

Moorhaven Village Management Company Ltd

Invitation to Tender

For Grounds Maintenance Services

Moorhaven Village was created by transforming a number of hospital buildings, mostly Victorian, to form a village of approximately one hundred and eleven homes set in 65 acres of landscaped grounds.

Within the village are communal gardens, shared private spaces (also communal), a sports field for football and cricket, two tennis courts, a boules court, a croquet lawn and private gardens.

Homeowners are also members of the management company. There is a board (MVMC) which has the responsibility for overseeing the village and representing all the shareholders in the village.

The Board is now inviting tenders for a contract to provide grounds maintenance services for a 3 year period from April 2016 to end March 2019, with a possible extension.

The grounds maintenance contract covers the following main areas of the village:

- Private gardens – only lawns and hedges of private gardens are included in this contract. All weeding, flower beds etc should be done by the shareholder.
- Communal soft landscaping areas – All looked after by the Management Company and hence form part of this contract. The contract will cover (but is not limited to) – grass care, shrubberies and shrub beds, pruning, banks, hedges, weeding & litter.
- Communal (hard) areas and communal roads – looked after by the Management Company and hence part of this contract. The contract will cover (but is not limited to) - the main drive coming into the village and other communal roads and paths - general weed treatment, leaf clearance, surface gully clearance, litter collection, gritting and salting.

Please Note:

The above is meant to give you a feel for what is covered in the contract but we would expect the successful contractor to take overall ownership over all grounds maintenance work within the village and across all areas (with the exception of the areas mentioned above in people's private gardens).

Major tree work and general maintenance of fixtures around the village are outside the scope of this contract. There are also some hedges which are not included as part of this contract as they are privately owned (marked on the maps in the appendix). You would however be expected to trim and clear field gates and weed under hedges, clear leaves along these areas so there is no negative effect on the view of the village.

Road maintenance is also outside the scope of this contract.

Expectations and standards

Although we are not looking for bowling green short grass and extensive flower beds, Moorhaven is a village that we are proud of. We are looking for a contractor who will take a pride in the village and ensure it is well kept and well managed. All private lawns, hedges and communal areas will look attractive, tidy, and cared for.

Tender Information

The General terms and Conditions, Schedule of Works, Maps, the Schedule and Form of Tender are included in this pack, and those **contractors wishing to be considered will need to submit the following information:**

- The Grounds Maintenance Schedule with details on the frequency we can expect you to undertake in each area
- The Form of Tender (pricing) with completed costings for years 1 to 3, by year and as a total over the lifetime of the contract
- A written document setting out why you should be considered for the contract with detailed answers to the questions set out below
- Information on your company and who you are, including:
 - Trading name, address and contact details.
 - Main contact name and contact details if different from above.
 - Type of organization (e.g. sole trader, private limited company, partnership). Relevant business number.
 - VAT registered? If yes, VAT number.
 - Copy of relevant insurance policies
 - Audited accounts (if available) preferably three years.
- Details of two references. We will require contact information to enable us to check out references for similar work, please provide names, contact details and a brief outline of work undertaken.

Questions (answers to be included in the body of your tender document)

We will accept tenders from all types of organisations, including start-ups. However we need to be confident that your company can successfully complete the contract so we need you to provide answers to the following questions as part of your tender.

Your business

1. How long has your business been trading and what are its main activities?
2. In summary what sort of work has been undertaken over the last three years?

What can you bring to the village and the contract?

3. Why do you think we should award your company the contract? What do you think you can bring to the village?
4. Are there other areas you can add value to the village, do you have other skills which would be useful? E.g. Willingness to meet and show other contractors around e.g. arborists, TV repair company, assist with tree planting schemes or days to involve residents in the grounds.
5. How will you monitor your standards against the work schedule?

Your staff

6. How many staff do you employ? If over ten, please supply an organization chart (or similar).
7. What staff will be working here? How many and will they be dedicated to Moorhaven or will they also be working elsewhere? How many days per week will they work at Moorhaven?
8. How will you ensure you are able to provide enough man hours at peak times e.g. for summer grass cutting and to cover sickness? Please explain your plans.
9. Have any staff or regular freelance workers ever been declared bankrupt, found guilty of any criminal offence or professional misconduct or are any such proceedings outstanding?

Communication

10. How will you communicate with shareholders in relation to the grass & hedge cutting schedules?
11. Can you give examples where you have had to regularly communicate work with customers?
12. How will you ensure effective communication with the MVMC Board?

Equipment and machinery

13. What plant and equipment will you be using to satisfy the requirements of this contract? Please list the plant and machinery you own (or lease) that will be used here at Moorhaven.

Other

14. Details of any contracts over the last three years that have been terminated early, that have failed to complete on time or where there have been claims for damages (deducted or recovered).
15. Will you require use of the Main Shed within the village to store equipment?

Other things to be aware of:

Payment - Will be made in 12 equal monthly instalments, monthly in arrears.

Tender Document exceptions and omissions - Whilst we have endeavoured to provide all necessary information, it is understood there may be discrepancies in or omissions from this document. Any such will be corrected during the tender period: if you register an interest (by email) you will be informed of any changes.

Tender submission errors and omissions - If we believe that there are errors or omissions in your Tender submission; we reserve the right to request further information.

Communications – Regular communications with the MVMC Board will be expected by the successful contractor. The contractor would also be expected to communicate a regular grass cutting and hedge cutting schedule in relation to private gardens to residents.

Acceptance of tender - Tenders will be an irrevocable offer to provide the services. The appointed company will be required to enter into a formal written contract.

Rejection of tender - Any incomplete, vague or late tender will be rejected by the MVMC Ltd.

Evaluation

We will assess the responses against criteria including:

- economic & financial standing,
- ability to meet the specifications in the works schedule,
- ability to deliver a quality service,
- confidence in delivery,
- pricing and affordability,
- added value and level of passion for this contract.

Timetable

Activity	Date
Dispatch of Invitation to Tender	10 November 2015
To arrange viewing of the Estate (accompanied)*	By appointment during November/December
Closing date for return of Tenders	22 December 2015
Evaluation of Tenders and potential interviews	During January 2016
Award of Contract	End of January/ Early February 2016
Contract commencement date	1 April 2016

* Please contact the Moorhaven Administrator in the first instance

Queries and Questions

For any clarifications or general questions or for an informal chat about what is involved please contact Mrs Lesley Abraham (Moorhaven Administrator) by email or telephone:

Email: admin@moorhaven.org.uk

Phone: 01752 896151

If you are unfamiliar with the village you are welcome to take a walk around at your convenience. Please note if you do visit the village (unaccompanied) you will not be able to gain access to private gardens, although most are viewable from the communal areas. This should however give you a good feel for what's involved and the total area.

We will also be able to offer a "full walk around" with those formally expressing an interest. Please contact the Moorhaven Administrator in the first instance, so that a convenient appointment can be made.

Where to send your documents:

Please mark your envelope: CONFIDENTIAL TENDER and send to:

Mrs L Abraham
The Administrator
Moorhaven Village Management Company Ltd
The Estate Office
Moorhaven Village
Ivybridge
PL21 0XJ

Or email them to: Mrs L Abraham at: admin@moorhaven.org.uk

Many Thanks and we look forward to receiving your Tender.