

**Upkeep Training**

# Tender specification

For the provision of training venue and associated services



Training courses in building repairs, maintenance & improvement



## **1. INVITATION TO TENDER**

Tenders are sought by Upkeep Training for the provision of a training venue and associated services.

## **2. SUBMISSION OF TENDER**

Please provide a statement (of no more than 500 words per criteria) setting out your response and approach to meeting our requirements. We welcome photographs/videos with your submission, should you feel this enhances and brings to life any aspects of your tender response.

Please also provide details of two clients who we can approach to gain a review/reference of your services and venue. We will not contact these unless you are shortlisted. We will notify you if you are shortlisted.

Tenders should be submitted electronically to [info@upkeeptraining.co.uk](mailto:info@upkeeptraining.co.uk) by 5pm on 5<sup>th</sup> August 2019.

If you have any questions about the tender please submit these to [info@upkeeptraining.co.uk](mailto:info@upkeeptraining.co.uk) before the tender submission deadline.

All submissions must be in English and prices in Sterling, exclusive of VAT.

## **3. CONTRACT PERIOD**

The anticipated contract start date is 1<sup>st</sup> September 2019. The contract will initially be for a period of 12 months with the option to extend for a further 2 x 12 month period, to be reviewed annually.

## **4. WRITTEN ACCEPTANCE**

Acceptance by Upkeep Training will only be made by written instruction to the successful Contractor.

## **5. EXPENSES AND LOSSES**

Upkeep Training shall not be responsible for, or pay for, any expenses or losses that may be incurred by any tenderer in preparing their tender proposals. It is the responsibility of prospective tenderers to obtain for themselves, at their own expense, any additional information necessary for the preparation of their tenders.

## **6. LOWEST TENDER**

Upkeep Training is not bound to accept the lowest tender or any tender or part thereof.

## 7. CONFIDENTIALITY

Tenderers should treat the tender documents as private and confidential between the tenderer and Upkeep Training. Tenderers should note that Upkeep Training will use the tender documents for the purposes of evaluation and that the tender documents will be destroyed in line with our disposal schedules.

## 8. RIGHT TO ISSUE FURTHER INSTRUCTIONS

During the tender period, Upkeep Training reserves the right to make changes to the Contract Documentation and the tenderer will without reservation accept such changes. Should it be necessary for Upkeep Training to amend their tender documentation in any way, prior to receipt of tenders, all tenderers who have notified Upkeep Training of their intention to submit a tender will be notified simultaneously.

## 9. ASSUMPTIONS

Tenderers must not make any assumptions that Upkeep Training has any prior knowledge of their organisation or their service provision. Tenderers will only be evaluated on the information provided in their response.

## 10. PERIOD TENDERS ARE TO BE HELD OPEN

Tenders must remain valid for acceptance for a period of three months from the closing date for submission of tenders.

## 11. AWARD CRITERIA

Our selection will be based on the following criteria and associated weightings

<p><b>A) Venue location</b></p> <p>We welcome applications from organisations who can provide training premises within a 10 mile radius of NW1.</p> <p>A majority of our customers work and live in Greater London, but have seen in an increase in delegates from counties outside of London in recent years. As such it is important to us that the venue we select has good access to public transport – both underground and also national rail.</p>	<p><b>20%</b></p>
<p><b>B) Price</b></p> <p>Venue costs are our highest cost to us and as a small business it is imperative to us to keep our costs to a minimum. That said, we also need to make sure that the learning environment we provide is high quality and fit for purpose. We will not be making the award based only on price but affordability is a vital factor for us, together with value for money.</p>	<p><b>30%</b></p>

<p>On the odd occasion in the past we have not had sufficient delegates to make it cost effective to run. Should we find ourselves, at short notice, in this situation, please can you state what the venue costs would be if we needed to cancel at short notice.</p> <p><b>To ensure we can fairly compare quotes - In this section please set out what the costs would be based on 8-16 people attending each of our 45 training days over a 12 month period. When considering pricing methodologies, we are keen to consider innovative ideas as oppose to standard 'day/delegate rates'.</b></p>	
<p><b>Facilities</b></p> <p>As we do not own our own premises, our customers' impression of us is set by the quality of the venue we use.</p> <p>In this section please set out what facilities you are able to provide for all delegates to ensure they best experience for them. Include details of catering/refreshments here too.</p>	<b>20%</b>
<p><b>Approach to developing partnership with Upkeep</b></p> <p>Upkeep Training is in a period of continued growth and as such, we anticipate a steady increase in the number of public courses we run over the coming years. We are also an innovative company; always seeking new partnerships, added value offerings and diversification of our services where appropriate.</p> <p>In this section please describe how you would build a long lasting partnership with the team at Upkeep Training; setting out your approach to client management, your service offer, any added value, and your expectations of us too – thereby benefitting both organisations.</p>	<b>15%</b>
<p><b>Customer excellence</b></p> <p>When our delegates visit your premises for training, the service they receive will impact highly on their view of Upkeep Training. It is vital to us therefore that we can trust the venue team to deliver first class customer service at all times.</p> <p>In this section please set out your approach to delivering customer excellence to delegates and our trainers.</p>	<b>15%</b>

**We will award marks for answers to each criteria as per the following scoring system:**

Measure	Score
Excellent response that meets all criteria. Exceeds requirements in one or more criteria. No weaknesses. Demonstrates a thorough understanding of requirements	<b>5</b>
A good response that meets the criteria in all areas. Shows a full understanding of requirements with good supporting evidence	<b>4</b>
Meets requirements. The response generally meets our requirements but lacks sufficient detail to warrant a higher mark	<b>3</b>
A response with reservations. Lacks convincing detail of approach to be taken Answers not answered fully	<b>2</b>

An unacceptable response with serious reservations. High risk that what is proposed will not be acceptable	<b>1</b>
The Tenderer has failed to address the criteria.	<b>0</b>

## 12. PROCUREMENT TIMETABLE

The timetable for procurement is detailed in the table below. Whilst every attempt will be made to adhere to the timetable, delays may occur during the tendering phase. If significant delays occur tenderers will be notified.

Tender specification published	Wednesday 17 <sup>th</sup> July 2019
Deadline for tender responses to be received at Upkeep Training	Monday 5 <sup>th</sup> August 2019
Tenders reviewed	7 <sup>th</sup> - 8 <sup>th</sup> August 2019
Shortlisted organisations notified	Friday 9 <sup>th</sup> August 2019
Potential visit to venue(s)	Monday 12 <sup>th</sup> - Wed 14 <sup>th</sup> Aug 2019
Final decision made	Thursday 15 <sup>th</sup> August 2019
Successful organisation notified	Friday 16 <sup>th</sup> August 2019
Contract discussions and finalisation	W/c 19 <sup>th</sup> August 2019
First training date	4 <sup>th</sup> September 2019

## **SECTION 2:**

### **Upkeep Training Venue - Tender Specification**

#### **Client Background and Service Requirements**

Upkeep Training is a leading provider of repairs and maintenance training to the housing sector. Operating for over 25 years we offer bespoke and accredited courses and qualifications to housing associations, local authorities and property management companies across England.

In addition to the in-house courses we deliver on our customers' premises, Upkeep Training runs a fixed calendar of training courses in London which are open for any customers to book themselves and their staff on to.

Due to company changes, our existing venue host in London is no longer able to provide a training venue for us, and as such, we are looking to contract with a new venue host - for delivery commencing 1 September 2019 for an initial period of 3 years.

It is important to us that we find a partner who can provide the necessary quality of service and standard of facility, and equally important to us is that we can work together to develop a long term relationship that is mutually beneficial. As such, flexibility, reliability, customer care and a willingness to go the extra mile is key to us.

**We look forward to receiving your submission.**

**Sarah Bentley**

**Upkeep Training**

### Our requirements in more detail:

Our Public Course Training Calendar has been confirmed for the next 5 months and, as such, we require a training room to the specification set out below on the following dates:

September: 4<sup>th</sup>, 11<sup>th</sup>, 18<sup>th</sup>, 25<sup>th</sup>, 30<sup>th</sup>

October: 2<sup>nd</sup>, 9<sup>th</sup>, 10<sup>th</sup>, 16<sup>th</sup>, 23<sup>rd</sup>, 30<sup>th</sup>

November: 6<sup>th</sup>, 7<sup>th</sup>, 13<sup>th</sup>, 14<sup>th</sup>, 20<sup>th</sup>, 27<sup>th</sup>

December: 4<sup>th</sup>, 11<sup>th</sup>, 12<sup>th</sup>, 18<sup>th</sup>

January: 8<sup>th</sup>, 15<sup>th</sup>, 22<sup>nd</sup>, 23<sup>rd</sup>

Our calendar is currently being confirmed for Feb 2020 onwards and we anticipate a similar monthly usage rate – **averaging approximately 45 training days a year.**

All of our courses run from 10.00am to 4.30pm Monday to Friday. We do not run courses on weekends.

The training room needs to have, as a minimum:

- Full accessibility
- Natural light
- Room to seat 16 delegates comfortably in 'horseshoe' style
- Tea/coffee/refreshment facilities on arrival, mid-morning, mid afternoon
- Warm lunch provided – suitable for all dietary requirements
- Projector/screen
- Flipchart/whiteboard
- Wifi

In addition we require that the venue:

- Is located within 10 miles of NW1 postcode
- Is easily accessible for delegates attending on public transport from within, and outside of, London
- Can take delegates arriving from 9am
- Has the ability to take delivery of training materials during the week in advance of training taking place
- Has a manned front desk/reception area
- Has ad-hoc printing/photocopying facilities
- Is covered by the necessary Public Liability insurance
- Has a small storage area for any training materials left over from courses



Please note – Upkeep Training’s admin team will deal with all training enquiries, bookings, workbook and material printing, training payments from delegates and general administration. **We will not expect the successful organisation to have to deal with any of the above on our behalf.**

We will provide one point of contact with the successful organisation to manage all training day arrangements.

We will provide one point of contact with the successful organisation to deal with all contracting and invoicing matters.