A BIDREVIEW AUDIT

REGIONAL FACILITIES MANAGEMENT SERVICES

Response version 2 · assessment 2. What the response is likely to score, why, and what to change.

Prepared for **Brightwater Consulting**
Buyer **Office of Public Works**
Tender reference **OPW-FM-2026-14**
Closes **Thu 10 Dec 2026, 12:00**
Assessed **Tue 17 Nov 2026**

B1DREVIEW

REVIEW.

THE ESTIMATE

78% READY TO IMPROVE.

01
Put a figure on planned maintenance completion

02
Name the mobilisation lead and the 30-day milestones

03
Give the supervisor-to-operative ratio for each region

72%
strict-panel scenario

—
marks the findings could recover

5
findings

B1DREVIEW

AT A GLANCE

NO SUBMISSION RISKS FOUND.

78%	72%	0	0	5
estimated quality score	strict-panel scenario	submission risks	blocking or major findings	findings in all

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01 · SUBMISSION RISKS

WHAT COULD STOP IT BEING ACCEPTED

Nothing found that would stop the response being accepted. Check the tender's own list before you submit.

Separate from the quality marks: these are about compliance, not scoring.

02 · SCORE BY CRITERION

WHERE THE MARKS ARE WON AND LOST

CRITERION	WEIGHT	BAND	ESTIMATE	STRICT-PANEL SCENARIO
A · Service delivery methodology	30%	Very good · mid	**79.0%**	73.0%
B · Mobilisation and transition	15%	Very good · mid	**72.0%**	66.0%
C · Staffing and supervision	15%	Very good · mid	**74.0%**	68.0%
D · Health, safety and sustainability	10%	Good · mid	**62.0%**	56.0%

The estimate is where each answer most likely lands on the buyer's scale; the strict-panel scenario counts every answer that sits low in its band at the band below. Price is outside the score.

03 · FINDINGS

WHAT TO CHANGE, MOST IMPORTANT FIRST

F3 HIGH A

Put a figure on planned maintenance completion

THE TENDER ASKS

"Tenderers shall state the planned preventive maintenance completion rate achieved on comparable contracts in the last three years."

RFT Regional FM services.docx p.16

THE RESPONSE SAYS

"We have an excellent record of completing planned maintenance on time across our contracts."

Response v2.docx p.3

Why it costs marks. The tender asks for the completion rate achieved. 'An excellent record' is a claim the panel can't mark.

What to change. State the planned preventive maintenance completion rate on two comparable contracts, with the period.

Suggested wording: Across our two largest public-sector contracts we completed [FIGURE NEEDED: %] of planned preventive maintenance tasks on schedule in 2023–2025.

F4 MEDIUM B

Name the mobilisation lead and the 30-day milestones

THE TENDER ASKS

"Tenderers shall name the mobilisation lead and set out the milestones for the 30-day transition period."

RFT Regional FM services.docx p.21

THE RESPONSE SAYS

"We will mobilise quickly and work closely with the outgoing contractor to ensure a smooth handover."

Response v2.docx p.5

Why it costs marks. Section 4.1 asks for a named lead and milestones; 'mobilise quickly' gives the panel nothing to score.

What to change. Name the mobilisation lead and give four milestones across the 30 days (day 1, 10, 20, 30).

Suggested wording: Mobilisation is led by Ciarán Doyle, Operations Director. Day 1: site access and helpdesk live. Day 10: asset register verified. Day 20: PPM schedule loaded. Day 30: full service, first monthly report.

F5 MEDIUM C

Give the supervisor-to-operative ratio for each region

THE TENDER ASKS

"Tenderers shall state the ratio of supervisors to operatives proposed for each region."

RFT Regional FM services.docx p.25

THE RESPONSE SAYS

"Each region will have a regional manager and a team of experienced operatives."

Response v2.docx p.3

Why it costs marks. The panel is asked to compare supervision levels; without a ratio this answer can't reach 'Very good'.

What to change. State the supervisor-to-operative ratio for East, Midlands and South.

Suggested wording: Supervision ratios: East 1:8, Midlands 1:7, South 1:8, each with a working supervisor on site daily.

F7 MEDIUM B

Confirm the TUPE information has been reviewed and priced

THE TENDER ASKS

"Tenderers shall confirm that the TUPE information provided by the Contracting Authority has been reviewed and reflected in the price."

RFT Regional FM services.docx p.22

Why it costs marks. Section 4.3 asks you to confirm TUPE information was reviewed and reflected in the price; the revised draft doesn't say so.

What to change. Add one sentence confirming the TUPE information was reviewed and is reflected in the price.

Suggested wording: We have reviewed the TUPE information provided by the Office of Public Works and reflected it in full in our price.

F6 LOW D

Quantify the energy saving from monitoring

THE TENDER ASKS

"Tenderers shall quantify the expected reduction in energy use from any monitoring or efficiency measures proposed."

RFT Regional FM services.docx p.27

THE RESPONSE SAYS

"We will install energy monitoring in the larger buildings, which will reduce energy use."

Response v2.docx p.7

Why it costs marks. Section 6.4 asks for the expected reduction. 'Will reduce energy use' is a promise without a number.

What to change. Give the expected reduction (for example, a percentage of electricity use) and where it comes from.

Suggested wording: Sub-metering and weekly reporting in the twelve largest buildings are expected to reduce electricity use by [FIGURE NEEDED: %] in year one, based on our results at comparable sites.

04 · DOCUMENTS REVIEWED

EXACTLY WHAT THIS ASSESSMENT READ

FILE	ROLE	FINGERPRINT (SHA-256)
RFT Regional FM services.docx	tender	fac2ef3472028976…
Response v2.docx	response	e4fe6c064dcdd223…

Model fake · pipeline fake

05 · BID WITH A PARTNER

WHO COULD COVER WHAT THIS BID IS SHORT OF

This bid looks short where a partner could help: a consortium member or subcontractor can bring the turnover, references or experience the bidder cannot evidence alone.

WHO WINS THIS KIND OF WORK

COMPANY	SIMILAR WINS	FROM THIS BUYER	TYPICAL VALUE	LATEST
Meridian Property Services *(a competitor)*	6	3	€485,000	2026-09-07

COMPANY	SIMILAR WINS	FROM THIS BUYER	TYPICAL VALUE	LATEST
Northpoint Building Care *(a competitor)*	4	2	€365,000	2026-04-06
Clearline Facilities *(a competitor)*	3	2	€1,200,000	2025-02-09
Harbourline FM	1	0	€320,000	2023-12-29

From the awards BidReview holds: CPV group 799 in Ireland, the last 36 months. Winners of this work may be bidding for it themselves; check the tender's rules on consortia and subcontracting before approaching anyone.

TERMS USED IN THIS REPORT

Estimated quality score
Where each answer most likely lands on the buyer's own marking scale, weighted as the tender weights each criterion, as a percentage of the quality marks. Price is not included.

Strict-panel scenario
A cautious second reading of the same answers. Each answer is placed in a band of the buyer's scale and, within it, low, in the middle or high. A strict panel tends to mark borderline answers down, so this scenario marks every answer that sits low in its band at the band below, and leaves the rest as estimated. The gap between it and the estimate shows how much of your score rests on answers that only just reach their band. It is not a guaranteed minimum: a panel can mark lower still.

Band
A step on the buyer's published marking scale for a criterion, for example Excellent, Very good, Good, Fair and Poor, each worth a share of the criterion's marks. BidReview places each answer in a band and says whether it sits low, in the middle or high within it.

Weighting
The share of the total marks a criterion carries, as the tender states it. A criterion weighted 30% moves your total three times as much as one weighted 10%.

Submission risk
Something a panel may reject the bid for whatever its score: an unsigned declaration, a missing form, a breached page limit. Fix these first.

Marks at stake
The quality marks the findings could recover, as an adjusted estimate: on each criterion the largest gain counts in full and each further gain at half, capped at what the criterion can still gain. They are earned only when a re-score confirms the fix.

CPV code
Common Procurement Vocabulary: the EU's numbered codes for what is being bought, for example 79952000 Event services. Buyers tag tenders with them; BidReview uses them to match tenders, awards and competitors.

Assessment and response version
An assessment is one scoring of a set of files; the response version is the draft it scored. Scoring a revised draft makes a new assessment, so you can compare them.

Fingerprint (SHA-256)
A code computed from a file's exact contents. Change one character and the fingerprint changes, so it records exactly which files an assessment read.

Partner
A company you bid with, or subcontract to, to bring turnover, references or experience you can't evidence alone. Listed on the Company page; suggested on a bid where one could help. Check the tender's rules on bidding with partners and subcontracting first.

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