevention of cross-contamination between outlets.
- Tool cleaning and disinfection arrangements.
- Handling and disposal of contaminated consumables and fluids.
- PPE and glove changing protocols.
- Environmental cleaning following maintenance activities.
- Management of work within occupied clinical environments.
- Training and competency requirements for operatives undertaking these activities.

**Evidence Expected**

- Sample RAMS.
- Infection prevention procedures.
- Water hygiene training records.
- EUSR Water Hygiene certification (where applicable).
- Examples of clean/dirty workflow controls.
- Evidence of work within healthcare environments.

**Why Relevant**

The Harper review identified concerns around poor aseptic technique, contaminated tools, inappropriate cleaning methodology, inadequate contamination controls and risks associated with patient environments.

**Response:**

**Q8. Governance, Competency Assurance and Quality Verification**

The Authority requires assurance that all TMV/TMT maintenance activities are delivered consistently, in accordance with approved methodologies, and by suitably trained and competent personnel throughout the contract term.

Describe how your organisation will govern, monitor and assure the quality of service delivery.

**Your response should include:**

- Operative competency assessment arrangements.
- Supervision and quality assurance processes.
- RAMS approval, review and compliance monitoring.
- Arrangements for auditing field activities.
- Escalation and reporting of non-compliance.
- Management of subcontractors (if applicable).
- Verification that maintenance activities have been completed in accordance with approved procedures.
- Management of behavioural and human-factor risks.

**Evidence Expected**

- Competency matrix.
- Sample audit reports.
- Quality management procedures.
- Internal inspection regime.
- Example corrective action process.
- Typical field verification records.

**Why Relevant**

The report identified shortcomings around contractor governance, quality assurance, competency verification, RAMS compliance and oversight of service delivery. It specifically recommends stronger procurement controls, contractor assurance processes and regular witnessing of works.

**Response:**

**Q9. Quality Assurance**

Does your organisation have ISO9001 accreditation? If so, please attach a copy of your current certificate.

**[Attach valid document with your submission]**

If your organisation does not have ISO9001 accreditation, do you have an internal quality management system. If so, please provide details of your quality management system. This should include an explanation of how your organisation ensures customer requirements are determined and met, how you set objectives to achieve results, how these are measured, how you establish procedures and ensure these are being followed, what your procedure is for when things go wrong, and how you ensure staff are competent to deliver your service. If your organisation has them please provide copies of your quality manual or policy, an example of a set of objectives and an example of a quality procedure.

**[Attach valid document with your submission]**

**Response:**

**Q10. Business Continuity**

The Authority requires that the bidder shall maintain a detailed and current plan (which shall include a disaster recovery plan and recovery time objectives), which shall be updated annually or before any issues arise which is likely to impact business continuity. Any such plan MUST be demonstrable and contain evidence of regular updates.

The Business continuity plan must detail what provisions will be in place to ensure consistency of supply in the event of:

Adverse weather conditions
Vehicle and/or equipment failure
Industrial dispute/staffing shortages
Receivership
Major road disruptions and fuel shortages
Loss of premises
Loss of information technology

The plan should include, but not be limited to, details of:

Safeguarding arrangements

| |
|---|
| When and how the plan will be implemented<br>Fallback contact details<br>Fallback relocation plans<br>Temporary arrangements<br>Arrangements for reviewing and modifying the contingency plan<br><br>**Please provide a summary:** |
| **Response:** |

## SCHEDULE 9 – SOCIAL VALUE - 10% Weighting

Please complete your answers to each question within this ITT and return the completed document with your submission.

| |
|---|
| **Requirement:** |
| **Q1. Employment, Skills and Workforce Development**<br><br>Describe how you will create employment, apprenticeship, training and skills development opportunities through the delivery of this contract.<br><br>• Your response should include:<br>• New apprenticeship opportunities.<br>• Work placements or trainee opportunities.<br>• Development of water hygiene and TMV maintenance competencies.<br>• Upskilling of existing staff.<br>• Opportunities targeted at local people within the Authority's area.<br><br>**Deliverables** |

- Tenderers should provide measurable commitments including:
- Number of apprenticeships.
- Number of training hours delivered.
- Number of work experience placements.
- Number of local employment opportunities.

**Example KPIs**

- Number of apprentices employed.
- Number of trainees completing qualifications.
- Number of training hours delivered annually.
- Number of local recruits supported.

**Why Relevant**

The contract requires competent personnel with specialist TMV maintenance, water hygiene and fail-safe testing knowledge. Investment in workforce development directly supports sustainable contract delivery and technical competence.

**Response:**

**Requirement:**

**Q2. Environmental Sustainability and Resource Efficiency**

Describe how you will minimise the environmental impact associated with the delivery of TMV and TMT maintenance services throughout the contract term.

Your response should include:

- Fleet and travel reduction initiatives.
- Carbon reduction measures.

- Sustainable procurement of consumables and replacement components.
- Waste reduction and recycling.
- Measures to reduce water wastage during maintenance activities.

**Deliverables**

Tenderers should provide measurable commitments such as:

- Reduction in vehicle emissions.
- Reduction in mileage travelled.
- Waste diverted from landfill.
- Carbon reduction targets.
- Sustainable product usage.

**Example KPIs**

- Tonnes of $CO_2$ reduced.
- Percentage of waste recycled.
- Percentage of low-emission vehicles used.
- Percentage reduction in travel mileage.

**Why Relevant**

This contract involves regular travel between hospital sites, replacement components, consumables and water-related activities. Environmental improvements can therefore be directly linked to service delivery.

**Response:**

**Requirement:**

**Q3. Community Engagement and NHS Support**

Describe how you will support local communities and contribute additional social value within the Authority's area during the contract term.

**Your response should include:**

- Engagement with schools, colleges or training providers.
- STEM and careers initiatives.
- Volunteering activities.
- Support for community organisations.
- Activities connected to healthcare, water safety or technical careers awareness.

**Deliverables**

Tenderers should provide measurable commitments such as:

- Number of engagement events.
- Volunteer hours delivered.
- Number of students engaged.
- Community projects supported.

**Example KPIs**

- Community engagement hours.
- Number of education sessions delivered.
- Number of beneficiaries supported.
- Volunteer days completed.

**Why Relevant**

The contract will be delivered within NHS facilities and offers opportunities to support local communities and raise awareness of technical careers within healthcare estates.

**Response:**

**Requirement:**

**Q4. Local Economic Growth and Supply Chain Inclusion**

Describe how you will support local economic growth through the delivery of this contract.

**Your response should include:**

- Use of local SMEs and specialist suppliers.
- Opportunities for VCSE organisations.
- Prompt payment commitments.
- Local purchasing arrangements.
- Supply chain development initiatives.

**Deliverables**

Tenderers should commit to measurable outcomes such as:

- Percentage of spend with SMEs.
- Number of local suppliers engaged.
- Average supplier payment times.
- Value of local spend generated.

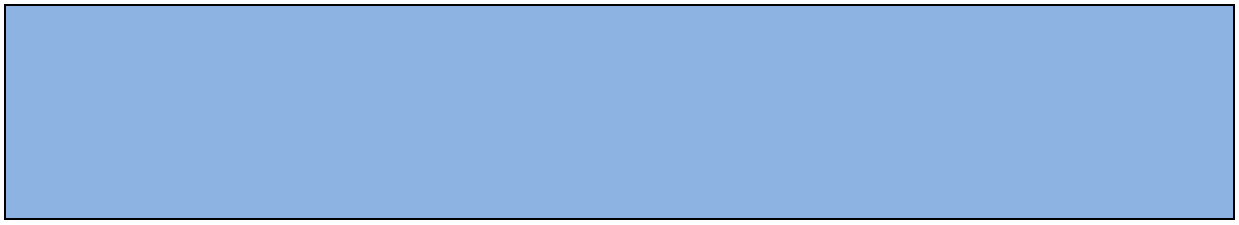
**Example KPIs**

- SME spend percentage.
- Local supplier spend.
- Payment performance.
- Number of local suppliers supported.

**Why Relevant**

The contract includes replacement parts, consumables and specialist servicing support, creating opportunities to support local supply chains and SMEs in a manner proportionate to the contract.

**Response:**



## SCHEDULE 10 – OFFER

This offer is dated 5th October 2026. It relates to our submission for the Invitation to Submit a Tender for the delivery and management of a planned preventative maintenance (PPM) service for TMV/TMT systems in healthcare settings, specifically Gloucestershire Royal Hospital and Cheltenham General Hospital.

Our submission to you is an offer which is capable of legal acceptance by you to create a contract between us. This offer shall remain valid and in effect for a period of Ninety (90) days following the date of submission.

Signature:

in the capacity of:

Name (Block Capitals):

Authorised to sign the submission for and on behalf

Of:

# SCHEDULE 11 – TERMS AND CONDITIONS OF CONTRACT

PA23 TS AND CS LINKS:

HTTPS://WWW.PROCUREMENTSERVICES.CO.UK/MEDIA/0YWESFEZ/NHS-TERMS-CONDITIONS-PROVISION-OF-SERVICES-PO-VERSION-PA23.PDF