

## APPENDIX A – QUESTION 1 RESPONSE

## PRICING SCHEDULE

**Tender:** Library Security

**UEA Ref Number:** PUR/CON 453

**General Instructions:**

**Before completing the Pricing Schedule provided Tenderers should note the following:**

- a) Prices must be fully inclusive and Tenderers are requested to clearly identify all costs associated with the provision of the designated service. Unless specifically drawn to our attention at the Tender stage no additional payments will be entertained.
- b) Prices must be exclusive of Value Added Tax unless otherwise requested.
- c) To allow comparison between bids please ensure the Pricing Schedule is fully completed and clearly priced.
- d) The submitted prices shall remain open for acceptance for 90 days from the closing date for receipt of Tenders.
- e) In addition to completing the pricing in Part C you MUST also fully complete the spreadsheet in Appendix 2.

**Before completing the pricing in Part C and Appendix 2 please ensure you have read the specification and Timetable of Cover Required (Appendix 1).**

**Table 1 – Labour Rates**

**Labour Rates**

Please ensure you include all charging variables that you will apply e.g. bank holidays, weekends, day time, overnight etc.

Item	Please set out when rates apply	Price per Hour (£) excluding VAT
e.g. Day rates	e.g. Monday to Friday 08:00 to 18:00	[Exempted pursuant to s.43(2), FOIA]
Bank Holiday	Bank Holidays 00:01 – 24:00	
All Other Times	Day, Night, Weekends, Overtime, Additional	

**Table 2 – Cost of the Service**

Tenderers **must** fully complete Appendix 2.

**[Exempted pursuant to s.43(2), Freedom of Information Act]**

**Table 3 - Any other Costs**

Please identify below any other costs that will apply which have not been included in Table 1.

Item	Price £	Unit (e.g. per hour)
None		

**Table 4 – Discounts**

Retrospective rebates

Please state below any retrospective rebates that will be applicable:

None.....

**Table 5 – Early Payment Discounts**

I/We agree, subject to the award of contract, to allow a discount of nil% for payment within.....(days).

**Please now fully complete Appendix 2 – Pricing.**

**QUESTIONS**

Tenderers are advised to read the questions carefully; responses with evidence that is directly relevant to the question will attract higher scores.

In answering the questions in this ITT, the UEA requires clear, unambiguous responses written in plain English.

Please either expand the boxes below the questions for your answers or provide answers on a separate sheet of paper. Where answers are provided on a separate sheet you **MUST** ensure the question number and questions are clearly visible above the response.

The evaluation team will only score the information provided in response to the questions contained in this section, please do not rely on any prior knowledge we may have of your Company.

Please answer the following questions:

### **Provision and Continuity of Service**

- 1) Please provide the name of the Contract Manager you will be assigning to this Contract and their experience of managing contracts for Library Security.

Please provide details:

Our proposed Contract Manager will be

***[Exempted pursuant to s.40(2), Freedom of Information Act]***

2) Please provide details of the staff you propose to assign to this Library Contract and why and how they were selected.

Please provide details:

Recruiting high-calibre people across the business – people who will prove a natural fit with the Norse ethos – involves a detailed and methodical approach right from the very start. To achieve this,

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

Norse's careful and considered recruitment process includes a number of methods to assess the suitability and competence of applicants, including:

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

We believe our staff retention record is a testament to Norse's corporate ethos and is achieved through a number of factors:

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

*[Exempted pursuant to s.43(2), Freedom of Information Act]*

3) Please provide details as to how you will ensure that two Library trained staff are available for all shifts and continuity of Library service maintained. Your response should include your actions in the following circumstances:

- Planned and unplanned staff absences;
- During times of bad weather e.g. heavy snow;
- When public transport is unavailable.

Please provide details:

Due to our considerable resources in Norwich, we believe that your library will always have trained staff on-site to maintain the service. Norse provides similar library services at the Millennium Library in Norwich; therefore we have trained staff, including cover staff, on the doorstep.

***[Exempted pursuant to s.43(2), Freedom of Information Act]***



***[Exempted pursuant to s.43(2), Freedom of Information Act]***

- 4) If a member of your staff assigned to this Contract is taken ill during a shift or immediately prior to starting, please explain how you will deal with this and provide details of the processes you have in place. Your response should include details of the lead time for getting a library trained replacement on site and where replacements will be based.

Please provide details:

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

- 5) In the event of the resignation of a member of staff assigned to this Contract, please provide details of your timescales for recruiting a new member of library trained staff. You should also provide details of how you would provide library trained cover in the interim.

Please provide details:

Our proposals for covering absence are described above, and we would use these processes to cover the contract during the recruitment period. This would be:

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

- 6) Please provide details as to how you propose to implement and manage the delivery of all the library activities and tasks listed in point 2.3 of the specification should you be successful.

Please provide details:

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

- 7) Please provide details of any resources that the University would be required to provide, over and above what has been specified, to enable you to carry out the specified service.

Please provide details:

We feel the library has already provided a significant amount of resource to this contract  
***[Exempted pursuant to s.43(2), Freedom of Information Act]***

- 8) Additional cover may occasionally be requested e.g. at weekends or evenings when Contractor's staff would be working alongside Library Staff. Please indicate the extent to which you may be able to provide occasional additional cover beyond the hours specified, the minimum notice that would be required and the rates that would apply. If the rates for occasional cover differ from those set out in Part C (Pricing Schedule), you must ensure these occasional rates are included in Part C (Pricing Schedule) but NOT in Appendix 2.

Please provide details:

This is a common occurrence across many of our contracts and as such we are well prepared for short notice requests from clients and have an excellent track record for provision to these requests.

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

**Rates**

## **Service Quality Monitoring and Reporting**

- 9) Please provide details as to how you will ensure staff assigned to this Contract are consistently undertaking the full range of tasks as set out point 2.3 of the specification, providing a high quality customer-focused service.

Please provide details:

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

10) Please provide details as to how you will ensure staff assigned to this Contract are abiding by the restrictions on activities set out in section 4.2 of the specification.

Please provide details:

Before the commencement of any staff member to the library a thorough training program will be given to staff.

***[Exempted pursuant to s.43(2), Freedom of Information Act]***



11) Please provide details as to the actions that will be taken in the event that staff assigned to this Contract are either failing to undertake the full range of tasks specified or failing to provide a high quality customer-focused service.

Please provide details:

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

12) Please provide details as to the actions that will be taken in the event that staff assigned to this Contract are found to be undertaking any of the restricted tasks as set out in section 4.2 of the specification.

Please provide details

Should staff members be suspected or found to have carried out any of the restricted activities they will be referred to the HR disciplinary process. This will involve the following

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

13) Please provide details of how you would deal with and record any issues, problems or customer complaints about your staff or the service your staff are providing, during this Contract.

Please provide details:

As mentioned above we have a comprehensive Quality Management System.

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

## Induction & training

14) Please provide details of how you will provide ongoing training to your staff assigned to this Contract and the methods used to keep them informed of changes.

Please provide details:

Norse has invested heavily in training its staff because it makes a difference – to the outcome the client receives and to the self interests and commitment of the Norse staff themselves. We have set up the Norse Training Academy (an accredited City and Guilds Training provider) at our headquarters and in November 2009 we were awarded first prize for “Partners in Skills Development” at the prestigious PFM Awards.

We approach training our staff at a number of levels:

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

15) Please provide details of the processes that will be used to cascade details of incidents, training, lessons learnt & best practice in customer care to all staff assigned to this Contract.

Please provide details:

Good communication is essential in providing good service, and this includes both positive and negative feedback. Our site-based team will be kept abreast of important notices, skills development, examples of best practice, and other information through difference mediums, such as:

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

16) The University has staff, students and visitors from a diverse range of backgrounds, please provide details of the steps you will take to ensure the staff you assign to this Contract will comply with the requirements of the Equality Act 2010.

Please provide details:

Ensuring the requirements of the Equality Act 2010 within Norse begins with our highly trained HR department.

***[Exempted pursuant to s.43(2), Freedom of Information Act]***

*[Exempted pursuant to s.43(2), Freedom of Information Act]*



FORM OF TENDER

Tender: Library Security

UEA Ref Number: PUR/CON/453

- 1 I/We understand the information provided in this Invitation to Tender and, upon the terms and conditions contained therein, offer to supply the goods described as required by the University of East Anglia.
- 2 I/ We agree this Tender and any subsequent contract which may result from it shall be based upon the University of East Anglia's Terms and Conditions.
- 3 The prices quoted in this Tender are valid for acceptance for 90 days from the final date for submission of Tenders and that the Tender terms will remain binding and may be accepted by the University at any time prior to that date.
- 4 I/We agree that the construction, validity, performance and execution of any contract resulting from this Tender shall be governed by, and interpreted in accordance with English Law.
- 5 I/We agree to bear all costs incurred by me/us prior to the award of any Contracts resulting from this Tender.
- 6 I/We agree that the Contract shall be valid upon acceptance and signature by both parties of this Agreement.

*[Exempted pursuant to s.40(2), Freedom of Information Act]*

Signature:

Print full name: *[Exempted pursuant to s.40(2), Freedom of Information Act]*

Date: 12<sup>th</sup> September 2012

Being a duly authorised Company official to sign Tenders on behalf of:

Company Name: Norse Commercial Services Limited

Address 280, Fifers Lane, Norwich, NR6 6EQ

E-mail: *[Exempted pursuant to s.40(2), Freedom of Information Act]*

**BONA FIDE TENDER DECLARATION**

**Tender:** Library Security

**UEA Ref Number:** PUR/CON/453

**To:** University of East Anglia, NORWICH NR4 7TJ

Dear Sirs,

We declare that this is a bona fide tender, intended to be competitive, and that we have not fixed or adjusted the amount of the tender by or under or in accordance with any contract or arrangement with any other person. We also declare that we have not done and we undertake that we will not do at any time before the return date for this tender any of the following acts:-

- (a) Communicating to a person other than the person calling for these tenders the amount or approximate amount of the proposed tender:
- (b) Entering into any contract or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted:
- (c) Offering or paying or giving or agreeing to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort described above.

In this declaration the word 'person' includes any persons and anybody or association, corporate or unincorporated; and 'any Contract or arrangement' includes any such transaction, formal or informal, and whether legally binding or not.

*[Exempted pursuant to s.40(2), Freedom of Information Act]*

Signature:

Print full name: Position: *[Exempted pursuant to s.40(2), Freedom of Information Act]*

Date: 12<sup>th</sup> September 2012

Being a duly authorised Company official to sign tenders on behalf of:

Company Name: Norse Commercial Services Limited

Address: 280, Fifers Lane, Norwich, NR6 6EQ

E-mail *[Exempted pursuant to s.40(2), Freedom of Information Act]*

**PART G**

**FREEDOM OF INFORMATION AND ENVIRONMENTAL INFORMATION REGULATIONS**

In the table below please record details of any information within your return which you deem to be confidential. Requests to treat all information as confidential will not be considered.

The University will endeavour to consult you in the event that a request for disclosure of this information is received, however we offer no guarantees.

<b>Page and paragraph number</b>	<b>Description and justification for exemption</b>
None	

Appendix 2: PRICING

Tender: Library Security  
Ref: PUR/CON 453

SUPPLIER NAME:

Instructions:

If a number of different labour rates apply please add additional lines into each table  
Prices must be fully inclusive of all staff and associated costs (excluding VAT)

**When completing this you MUST ensure you have:**

- 1) referred to the general instructions on pricing in Part C.
- 2) referred to Appendix 1 which precisely details all the hours of cover required
- 3) also priced PART C of the tender.

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Example month	e.g. standard rate	2	10	100	£ 2,000.00	£0	e.g details of dates when labour rates apply	£2,000
	e.g. Bank holiday rate	2	15	10	£ 300.00	£0	e.g details of dates when labour rates apply	£300
						e.g.£50	e.g. details of any additional costs	£50
<b>Total Cost for Example month (Excl VAT)</b>								<b>£2,350</b>

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Nov-2012	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Dec-2012	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Jan-2013	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Feb-2013	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Mar-2013	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Apr-2013	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

[Exempted pursuant to s.43(2), Freedom of Information Act]

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
May-2013	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Jun-2013	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Jul-2013	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Aug-2013	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Sep-2013	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Oct-2013	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Nov-2013	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Dec-2013	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							
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Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Jan-2014	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Feb-2014	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Mar-2014	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Apr-2014	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
May-2014	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Jun-2014	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Jul-2014	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Aug-2014	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							

Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
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Month	Labour Rate	No. staff on duty	Labour rate hourly charge £ (excl VAT) per person	Number of hours labour rate will apply per person	Total labour costs £ (= column C * column D * column E)	Any other costs	Comments	Total Cost £ (Excl VAT) (=column F + column G)
Oct-2014	<b>[Exempted pursuant to s.43(2), Freedom of Information Act]</b>							