



Wigmore School Academy Trust

Invitation to Tender and Form of Tender for a Building Cleaning Contract

Name of Tenderer:

Closing date for receipt of this Tender:

12 noon Wednesday 25th April 2018

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Preamble

Wigmore School Academy Trust, Ford Lane, Wigmore, Herefordshire, HR6 9UW comprises of a Primary and a Secondary school based approximately 10 miles from Leominster. There are currently 172 students and 25 staff at the Primary School and 453 students and 82 staff at the Secondary School.

This is the first time this service has been outsourced so the school are seeking an experienced company who are prepared to work in partnership to ensure the transfer runs smoothly.

School Ethos

Wigmore is committed to working in partnership with all stakeholders to provide the best education for all our children. Our principal aim is for our children to be happy, healthy and successful.

Locality of School

Please be aware that Herefordshire is an area where it can be difficult to employ cleaning staff and therefore Tenderers must pay particular attention to how they would recruit and retain staff as there are several vacancies at the school.

1 Instructions to Tenderers

1.1. Invitation

- a) Tenders are invited for the supply of services specified in this Invitation to Tender (ITT).
- b) Tenderers are advised to read through the ITT documents carefully.
- c) Tender documentation can be found at: <https://www.wigmoreschool.org.uk/high/>
- d) Transfer of Undertaking for the Protection of Employees (TUPE) details will be provided on request via email at finance@wigmore.hereford.sch.uk.

1.2. Submission of Tender

- a) The Governors wish to ensure that all tenders are given equal and fair consideration. It is important therefore, that you provide all the information asked for in the format and order specified including Mandatory Attachments and any other relevant information that may be of assistance in assessing the tender.
- b) Tenders should be correctly completed prior to being submitted by a duly authorised person and returned by the date stated. Tenderers may not alter any of the tender documents. No amendments to the terms and conditions should be proposed as part of the tender submission and Tenderers should satisfy themselves on any issue that they may have prior to submitting the tender.
- c) All information requested must be attached with the submission. The Governors will not accept directions to a web address or an external source. Please do not attach promotional literature that has not been requested.
- d) Tenders are to be sent, as a hard copy, to the **Business Manager, Wigmore High School, Ford Street, Wigmore, Leominster, HR6 9UW**. For evaluation purposes, a separate, unbound copy must also be provided to ease the photocopying process. Envelopes must clearly state that tender documents are enclosed to ensure that no submissions are opened before the tender time/date.

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Should submissions not be clearly marked, leading to them being opened early, the Governors reserve the right to reject such submission.

- e) Tenders received after the stated deadline will be disregarded.
- f) Tenders should be returned no later than **12 noon on 25th April 2018**. Emailed submissions will **not** be accepted.
- g) The right is reserved by the Governors to allow for appropriate changes to the tender documents if necessary during the tendering period. Any such amendment will be notified in writing to all Tenderers and if deemed absolutely necessary, an extension to the deadline may be given.
- h) All correspondence and tenders are to be in English. Any communication in any language other than English will be excluded from any tender or contract.
- i) The Tenderer will be liable for any costs incurred for preparation or submission of their Tender or any consequential demonstrations / presentations / interviews.
- j) The submission of a tender response by a Tenderer shall be deemed to mean that they are fully aware of the obligations required under the Contract. No claim due to the Tenderers failure to obtain clarifications on interpretations of the nature or extent of the goods and/or services required prior to submitting a tender will be considered.
- k) A site visit is permitted under appointment only and will occur at **9.30am on Tuesday 3rd April 2018**. Appointments outside of these dates will only be granted under exceptional circumstances. Requests for an appointment should be made to the Business Manager via email at amacarthur@wigmore.hereford.sch.uk.

1.3. Completion of Tender

- a) Tenderers are required to read the entire document, complete all relevant sections and sign the document where specified. Tenderers may continue their submission responses on a separate Word document, but these documents, and any other supporting documents, must be cross referenced to the relevant section of the Tender. The information disclosed will be used for evaluation purposes.
- b) Tenderers are not permitted to amend the Tender documents in any way, save for completing or responding as appropriate. Any suggested modifications to the Tender documentation should be included on the Schedule of Clarifications and be clearly marked as 'Alternative Proposals'. The Governors may or may not consider any Alternative Proposals at its sole discretion.
- c) Tenderers must complete the following documents which will form part of the final Contract:-
 - Completed response to Specification
 - Completed Pricing Schedule
 - Completed Collusive Tendering Certificate
 - Completed Form of Tender
 - Completed and signed Certificate of Tender

Failure to complete any of the above sections may result in your submission being excluded from evaluation.

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1.4. Clarification Questions

- a) All clarification questions relating to this ITT must be received by **16th April 2018**. Responses to all clarification questions will then be communicated to all Tenderers unless they are confidential or specific to the Tenderer and marked accordingly. The identity of the Tenderer posing the question/s shall remain anonymous.
- b) Any clarification questions and requests received after the date specified in 1.4 a) are likely to remain unanswered.

1.5. Conditions of Contract

- a) The Contract shall be subject to the Conditions of Contract detailed within this ITT document. Offers by Tenderers that are made subject to additional or alternative conditions may not be considered and may be rejected on the grounds of such conditions alone.

1.6. Tender Validity

- a) All Tenders shall be valid for a period of 90 days from the closing date specified in 1.2 e).

1.7. Acceptance of Tenderers

- a) The Governors do not bind itself to accept the lowest or any tender and reserves the right to except a Tender either in whole or in part.

1.8. Specifications

- a) Specifications and technical requirements are stated however everything necessary shall be supplied to enable the performance of the Contract. Any items not specified but which are necessary for the operation of the Contract shall be deemed to be included.

1.9. Confidentiality

- a) Recipients of the Tender documentation (whether they submit a Tender or not) shall treat the contents as private and confidential and safeguard it accordingly.
- b) Tenderers shall not use the information in the Tender documentation for any other purpose than for the purposes of participating in the Tender.

1.10. Tender Compliance

- a) Responses and supplementary information provided by the Tenderers as part of the submission is construed as being true and accurate. If at a later date it transpires that any responses or information provided were inaccurate the Governors reserve the right to exclude the submission from consideration, or if the Contract has been awarded and the inaccurate information is deemed to have a significant bearing on the award of the Contract, the Governors reserve the right to terminate the Contract.

1.11. Evaluation Criteria

- a) All proposals will be subject to a thorough evaluation to establish the most economically advantageous tender.
- b) Each response will be evaluated using the following criteria and weightings:-

Criteria	% of overall score	Overall Score
<u>Non-Financial Evaluation</u>		
Understanding the requirements: <i>(sub-criteria score in brackets)</i>		} 40%
Schedule of Staff <i>(30%)</i>	20%	
Covering absences <i>(70%)</i>		
<i>(100%)</i>		
Experience & Background: <i>(sub-criteria score in brackets)</i>		
Case Study <i>(15%)</i>		
Consumable Provision <i>(15%)</i>	20%	
Verification System <i>(10%)</i>		
Training arrangements <i>(15%)</i>		
Mobilisation Plan <i>(15%)</i>		
Schedule of Rates <i>(10%)</i>		
Method Statements <i>(10%)</i>		
Risk Assessments <i>(10%)</i>		
<i>(100%)</i>		
<u>Financial Evaluation</u>		
Price		60%

- c) Non-Financial Evaluation - All Tenders will be examined for completeness and the Client may seek clarification where necessary.
- d) Financial Evaluation - The Tenderer with the lowest overall cost will be awarded 100% of the available pricing score, all other tenderers will be awarded a percentage based on the difference between their price and the lowest price.

1.12. Timescales

- a) The table below is an indication of the Governors timescales for this Tender exercise. This timetable may be subject to change.

Task	Anticipated start date	Anticipated completion date
Advertise/issue ITT-FoT	20th March 2018	
Site Visit	3rd April 2018	
Closing Date for receipt of Tender	25th April 2018	
ITT Evaluation	25th April 2018	22nd May 2018
Award	23rd May 2018	
Contract commences	1st September 2018	

1.13. Reliance of Information

- a) The information in the Tender Documents is believed to be accurate at the time of issue. Neither the Governors, or any advisors will accept any liability for its accuracy, adequacy or completeness, nor will any warranty, express or implied, be given.
- b) Each Tenderer must rely on its own enquiries and on the terms and conditions set out in the Agreement as and when finally executed.

1.14. Publicity

- a) The Tender documents are only to be used in connection with the preparation and submission of a Tender and for dialogue in relation to this procurement. No publicity regarding the Tender or the award of any contract will be permitted until conclusion of the Tender unless the Governors has given written consent.

1.15. Conflict of Interest

- a) Tenderers are instructed to ensure that their potential appointment as the Contractor to the Governors has not and will not create any conflict of interest or any situation that might compromise or prejudice the Governors duty to manage an open, fair, non-discriminatory and competitive procurement process. In the event of a conflict (or potential conflict) arising at any time during the tender period, the affected Tenderer must report the occurrence of an actual or potential conflict, and the means for resolving it, to the Governors as soon as possible.
- b) Failure to declare any actual or potential conflict and/or failure to address such conflict to the reasonable satisfaction of the Governors may result in the Tenderer being disqualified for the Tender.

1.16. Sub-Contracting

- a) Tenderers must clearly state if they intend to use sub-contractors to fulfil whole or part of the requirements of the Contract. This must include names and addresses of any likely sub-contractors and an indication of the areas being sub-contracted.

1.17. Parent Company Guarantee

- a) If the Contractor is a subsidiary company within the meaning of Section 1159 of the Companies Act 2006, it shall, if required by the Governors, provide a Parent

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Company Guarantee to secure the due performance by the Contractor of its obligations to the Governors.

2 Conditions of Contract

2.1 Contract Term

- a) The Contract will commence on **1st September 2018** and shall be for a period of 3 years with an option to extend at the Governors discretion for 3 x 12-month periods.
- b) Any extension is subject to:
 - The ongoing requirements of the School
 - The Contractor maintaining satisfactory levels of performance throughout the period of the contract
 - The Contractor demonstrating ongoing value for money

2.2 Governing Law

- a) The laws of England and Wales shall apply to this Contract.

2.3 Services to be provided

- a) The Contractor shall supply all or any of those services named in the specification and those services to be of the quality or sorts as the Nominated Officer shall direct.
- a) The Governors reserve the right by notice to the Contractor to modify the quality or quantity of the service and any alteration to the contract price or completion date arising by reason of such modification shall be agreed between the parties.

2.4 Force Majeure

- a) Neither party shall be liable for the failure to perform its obligations under the contract if such failure results from circumstances beyond the party's reasonable control including, without limitation:
 - Governmental actions (including the withdrawal or non-renewal of a license, consent or approval);
 - War or threat of war, national emergency, riot, civil disturbance, sabotage or requisition;
 - Act of God, fire, explosion, flood, epidemic or accident;
 - Import or export regulations or embargoes;
 - Labour disputes, provided always that a party shall not be entitled to claim the benefit of this clause in relation to labour disputes involving its own employees.
- b) If the Contractor is unable to provide the Service by reason of force majeure for a period exceeding 3 months in any 12 month period the Governors may terminate this Agreement by serving one month's written notice.

2.5 Termination

- a) Without prejudice to any accrued rights or remedies under this Agreement, the Governors may terminate the Contractors employment under the Agreement by notice in writing having immediate effect if the Contractor:-
 - i) Fails to remedy a serious breach of this Agreement within 14 days of written notification from Governors (or if similar breach happens again within 30 days of the remedy then the Governors may terminate this

Agreement by giving the Contractor 7 days' notice or such longer period as the party giving the notice may specify).

- ii) Becomes bankrupt, or makes a composition or arrangement with its creditors, or has a proposal in respect of its company for voluntary arrangement for a composition of debts, or scheme or arrangement approved in accordance with the Insolvency Act 1986 or any statutory modification thereof.
- iii) Has an application made under the Insolvency Act 1986 or any statutory modification thereof to the Court for the appointment of an administrative receiver.
- iv) Has a winding-up order made or (except for purposes of amalgamation or reconstruction) a resolution for voluntary winding-up passed.
- v) Has a provisional liquidator, receiver or manager of its business or undertaking duly appointed.
- vi) Has an administrative receiver as defined in the Insolvency Act 1986 or any statutory modification thereof appointed.
- vii) Has possession taken by or on behalf of the holders of any debentures secured by a floating charge, of any property comprised in, or subject to, the floating charge.
- viii) Is in circumstances which entitle the Court or a creditor to appoint or have appointed, a receiver, a manager, or administrative receiver, or which entitle the Court to make a winding-up order.
- ix) If this Agreement is terminated under Clause 2.5 (a) ii) the Governors shall be entitled to recover as a debt from the Contractor any losses, damages or expenses incurred as a result of such termination including the costs of replacing the Contractor.

2.6 Break

- a) Notwithstanding any provision of this Contract, the Governors may terminate this Contract giving 90 days written notice.

2.7 Transfer of Contract & Assignment

- a) The Contractor shall not transfer any of the rights or obligations under this Agreement nor sub-contract any part of the Service without the express written consent of the Governors.
- b) This Agreement may only be varied by a written agreement between the Governors and the Contractor.
- c) Should the Contractor sell out to a third party during the Contract Period the Governors has the right to determine the Contract with immediate effect. The transfer of the Contract must not be assumed.

2.8 Freedom of Information

- a) The information contained within this Contract and any associated documentation and correspondence may be subject to disclosure under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004. The Governors shall be responsible for determining whether any information is exempt from disclosure in accordance with the provisions of either Act.

- a) The Governors will not be liable to the Contractor and the Contractor shall have no remedy against the Governors where information is disclosed under either Act. The Governors will endeavour to inform the Contractor in advance where such an obligation arises.

2.9 Human Rights Act

- a) The Contractor shall comply in all respects with the provision of the Human Rights Act 1998 and will indemnify the Governors against actions, costs, expenses, claims, proceedings and demands which may be brought against the Governors for breach of statutory duty under the Act attributable to the contractor.

2.10 Dispute Resolution

- a) The parties shall attempt to resolve any dispute arising out of or relating to this Contract through negotiations between representatives of the parties, who have authority to settle the same.
- b) If the parties fail to resolve the dispute in accordance within Clause 2.9 a) then the dispute shall be referred to arbitration by a single arbitrator to be agreed between the parties or in default of agreement to be nominated by the President of the Chartered Institute of Arbitrators and the arbitration shall be governed by both the Arbitrators Act 1996 and the Controlled Cost Rules of the Chartered Institute of Arbitrators (2000 edition) or any amendments thereof, which rules are deemed to be incorporated by reference into this clause. The seat of the arbitration shall be England & Wales.

2.11 No Tenancy

- a) This Agreement shall not confer such rights as would in law amount to a tenancy or Agreement for a tenancy nor confer any propriety or exclusive rights to the Contractor in the kitchen or any part of the School.

2.12 Indemnities & Insurance

- a) The Contractor shall indemnify the School in respect of any liability, loss damage, claims or proceeding whatsoever arising under any statute or at common law in respect of damage to property (whether real or personal) or personal injury or the death of any person whomsoever arising out of or in the course of or caused by the performance of this contract unless due to any direct negligence of the School or any person for whom the School is responsible and shall insure with insurers approved by the Governors up to a limit of £10 million. The Contractor shall provide such proof of insurance as the Governors may from time to time require.
- b) Without limitation, such insurances shall include in respect of food poisoning and harmful substances in foodstuffs and beverages. The policy of insurance shall be in a form approved by the Governors and the Contractor shall make all payments necessary for maintaining such insurances and shall have produced to the Governors prior to execution hereof and thereafter on demand the policy of insurance together with all receipts for all premiums paid.
- c) If either party fails to perform its obligations under the contract then that party shall be liable to the other for the damages arising directly and naturally in the ordinary course of events from the breach of contract concerned.
- d) Neither party shall be liable to the other for any indirect or consequential damages which the other may suffer arising out of any breach by a party of its obligations

under the contract and whether the same is due to the negligence of that party or not.

- e) The minimum insurances required by the School are £5,000,000 (£5 million) for Public Liability and £5,000,000 (5 million) for Employees Liability.

2.13 Data Protection

- a) The Parties acknowledge their respective duties under Data Protection Legislation and will only process personal data in line with the principles and appropriate exemptions of the Data Protection Act 1998.
- b) You shall indemnify and keep us indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings whatsoever or howsoever arising from your unlawful or unauthorised Processing, destruction and/or damage to Personal Data in connection with this Contract.
- c) See the following link for further information [pia-code-of-practice.pdf](#)
- d) The Contractor must abide by the new General Data Protection Regulations (GDPR) that come into force on 25th May 2018. The new Regulation supersedes the Data Protection Act 1998 and it is the responsibility of the Contractor to ensure they are fully aware of the changes.

2.14 Intellectual Property Rights

- a) The information provided in the Tender documentation may not be reproduced, copied or used for any other purposes other than for the preparation of a Tender submission.

2.15 Environmental Information Regulations

- a) The Contractor must identify a nominated contact that will process any request for information under the Environmental Information Regulations 2004 and such requests must be dealt with in conjunction with the schools nominated officer for the above Acts.

2.16 Sustainability and Environmental Responsibility

- a) The Contractor shall take action to minimise any adverse effect on the environment through performance of the contract in accordance with legislation and best practice at the time.
- b) Should the Governors instigate or adopt any Sustainability or Environmental Policies the Contractor shall be expected to adhere to them, any costs incurred due to these policies will be met by the Contractor.
- c) The Contractor is encouraged to promote environmental awareness during the provision of this service. In particular, the Governors encourage Contractors to work to a green transport policy and to endeavour to recycle 100% of all residues.

2.17 Health & Safety

- a) The Contractor must comply with all legislation, codes of practice and other relevant guidelines necessary to ensure the safety of the Contractor's staff and any other persons who may be directly or indirectly affected by the service. Tenders must be accompanied by details of safety arrangements including risk assessments which satisfy requirements of the Management of Health and Safety

at Work Regulations 1999 and documents which outline the Contractors hazard and risk control strategy and safe system of work.

- b) The Contractor shall notify the School of any hazard or risk to health and safety such notification shall embrace the requirements of the Health and Safety at Work Act 1974.
- c) The Contractor shall comply with all statutes, regulations, orders, bylaws and codes of practice issued there under from time to time in force relating to or concerned with health, safety and welfare at work, employment in factories and other premises and construction work of any kind and any other activities for the provision of services on premises including without prejudice to the generality of the foregoing Health and Safety at Work Act 1974 and all regulations made there under, including but not restricted to :-
- Management of Health and Safety at Work Regulations 1999
 - Provision of Use of Work Equipment Regulations 1998
 - Workplace (Health, Safety and Welfare) Regulations 1992
 - Construction (Design and Management) Regulations 2007
 - Control of Substances Hazardous to Health Regulations 2002
 - Construction (Health, Safety and Welfare) Regulations 2007
 - Fire Precautions (Workplace) Regulations 1997
 - Control of Asbestos at Work Regulations 2006 and any amendments to and re-enactment's thereof as well as all EC Regulations and Directives and any other EC Legislation relating thereto.

2.18 Reporting of Injuries, Damage and Dangerous Occurrences Regulations 1995 (RIDDOR)

- a) The Contractor shall report all accidents and/or injuries to the Governors and permanently record all such accidents/injuries on site and make available for inspection as and when required by the Governors.

2.19 Fire Safety Procedures

- a) The Contractor must ensure that all staff are aware of and fully trained in the fire safety procedures operated by the School.

2.20 Statutory Obligations – Electrical Equipment

- a) It is the responsibility of the Contractor to familiarise themselves with, and adhere to, any Acts or Regulations relating to this contract. This includes but is not restricted to:
- i) The Restriction of Hazardous Substances (RoHS) - the RoHS Regulation bans the placing on the EU market, new electrical and electronic equipment containing more than agreed levels of lead, cadmium, mercury, hexavalent chromium, polybrominated biphenyl (PBB) and polybrominated diphenyl ether (PBDE).
 - ii) The Waste Electrical and Electronic Equipment (WEEE) Directive – the WEEE Directive will require that all separately collected WEEE has to be treated at an authorised treatment facility, unless the particular appliance is to be reused as a whole.

2.21 Contracts (Rights of Third Parties) Act 1999

- a) Notwithstanding any other provision of this Contract, nothing in this Contract confers or purports to confer any right to enforce any term of the Contract, which expressly or by implication, confers a benefit on him without the prior agreement in writing of both parties.

3 Special Conditions

3.1 Pricing of Tender

- a) The Tenderer shall complete the Form of Tender Pricing Schedules by indicating the prices of service detailed in the specification.
- b) No increase shall be accepted unless agreed in writing.
- c) All prices tendered for the Service shall include the cost of all necessary works, consumables and processes required ensuring that the Service complies with the terms of this tender invitation.

3.2 Contract Variation

- a) Payment for any variation carried out by the Contractor will not be paid unless an official order has been issued. An order number must be quoted on the relevant invoice before payment can be made. Should an invoice be received that is for the incorrect amount or does not have the relevant order number it will be returned to the Contractor for amendments.
- b) The Governors reserves the absolute right to add or remove areas to the Contract.

3.3 Day Work Rates

- a) Day work shall not be carried out by the Contractor without the express written permission of the Nominated Officer, payment for which will be made to the Contractor in accordance with the Day Work Rates submitted within the Form of Tender Pricing Schedules.

3.4 Cleaning Times

- a) Routine cleaning shall commence between 3.45 p.m. and 6.15 p.m. Monday to Friday. Due to the difficulties in recruiting staff, the Wigmore Academy is open to altering cleaning times for routine cleaning of the school where possible by agreement.
- b) The Wigmore Academy hold special evening events on occasion. On the evening these events occur the cleaning times may be altered. The Contractor will be informed of these times in advance.

3.5 Contract Management

- a) The Contractor shall, at no additional cost, designate a dedicated Contracts Manager to the Contract. This Manager must have the authority to make any relevant decisions on behalf of the Contractor.

3.6 Accounts Manager

- a) The Contractor shall, at no additional cost, designate a dedicated Accounts Manager to the Contract. This person will be the first point of contact for the school should they have any queries in respect of invoicing.

3.7 Performance Review

- a) The Contractor shall, at no additional cost, ensure that the Contract Manager is available during the Contract Period to meet the Nominated Officer once per

month or more frequently if the Nominated Officer reasonably requires to monitor and review the Contractor's performance under the Contract.

- b) The Nominated Officer and/or a representative may carry out quality audits of any building in the Contract and the Contractor shall co-operate fully in the carrying out of such audits including making staff facilities and all records and documents required available at its own expense.

3.8 Monitoring

- c) The school shall monitor and review the quality of the Service provided by the Contractor throughout the Contract Period including (but without limitation) the following stages in the Contractors performance:-

- The input stage: this being the level and quality of resources used by the Contractor to perform the Services. Monitoring shall seek to ensure that any resources which the Contractor stated it would allocate to the Service at the tender stage are actually utilised in its performance.
- The process stage: this being the method of performance management and other practices and procedures which the Contractor uses in performing the Service.
- The output stage: this being the standard of the completed Service as measured against the performance standards and other standards required by the Contract Documents.

- d) Where the Contractor fails to maintain appropriate input levels or follows the specified contract processes or to achieve the standards of the output required, it may be in breach of the Contract.

3.9 Biometric or Telephone Verification System

- a) A telephone or Biometric verification system shall be introduced by the Contractor.
- b) Contractors must ensure that such a system is compatible with the schools telephone or internet system.
- c) Details of how this system will work will be looked into in greater detail with the successful Tenderer however it must be understood that the school will not pay for shifts that have not been worked and this system will be used to ensure that the correct charges are being levied.
- d) The Contractor will not be permitted to use a 'premium' line phone number for this service. The use of a free phone number would be preferable.

3.10 Inspection

- a) The Nominated Officer shall at all times have the power to inspect all aspects of the cleaning operation. The Nominated Officer shall have the absolute right to reject work, if in their opinion, it fails to meet acceptable standards.
- b) Any failure by the Contractor to meet the Service requirement will be reported to the Contractor. Failure to undertake remedial action will result in payment reductions, see clause 3.13 Service Credits.
- c) The Nominated Officer shall regularly meet with the Contractor's management/supervisory staff, to discuss the cleaning operation and resolve any

problems arising. Contractors are required to set out their proposals in their tender bid.

3.11 Service Provision – Quality Control

- a) The Cleaning Contractor will implement quality Auditing Systems. This will enable both the Contractor and the Nominated Officer to measure the quality output criteria against the frequencies and the monthly measuring as part of the final inspections.
- b) Following award of the Contract, an auditing system shall be agreed with the school. Should the agreed standards not be met, a recovery plan will be implemented.
- c) The Contractor shall be required to carry out cleaning inspections of all buildings that will include randomly selected areas within the buildings. All reports shall be retained by the Contractor for the duration of the Contract.
- d) The Contractor shall be required to verify that the audit used for inspections complies with the Acceptable Standards provided. Where a corrective measure is necessary, or re-training has been given, this will be recorded. The results of which will be made available to the Nominated Officer in the monthly reports.

3.12 Key Performance Indicators (KPI's)

- a) The Contractor must ensure that there is no loss of use of buildings, or any part(s) thereof, due to unsatisfactory standard of cleanliness, including fitness or safety issues.
- b) The school shall base the satisfaction on the following:
 - Management of Good Performance
 - The actual cleaning itself - the cleanliness of all facilities; the personal presentation of Contractors employees.
 - Communication - the regularity, openness and honesty of dialogue between the Contractor and the school.
 - Flexibility - the ability to respond to emergency events in a timely manner.
 - Availability - the visual presence of cleaning employees during the specified times of work. This is to include replacement staff that will be responsible for covering absence.
 - Reliability - the reporting to work of the cleaning employees at the specified times.
- c) Management of Poor performance
 - Poor performance in itself is an issue that needs to be avoided, however, where poor performance is identified, the issue must be rectified promptly to reduce the impact. If the issue is not dealt with promptly it can have a negative impact on the perception of the quality of cleaning services overall.
 - The response time for dealing with the poor performance is detailed within Section 5 - Key Performance Indicators (KPI's).

- d) A monthly report on all aspects of the agreed KPI's including pending, closed and overdue performance issues is required from the Cleaning Contractor.

3.13 Service Credits

- a) The Contractor is responsible for ensuring full compliance at all times to the Key Performance Indicators (KPI's) detailed in Section 5.
- b) The KPI's will be monitored using the monthly report that will be provided by the Contractor.
- c) Any failures in compliance of the KPI's will trigger a 'Value of Failure' which will be credited by the Contractor in the next invoice.
- d) Should the 'Value of Failure' become more than 10% of the monthly value of the Contract for any two months out of a three-month period, the Contract shall be deemed to be in review and the Contractor shall be required to provide an improvement plan including timescales and full plans for the required improvements.
- e) Ultimately the Contract may be in jeopardy should the agreed improvements not take place.
- f) The school reserve the right to review the KPI's and Service Credit regime 3 months after commencement of the Contract.
- g) If deemed necessary, and in agreement with the Contractor, changes may be made following such a review.

3.14 Vetting Procedures

- a) Safeguarding vetting procedures must meet the latest statutory guidance applying to Education provision. Independent Safeguarding Authority (ISA) and HMI Inspectorate of Schools (OFSTED) Regulations must be met at all times.
- b) The Contractor shall provide evidence of an enhanced Disclosure and Barring Service (DBS) for all employees. These checks are to be carried out every 3 years.
- c) The Contractor shall remove any member of staff at the reasonable request of the Governors and replace such staff without delay.
- d) Costs for all DBS checks will be met by the Contractor.
- e) The Governors operate a zero-tolerance procedure, all staff which the Contractor proposes to employ, albeit on a temporary basis, must have clear DBS checks before they are permitted on site.
- f) The Contractor must submit a report each term, via email, confirming that all staff are DBS checked. This will include all supervisory staff, areas managers etc.
- g) The Contractor's staff will display passes and identification at all times whilst working on site.
- h) The Governors shall in no circumstances, be liable for any costs incurred due to a member of the Contractors staff being replaced or excluded from any site.

3.15 Transfer of Undertakings for the Protection of Employees (TUPE)

- a) The intention of the Governors that TUPE should apply, and that in circumstances where TUPE does not apply in strict legal terms, the principles of TUPE should be followed and the staff involved should be treated no less favourably than had the Regulations applied.
- b) This is the first time this service has been outsourced therefore all current employees receive the Local Authority terms & conditions of employment which will transfer with this contract. Full details are provided as Appendix 1 – Staff Transfer Details.
- c) Where the Contractor recruits new staff alongside staff transferred from the outgoing service provider, it will offer employment on fair and reasonable terms and conditions which are, overall, no less favourable than those of transferred employees.
- d) Where the primary service provider transfers staff originally in the employ of the School to a sub-contractor in consequence of the terms of the primary service provider's obligations to the School, the primary service provider will be responsible for the observance of this Code by the sub-contractor.

3.16 Disclosure of Information on Re-tendering

- a) The Contractor shall supply to the school any information (whether related to its personnel or otherwise) requested in writing by the Nominated Officer.
- b) The information requested under this Condition shall be limited to such information as the Nominated Officer considers to be reasonably necessary to enable the school to act fairly, properly and in accordance with its legal obligations (whether under statute or common law or otherwise) in relation to the re-tendering of the Service or part thereof or the tendering of any similar Service.

3.17 Pension Rights

- a) The provisions of the Pension Act 2008 and associated Legislation must be adhered to in respect of this Contract.
- b) Contractors are advised that there may be both legacy and non-legacy staff that will transfer under this Contract and you are responsible for ensuring the relevant pension provision is accommodated.

3.18 Electrical Equipment

- a) The Contractor shall PAT Test their own equipment at their expense as per relevant legislation.
- b) The Contractor shall maintain equipment at his expense in a clean, safe and serviceable condition throughout Contract duration. Maintenance records shall be updated annually and a copy is to be provided to the Business Manager.
- c) All of the Contractors equipment shall be clearly labelled as belonging to the Contractor.

3.19 School Property

- a) All property loaned to or placed in the care of the Contractor shall remain the property of the School and shall be returned to the School upon termination of the contract (howsoever arising). The Contractor shall maintain all property in good order and condition and shall use solely in connection with this contract. The

Contractor shall notify the School of any surplus materials remaining after completion of the contract and if necessary dispose of them as the School may direct.

3.20 Business Continuity Plan

- a) The Governors require the Business Continuity Questionnaire provided to be completed and returned as part of the submission.

4 Specification

4.1 Scope of Contract

The Contract will cover, but is not limited to, the following:-

- General building cleaning
- The provision of all equipment, materials and consumables required
Periodic/stand down cleaning

4.2 Key Outcomes

- The Service required under the Contract must be carried out to the entire satisfaction of the Nominated Officer who will carry out regular inspections to ensure that the standard of cleaning being achieved complies with the conditions of the Contract.
- Methods of cleaning which would or might impair safe working arrangements or give rise to nuisance or damage to property or inconvenience to students, staff or members of the public are unacceptable.
- Contractors will be required to operate a verification system of site attendance and/or work activity in a form agreed by the Nominated Officer.
- The Contractor shall be responsible for the provision of all plant, labour, equipment, cleaning materials and consumables necessary for the proper execution of the work.
- The cost of all electricity and water will be met by the school, save that the Contractor shall avoid all unnecessary wastage.
- Variations may be required to the schedule during the period of the Contract. The Nominated Officer will determine such variations and a Variation Order will be issued to the Contractor.
- Contractors must note that, where possible, all cleaning materials are to be environmentally friendly, and the use of any specialised products is to be approved, prior to use, by the Nominated Officer. All empty packaging must be recycled where appropriate.
- Contractors should be aware that the school encourage the re-cycling of paper. The school operate a recycling regime. The Contractor is required to be mindful of the recycling arrangements and must ensure all waste created by the service is disposed of in accordance with best practice.
- Contractors and their staff will close any open windows and doors on completion of their tasks.
- Contractors and their staff will switch off all lights not required during cleaning times if appropriate.
 - Contractors and their employees will comply with the following "house rules":-
 - No smoking or vaping on any sites
 - Mobile phones are to be used in emergency circumstances only.
 - The use of MP3 players & iPods are not permitted whilst on site.
 - Do not unplug any electrical equipment
 - Do not tamper or touch any items of equipment or plant

- Do not open any cupboards or drawers, except those used for storage of cleaning materials
- Do not polish computer terminals, keyboards or printers. These items are to be dusted only.

Papers on desks, cupboards or cabinets must not be read, moved or disturbed at any time.

4.3 Students, Staff, Visitors and Members of the Public

The Contractor shall ensure that all employees engaged in the performance of the Contract are at all times courteous and understanding towards students, staff, visitors and members of the public and shall discipline any employees who behave in a manner contrary to this requirement.

4.4 Students, Staff, Visitors and Members of the Public

The Contractor shall ensure that all employees engaged in the performance of the Contract are at all times courteous and understanding towards students, staff, visitors and members of the public and shall discipline any employees who behave in a manner contrary to this requirement.

4.5 The Cleaning of Showerheads

Contractors shall ensure that the exterior of all showerheads are cleaned once per week using a scouring pad and an anti-bac cleaning fluid.

4.6 Equipment and Consumables

The Contractor is required to provide all equipment and materials including all cleaning consumables (this includes but is not restricted to: cleaning & cleansing supplies; black bin liners; clear bin liners; white bin liners) necessary to deliver the service. Storage facilities will be provided by the school wherever possible.

The amount of consumables provided during the lifetime of this contract is to be sufficient to service the Contract. The Contractor shall not reduce the amount of consumables supplied in an effort to reduce costs, nor will breaks in delivery be permitted. Failure to ensure that consumables are kept at a serviceable level may result in Service Credits see clause 3.14. The school may from time to time request information in respect of the supply of consumables to ensure continuity of service.

The Contractor shall ensure all equipment is either brand new or nearly new on commencement of this Contract. Details of the full mobilisation plan must be provided within the submission.

The Contractor shall maintain all cleaning equipment and ensure it is kept in a clean, safe and serviceable condition throughout the duration of the Contract. Maintenance records shall be available for inspection at the request of the Nominated Officer at any time.

The Contractor shall replace any item of equipment that is no longer economically serviceable or repairable to maintain specification levels at all times. The cost of these replacements will be the responsibility of the Contractor. Compliance with all Statutory Regulations is mandatory.

All the Contractors equipment shall be clearly labelled as belonging to the Contractor. The delivery of stock must be carried out between 9am and 3pm and will be checked and signed for by site staff. Any anomalies will be reported directly to the Contractor.

4.7 Cleaning Methodology

The school acknowledges that new chemicals, equipment and machinery are constantly being developed within the cleaning industry. This opportunities will arise for the Contractor to reduce costs by the introduction of innovative methods.

It is therefore not the intention of the school to be unduly prescriptive when specifying the methodology to be employed. The Governors has significant responsibilities related to health, safety and welfare of persons using its establishments along with protection of the environment where possible. Equally it is important to ensure buildings are well cared for to maximise economic life.

As poor cleaning methodology can impact upon health and safety and lead to marked deterioration of the building fabric, the following is a guide to good working practice. The Contractor is required to take note and comply with the following:

- Specify to the Nominated Officer, methods, materials and procedures to be employed in the service delivery not less than 14 days prior to contract commencement.
- Provide comprehensive product information and CoSHH assessments to the Nominated Officer and to ensure that updates are provided as necessary. All CoSHH sheets are to be provided to the Nominated Officer at least one month before the commencement of the Contract for review.
- Notify the school whenever it proposes to introduce new methods or materials.
- Comply with any request from the Nominated Officer to change methodology where the school considers it constitutes a risk, real or potential, to the health and safety of the building users or disrupts sensitive operational areas.
- Ensure appropriate signage is used at all times and is removed on safe completion of activity.
- Adherence to any Environmental Policy the Governors may adopt.

Strict precautions must be taken at all times to prevent slippery conditions developing. When treatment of floors commences under the Contract, only materials which are compatible with the existing dressings may be applied, unless all the previous dressing is removed and the floor thoroughly cleaned.

The Contractor must ensure that cleaning staff never mix different chemicals or cleaning agents. Such practice is highly dangerous and can lead to the production of toxic gases.

All cleaning materials must be properly labelled with the name of the contents. On no account, must chemicals or agents be placed in other containers e.g. food container; drinks bottles etc.

The Contractor must ensure that staff always wear protective clothing when handling chemicals or cleaning agents and that manufacturer's instructions on handling and care are always strictly specified and adhered to. It is the Contractor's responsibility to provide adequate training in the use of cleaning materials and agents.

The use of the following materials and equipment is not allowed:-

- Hypochlorite Solution (Bleach)
- Chemical drain cleaning products
- Chemical seal strippers
- High pressure washers

4.8 Employees

The Contractor shall employ only such persons as are careful, skilled, honest, experienced and suitably qualified in the work they are to perform. Sufficient levels of staffing must be maintained to ensure that the Service is provided at all times and to a satisfactory standard in accordance with the terms and conditions of the Contract. Provision must be made to cover all holiday, sickness and any other absence.

Whilst engaged in the provision of the service, Contractor's staff shall be properly and presentably dressed in appropriate uniform or workwear to the satisfaction of the Nominated Officer. Such workwear to be worn by the Contractor's employees shall be provided and replaced as necessary by the Contractor.

The Contractor shall ensure all staff receive relevant and adequate training for any service provided. Training records of Contractors Management staff should be provided within the submission.

The Contractor shall provide all necessary Personal Protective Equipment (PPE) and ensure that all sites have adequate PPE available for all employees.

The Contractor will ensure that its employees, even in legitimate pursuance of their duties, do not enter such areas as changing rooms, showers, bathrooms, toilets, bedrooms etc. occupied by staff of the opposite sex. "Cleaning in Progress" notices must be displayed to avoid any problems.

The Contractor shall not employ anyone under the age of 18 to undertake any work within the Contract.

The Contractor must seek the permission of the Nominated Officer should they wish to employ an ex school student or ex member of staff.

The Contractor shall not permit any employee to bring non-work persons (including children) on to any site.

A rigorous no smoking or vaping rule must be followed by all employees of the Contractor whilst on any site.

4.9 Cleaner in Charge

The Contractor is to employ a Cleaner in Charge who will be the point of contact for the schools Site Manager. The role will include, but will not be restricted to:-

- Ensuring cleaning staffs compliance with the Contract
- Allocation of areas and hours
- Arranging sickness/holiday cover
- Ensuring cleaning equipment is maintained in good working order
- Ensuring supplies of cleaning products and refuse bags
- Ensuring school is cleaned according to the Contract every day
- Dealing with complaints promptly and to the satisfaction of the school
- Act as a First Aider for all cleaning staff (or ensure a nominee is arranged).

4.10 Quality Control Requirements

The school are anxious to develop a partnership approach with its Contractors in an attempt to maximise opportunities to raise the profile of the cleaning function and in doing so obtain a high standard of building cleanliness.

The following paragraphs set out minimum expectations in respect of Contractors' quality assurance procedures.

Liaison

The Nominated Officer shall have access to the Contractor's Area and Site Supervisory Staff who have responsibility for, and authority to take, remedial action in respect of day to day issues. Meetings with the Contractors Senior Management to review the operation of the Contract will take place at agreed times.

The Nominated Officer will be given both pro-active and re-active technical advice by the Contractor to maintain the highest standards.

Controls

The school will expect the Contractor to put in place control systems in respect of the following:

Labour hours at each premise

Operative work schedules

Chemical usage

Health and Safety

Quality of service delivery

All of the above systems must be available for inspection by school representatives on a random basis.

4.11 Contacting Contractors Staff

The school require all Supervisors to have the ability to receive emails, texts and/or phone calls.

4.12 Stand Down/Periodic Cleans

The Contractor shall carry out periodic cleans as detailed at 8. These cleans shall form part of the contract however the school may request additional cleans that shall be charged as per the Schedule of Rates. Summer break stand down cleaning shall take place during the final week of the holiday to allow for the schools routine maintenance requirements.

4.13 Cleaners' Cupboards

All cleaners cupboards will be checked at least once per month to ensure that only approved chemicals or cleaning agents are being used.

Should any non-approved chemical or cleaning agent be found in the cleaners cupboard they are to be removed immediately and the relevant Area Manager must be informed.

Cleaners cupboards must be locked at all times.

4.14 Key Performance Indicators

To comply with Section 5 – KPI's

4.15 Acceptable Standards/Cleaning Terminology

To comply with Section 6 – Acceptable Standards / Cleaning Terminology

4.16 Cleaning Operations

To comply with Section 7 – Cleaning Operations

5 Key Performance Indicators (KPI's)

- a) The table below details the targets and measures used to measure performance against Service Credits. Monthly reports provided by the Contractor will be used to measure performance.

KPI	Description	Target	Measure
General Cleaning	All areas to be cleaned as per the relevant banding.	No more than 2 complaints per month.	Log of formal complaints, monitoring of telephone verification system, monitoring and audits reports.
Quality Assurance Audits	Contractors programme of audits is carried out as agreed.	No more than 1 complaint per month.	Monthly reports and helpdesk logs.
Cleaning supplies/ materials	Adequate consumables and required equipment available at all times.	No more than 1 complaint per month.	Log of formal complaints, monitoring and audits reports.
Health & Safety Regulations	Incident reporting. No instances of contravention of Health & Safety Regulations.	All incidents recorded. All requirements of Regulations are adhered to.	RIDDOR, Health and Safety Reports. Log of formal complaints, failure to prepare a safe method of work statement, Contractors staff not correctly following the safe method of work, audit reports.
Service Improvements	Improvements to previous problems.	No occurrences of failing KPI's appearing in the following months KPI Report.	Comparison of current report and last report.
Induction & Refresher Training	Starter pack and Training.	All staff to receive required training as per agreed plan.	Training records, monthly reports.
Staff ID, access & uniform	Employee uniform, access equipment and ID complies with contract. Cleaning operatives follow security procedures regarding signing in and out of the school.	No more than 2 complaints per month.	Visual inspection & Helpdesk logs.

6 Acceptable Standards/Cleaning Terminology

- a) The following interpretations have been produced with the intention of avoiding possible misunderstandings when considering the requirements of the Specification.

Component	Acceptable	Unacceptable
Balustrades	Light dust in corners and on horizontal surfaces.	Thick dust and dirt smears particularly in corners and on decorative fixtures.
Basins	Splash marks, finger marks, soap deposits and puddles resulting from the traffic of the day.	Scum and tide marks. Removable discolouration on glazed areas. Encrusted soap deposits. Chrome finished taps wholly or predominately dull having regard to the general age or state of the taps.
Bookcase	Finger marks. Relatively free from dust.	Layer of dust. Heavy finger marking. Smearred glass with dirty corners. Ingrained dirt deposits.
Cabinets	Finger marks around handle areas of door/drawers. Relatively dust free.	Excessive finger marking/smearing on handles and top edges of drawers.
Ceilings		Visible dust. Cobwebs.
Chairs, stools and other seats	Metal, plastic or wooden parts to be dust free.	Ingrained dirt. Mark & smears on chair frames.
Cisterns, pipes & fittings	Relatively dust free.	Visible dust, grime, verdigris, rust or run marks.
Counter glass	Finger/spit marks caused by traffic of the day.	Visible heavy dust. Heavy finger/spit marks and smearing.
Curtains & blinds	Light layer of dust.	Heavy layer of dust. Dirty marks. <i>Note – relevant FM must be informed if curtains need cleaning.</i>
Display cabinets	Finger marks around handle areas of door/drawers. Relatively dust free.	Excessive finger marking/smearing on handles and top edges of drawers.
Doors inc kicking plates	Light finger marks around door handles.	Visible dust. Smears and other marks. Scuff marks on bottom of doors.
Draining boards	Recent splash marks and liquid stains.	Smearred, slimy surfaces.

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	If stainless steel, shiny appearance with no more than recent superficial stains.	Residue of food, drinks and other spoilage around edges.
Entrance areas	Recent dust, leaves or litter.	Heavy dust or large accumulation of leaves or litter.
Entrance glazing	Recent finger marks.	Excessive finger marks or smears. Grime, stains or streaks present.
Fittings & benches	Light layer of dust.	Heavy layer of dust or grime.
Fire appliances	Dust free.	Visible dust, grime, smears and finger marks.
Floors – carpeted	Daily soilage and litter resulting from the traffic of the day. Non-removable stains.	Layers of dust within pile. Build-up of fluff and dirt deposits of other debris under desks, around edges of furniture, in corners and edges of rooms etc. Dried spots and stains which are removable/treatable.
Floors – toilets	Daily soilage.	Dirty mop marks. Accumulation of dust, dirt, fluff including behind doors. Dried stains. Slippery surfaces.
Floors – hard (vinyl, altro, dimple, lino etc)	Daily soilage.	Dirty mop marks. Accumulation of dust, dirt, fluff including behind doors. Dried stains. Slippery surfaces.
Furniture	Dust free. Light finger marking around handles. Smear marks. Dried liquid stains that are not removable.	Heavy layer of dust particularly on vertical surfaces and supports. Grime and ingrained dirt deposits. Heavy finger marking around handles.
Glass, glazed surfaces & internal glass	Finger marks. Light layer of dust on horizontal edges.	Visible heavy dust. Heavy finger markings and smearing.
Hand Dryers		Visible dust, stains or smears. Finger marks.
Handrails	Slight stickiness and finger marking caused by traffic of the day.	Visible dust, stains or smears around fittings. Finger marks. Accumulated grime on underside of rail.
Heaters	Light dust on front surfaces and grills.	Heavy dust on accessible surfaces. Easily removable stains, smears and

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		other marks.
Ledges	Light dust. Some finger marks.	Visible dust. Accumulation of dirt and debris particularly in edges and corners.
Lifts	Litter arising from the days activities.	Accumulation of fluff and dust.
Light fittings (low level)	Light dust on surfaces.	Visible dust, stains or smears.
Light/power switches	Light dust.	Visible dust, finger marks or smears.
Litter bins	That days wastepaper or litter.	Unhygienic condition. Mop marks. Accumulation of dirt and debris in interior.
Locker/locker tops	Finger marks around the door handles. Relatively free of dust.	Litter and debris on top of lockers. Excessive finger marking or smearing around handles.
Medical rooms	Ensure room is cleaned as per the specification provided.	Specification is not met.
Mirrors inc toilet	Free of dust but some splash markings and smears caused by traffic of the day.	Visible dust on frames and glass. Heavy finger marking, streaks or smears.
Paper towel dispensers	Splash marks resulting from the traffic of the day Daily soilage.	Visible dust and excessive finger marks. Stains and smears on outside surfaces.
Pictures	Light layer of dust.	Heavy layer of dust or finger marks.
Radiators	Light layer of dust.	Heavy dust on accessible surfaces. Easily removable stains, smears and other marks.
Sani-bins	Dust free, clean but with some finger markings. Free from offensive odours.	Visible dust, stains and smears. Any occurrence of offensive smells are to be reported to the relevant FO.
Service Pipes (central heating, water, gas, sink washes etc)	Accessible areas free of dust and dirty marks. Light dust on accessible areas.	Dust on easily accessible areas. Heavy dust elsewhere. Smears and marks from floor and wall treatment. Easily removable stains.
Showers	Splash marks resulting from the traffic of the day.	Grime, stains or chemical residue on shower tray. Corners and edges of tray free from grime and soap residue. Taps and feed pipes clean and free of deposit and scale.
Shower curtains	Splash marks resulting from the traffic	Mouldy or stained appearance.

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	of the day.	
Sinks	Splash marks, finger marks and deposits arising from the traffic of the day.	Scum and tidemarks. Removable discolouration. Badly marked splash-backs. Partial blocking of overflows or plugholes. Supports, pipes and taps discoloured by ingrained dirt or dust. Build-up of verdigris on metal fittings.
Skirting boards	Relatively dust free. Marks which can't be removed by dusting.	Dust Marks from mopping etc.
Soap dispensers	Splash marks, soap spillage arising from the traffic of the day. Outlet free of soap.	Blocked soap outlet. Encrusted soap deposits.
Stairs	Soilage and litter arising from the traffic of the day.	Accumulation of dust and fluff in corners. Watermarks or stains on nosings, sides or risers.
Telephones	Light layer of dust. Finger marks from the traffic of the day. Hygienically wiped once per week.	Visible dust. Excessive finger marks. Unhygienic condition.
Tiles	Watermarks and finger marks from the traffic of the day.	Lime scale deposits. Grime, stains, streaks, smears or chemical residue.
Trunking	Light layer of dust.	Visible dust or smears. Removable marks.
Upholstered furniture	Dust free. Light finger marking. Un-removable stains.	Heavy build-up of dust on vertical surfaces or supports. Removable stains.
Urinals Please see 13 – Specialised Instructions	Soilage and splash marks arising from the traffic of the day. Debris around outlets.	Lime scale and other deposits under rims in channels and traps. Odours arising. Dust on top edges.
Walls	Finger marks. Grease, splash and other marks not easily removed.	Visible dust. Smears, broom marks, clinging dirt or mop marks. Cobwebs.
WC's a) pans	Clean. Free from dust, stains, marks, hardened deposits except those arising from the days use.	Lime scale under rim. Hardened deposits on sides. Stains below water line.

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		Cleaning agent deposits in bend. Scratch marks caused by brushes.
b) seats & covers	Clean except for minor markings both top and under-side.	Dirty marks and stains particularly on underside. Encrusted dirt in and around hinges.
c) flush pipes & cisterns	Free of dust and dirt.	Dust, dirt or splash marks.
d) partition & doors	Dust free. Some light finger marks.	Visible dust, dirt or stains. Heavy finger marking.
White goods	Light layer of dust. Finger marks and splashes from the traffic of the day.	Heavy layer of dust. Excessive finger marks or smears. Heavy build-up of food deposits or other inside and outside.
Worktops	Debris arising from days use. Smears or finger marks arising from the traffic of the day.	Excessive marks or debris. Excessive smears or finger marks.
Cleaning Terminology		
Carpeted Surfaces	All carpeted surfaces including rugs, door entrances and mats.	
Chewing Gum Removal	Removal of chewing gum or similar from any surface with the aid of an approved agent in either liquid, powder or aerosol form.	
Damp Mop	Use of a floor mop in conjunction with the approved detergent or germicidal detergent solution specified for the area, to remove surface dust and light dirt from hard floor surface areas.	
Damp Wipe	Use of appropriate coloured cloth, in conjunction with the approved detergent or germicidal solution, specified for the particular task. To remove surface dust and light dirt.	
Degrease	Remove body fats and lime scale from shower bases, walls, fittings and drainage channels with the appropriate approved products.	
Descale	Removal of or prevent the build up of lime scale deposit using appropriate chemical. Please refer to notes regarding 'Urinals'.	
Dry Dust	Avoid where reasonably practicable.	
Dust Control & Mat Wells	Vacuum mat surfaces and floor of mat well thoroughly. Damp mop floors of mat well, allow drying and replacing of the mat.	
Dust Mop	Avoid where reasonably practicable.	
Dust Venetian Blinds	Use of dry duster is required to remove the majority of dust particles from upper surfaces of vertical slats. Blinds will require to be lowered to undertake task.	
Dust Vertical Blinds	Use of vacuum attachment is required to remove the majority of dust particles from slats.	
Empty Waste Bins	Empty, clean and disinfect as appropriate, placing debris in a suitable receptacle. Replace bin liners when soiled.	
Furniture/desks	Use of a colour coded cloth or duster to apply a small amount of appropriate	

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	furniture cleaner to furniture, fixtures and fittings and buff until shiny and smear free.
Glass/Mirrors	Use of a colour coded cloth to apply appropriate solution to fixtures and fittings with the intention to remove dirt and tarnishing and buff until shiny and smear free.
High Level Dust	The removal of dust and cobwebs from upper wall surfaces, ledges and high surfaces, which include lights and fittings.
Litter Picking	Pick up any large pieces of litter and place into receptacle.
Sanitise	Using colour-coded cloth containing a relevant solution, wipe handset and replace without personal contact.
Spot Clean	The removals of stains, marks and spillage from a surface, without the need to clean the entire area.
Spot Clean Carpet Surfaces & Upholstery	Use of a proprietary spot removal chemical applied in accordance with the manufacturers instructions to clean spillage's from carpeted floor surfaces and upholstery.
Teapoints/Kitchens	Fixed equipment is defined as food storage and preparation equipment. Using a colour coded cloth immersed in the approved detergent or germicidal detergent solution, specified for the area and well wrung out, wipe over external surfaces (including cooker plates and grills) to remove dirt and marks on a daily basis. Once per month all internal areas will be thoroughly cleaned including the removal and return of any stored food.
Unencumbered Surfaces	Use of a colour coded cloth or duster to apply small amounts of appropriate product to surfaces that are reasonably free from obstructions such as files or working papers and leave smear free.
Vacuum	To remove litter, dust, dirt, fluff etc. Suction cleaners must comply in full with BS5415-1: 1985 or equivalent.
Wet Scrub	Use of a scrubbing brush or similar tool in conjunction with the approved detergent or germicidal solution to remove ground in / heavy dirt or grime that cannot be removed under normal daily mopping.

7 Cleaning Operations

Weekly Jobs & Frequencies

The site will be cleaned Monday – Friday and will normally commence at 3.30pm. Cleaning is not to take place outside these hours without the express permission of the nominated officer. Cleaning may start earlier, by arrangement, for events evenings.

General cleaning

The weekly job frequencies for general cleaning operations are given below and are shown as Daily; Weekly; Twice Weekly; Monthly etc. Frequency may vary by room.

General Teaching Rooms & IT Rooms; Offices; Laboratories & Workshops; Administration Areas; Libraries; Halls (inc Gyms & Dining Halls); Gymnasium; Corridors & Cloakrooms; Main Entrances & Reception Areas; Sick Bays & Medical Rooms.	Frequency
Sweep floor & mop or vacuum. Buffed where required	Daily
General dust and sweep all surfaces, chairs & tables with antibacterial agent	Daily
Empty waste bins, remove bin liner and replace with new liner	Daily
Wipe and disinfect waste bin	Weekly
Wipe over electrical call points, light switches, plugs and fire extinguishers	Daily
Wipe/dust all skirtings, ledges and window sills	Weekly
Clean all sinks, taps and plugholes	Daily
Clean internal glass in doors and partitions etc. Up to 2m from floor level	Daily
IT Equipment (if present) – dust top surfaces, clean beneath keyboards, dust trunking	Daily
Toilets & Changing Rooms	
Sweep floor & mop or vacuum	Daily
General dust and sweep all surfaces, chairs & tables with antibacterial agent	Daily
Empty waste bins, remove bin liner and replace with new liner	Daily
Polish/clean doors and any furniture	Daily
Clean internal glass in doors and partitions etc. Up to 2m from floor level	Daily
Clean pedestal toilet	Daily
Clean washbasin & taps	Daily
Clean waste channels	Daily
Clean urinals	Daily
Clean shower trays, shower heads and tiles	Daily
Damp wipe exterior of towel/soap dispensers, hand driers & sanitary units	Daily
Clean Mirrors	Daily

Note: Cleaning cloths, equipment and materials used in the cleaning of sanitary accommodation must be colour coded and are not be used in other areas.

Stairs & Landings

Sweep floor & mop or vacuum	Daily
General dust and sweep all surfaces, chairs & tables with antibacterial agent	Daily
Polish/clean doors, any door furniture and fingerprints on glass	Daily

Utility Rooms, Staff Rooms & Food Technology Rooms

Sweep floor & mop or vacuum	Daily
Empty waste bins, remove bin liner and replace with new liner	Daily
Wipe and disinfect waste bin	Weekly
Polish/clean doors, any door furniture and fingerprints on glass	Daily
Wipe over electrical call points, light switches, plugs and fire extinguishers	Daily
Wipe/dust all skirtings, ledges and window sills	Twice weekly
Clean all sinks, taps and plugholes	Daily
Clean internal glass in doors and partitions etc. Up to 2m from floor level	Daily
Clean all worktop surfaces	Daily
Clean all extractor fans, grills and vents	Weekly
Wipe front of fridges & external surfaces of microwaves, dishwashers, fridge freezers, cookers, kettles and tea boilers	Daily
Trolleys on Wheels (for use of Children's Food Boxes etc) – wipe over with anti bacterial agent, sweep floor and mop (or vacuum if carpet) under trolley	Daily

Additional requirements

Internal Walls – wipe any walls that have any marks on them from food or drink spillages	Daily
Shake mat & sweep or vacuum mat	Daily
Porch Entrances/Canopy Covers – Sweep & keep free from debris	Daily
Name Plates – Wipe/polish	Weekly
Front Counter – Polish counter	Daily
Drinking Fountains/Machines – Wipe down with anti-bacterial agent	Daily

8 Non-Routine Cleaning

- a) Non-routine cleaning operations are those operations set out below, that do not form part of the general cleaning operations and are normally carried out outside the normal daily cleaning regime and when the site is not in use. Such cleaning should take place between the hours of 8am and 4pm or other times as specified by the Nominated Officer.
- b) The tasks listed in Table A below shall be carried out in accordance with the frequencies indicated for each item. A programme of works must be provided to the Nominated Officer for approval no later than two weeks prior to commencement of the Contract. Any changes are to be notified and agreed in advance by the Nominated Officer.
- c) The following operations are to be carried out at the frequencies specified and shall be part of the tender sum entered in the Schedule of Sites within the Form of Tender.

Table A

Description	Annual Frequency	During Holiday Period Y/N
Scrub & dry altro or similar safety flooring Carpets – shampoo or dry powder/granule clean	3 times per annum Once per annum	Yes
Clean lights & fittings Curtains & soft furnishings	Once per annum 3 times per annum	Yes Yes
Clean internal faces of all glass (except where the whole window is above 3.35m high or internal glazing in doors and partitions covered under weekly cleaning. To include cupboards & display cabinets.	3 times per annum	Yes
Vacuum clean upholstered chairs Wash down all vinyl chairs	Daily check/yearly clean	No
Wash walls up to normal working height (2 metres approx). Daily check, clean if required.	3 times per annum	Yes
Clean & polish cloakrooms & changing benches/seats	Annually	Yes
Clean radiators & pipes	Monthly	No
Wash all pipework for wash sinks, showers and toilets/urinals	Monthly	No
Strip, seal and re-polish selected classroom & corridor floors in rotation	3 times per annum	Yes
Sweep walls, ledges and protrusions (inc high level window ledges) above normal working height and normal ceilings with broom (to include the removal of all dust and dirt from furniture & floors)	Low level – monthly High Level – 3 times per annum	No

9 Pricing Schedule

- a) Please submit the set costs for all aspects of the cleaning regime including supervision costs.

Name of Site	Annual Cost of Repetitive Cleaning	Annual Cost of Non-Routine Cleaning	Annual Total
Wigmore High School – Year 1	£	£	£
Wigmore High School – Year 2	£	£	£
Wigmore High School – Year 3	£	£	£

Name of Site	Annual Cost of Repetitive Cleaning	Annual Cost of Non-Routine Cleaning	Annual Total
Wigmore Primary School – Year 1	£	£	£
Wigmore Primary School – Year 2	£	£	£
Wigmore Primary School – Year 3	£	£	£

Biometric System	
Biometric System	£
Biometric licence	£
Any other costs relating to Biometric System (please provide details below)	£

% OF TENDER PRICE APPLICABLE TO:-	%
Labour costs	
Materials & equipment	
Overheads	

10 Schedule of Staff

- a) Please submit the staffing schedule for all aspects of the cleaning regime including supervision.

Site Location	Number of Staff			Weekly Hours		
	Supervisor		Operative	(a) Supervisor		(b) Operative
	Mobile	On Site		Mobile	On Site	
Wigmore High School						
Wigmore Primary School						
Ratio of total Supervision Hours (a) to Operative Hours (b):						

11 Routine & Non-routine timetable

Routine Monday – Friday cleans 38 weeks per annum

Non-routine Stand-down cleaning:

Spring Half Term – 4.25hrs

Easter Break – 6.25hrs

Summer Break – 12.25

Autumn Half Term – 4.25

Christmas Break – 4.25hrs

12 Schedule of Rates

This Schedule of Rates is to be completed and returned as part of the tender document. The rates in this schedule will be used to determine the financial cost of additional cleaning operations, variations, additions or subtractions, in measurable circumstances.

Operational Description	Room Category	Unit	Unit Rate £
Sweep Floor	Any	10 m ²	
Dust and wipe	Any	10 m ²	
Damp and wet mop floor	Any	10 m ²	
Buff and spot clean floor	Any	10 m ²	
Steam clean or hot water carpet extraction to carpets	All	10 m ²	
Vee Sweep Floor	Any	10 m ²	
Spot apply polish	Any	m ²	
Polish Floor	Any	10 m ²	
Empty waste bins, wipe and disinfect	Any	Room	
Wash walls up to normal working height (2m approx)	Any	10 m ²	
Vacuum Clean Floor	Any	10 m ²	
Wet scrub floor to remove all dirt and scuff marks from Altro type or other safety flooring	Any	10 m ²	
Shake mat and sweep mat well	-	No.	
Clean urinals	-	No.	
Clean pedestal toilets	-	No.	
Clean wash basins	-	No.	

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Clean waste channel	-	No.	
Clean drinking fountain	-	No.	
Clean shower tray	-	No.	
Clean internal glass in door and glass partition	-	m ²	
Spray cleaning/burnishing	-	10 m ²	
Strip floor to remove accumulation of polish/dirt.	Any	10 m ²	
Application per single coat of water based polish/seal and buff	Any	10 m ²	
Clean fan convector heater	Any	Per heater	
Move and clean behind cookers in home economics rooms	Home economics rooms	Per cooker	
Clean venetian blinds	Any	m ²	
Clean lights and fittings	Any	Per light	
Clean internal glass (exc where the whole of the window is above 3.35 metres from floor level.	Any	m ²	
Vacuum clean upholstered chair	Any	Per chair	
Wash doors, door and window frames	Any	m ²	
Clean radiators and pipe-work	Any	m ²	
Wash all pipework for wash sinks, showers and toilets/urinals	Toilets/Bathrooms/ Changing Rooms	Per metre	
Sweep walls, ledges and protrusions including high level window ledges above normal working height and normal ceilings with wall broom, (to include for removal of all dust and	Any	10 m ²	

Commercial in Confidence

Commercial in Confidence

dirt from furniture and floors)			
Clean showerheads using scouring pad and 'Milton' type fluid.	Shower rooms	Each	

13 Additional Response Requirements

Tenderers should ensure that the following documentation is included in their submission. This documentation should be attached separately and must be clearly marked for ease of evaluation. Failure to do so may be reflected in the scores given.

Please check box to indication you have provided information requested.

- A completed Pricing Schedule – excel spreadsheet as provided
- Schedule of Rates – found within this Form of Tender
- Schedule of Staff – found within this Form of Tender
- Case Study of similar service – please supply in separate document
- Mobilisation Plan – please supply in separate document
- Methodology for covering absence – please supply in separate document
- Details regarding consumable provision including ordering systems, emergency delivery arrangements and delivery schedules – please supply in separate document
- Biometric Verification system – please supply in separate document
- Method Statements for the following: – please supply in separate document
 - Strip & re-seal non-safety flooring
 - Cleaning of washrooms inc. showers
- Risk Assessments for the following: – please supply in separate document
 - Strip & re-seal non-safety flooring
 - Cleaning of washrooms inc. showers
- Evidence of Insurance Levels

14 Schedule of Clarifications

Any further information or alternative proposals in support of your Tender submission should be included in this schedule. The Client may or may not consider any Alternative Proposals at its sole discretion.

15 Collusive Tendering Certificate

I/we certify that this is a bona fide Tender. We have not fixed or adjusted the amount of the Tender by or under in accordance with agreement with any other person. We also certify that we have not done and we undertake that we will not do at any time any of the following acts:

Communicate to a person other than the Client the amount of my/our proposed tender (other than in confidence in order to obtain quotations necessary for the preparation of the Tender);

Participate in more than one tender submission, this includes agreements or arrangements to sub-contract services;

Entering into any agreement or arrangement with any other person that he/she shall refrain from tendering or as to the amount of any tender to be submitted; or

Offering or agreeing to pay or give or paying or giving any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or having caused to be done in relation to any tender or proposed tender any act or omission.

Canvassing or soliciting any member officer or employee of the Client in connection with the award of this Tender or proposed award of the Tender for the services and that to the best of my knowledge and belief no person employed by me/us or acting on my/our behalf has done any such act.

Confirmed: Yes No

Name:	
Signature:	
Position:	
Date:	

16 Form of Tender

I/We the undersigned do hereby undertake on the acceptance by the Client of the Tender Submission provided, either in whole or in part, to carry out the services at the prices shown on the Pricing Schedule and in accordance with the Terms & Conditions as are contained or incorporated within the Invitation to Tender.

I/we certify our acceptance / compliance with the following documentation in this Tender Document and confirm the documentation has been completed in full with true and accurate information:

- Conditions of Contract
- Special Conditions
- Pricing Schedules
- Collusive Tendering Certificate
- Form of Tender

Confirmed: Yes No

Name: (duly authorised agent of the Tenderer)	
Company:	
Signature: (check box if you are the duly authorised agent of the Tenderer)	<input type="checkbox"/>
Position:	
Date:	
Contact telephone number:	
Email address:	