

REQUEST FOR PROPOSALS

ARB Cleaning Services

About ARB

The Architects Registration Board is the UK's statutory regulator of architects. We are an independent, public interest body, set up by an Act of Parliament in 1997. We are a small organisation with 29 members of staff. You can find out more about the organisation here: <http://www.arb.org.uk/about-arb/>

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Our requirements:

A clean and healthy working environment for our staff, visitors and contractors is of the upmost importance to us and we expect high standards of cleanliness to be maintained throughout our office.

ARB is located in a ground floor office space based at 8 Weymouth Street, London, W1W 5BU. The space is approx. 4,700 sq ft comprised of:

- Main entrance leading to reception area (Hallam Street)
- Reception area
- Side entrance (leading to open plan office)
- Open plan office
- One Executive office
- Three meeting rooms (divided by a folding wall)
- Break out area with upholstered seating
- 2 kitchens (one for staff use, one for meeting use)
- Print room
- Four lavatories (one with shower)
- Outdoor terrace

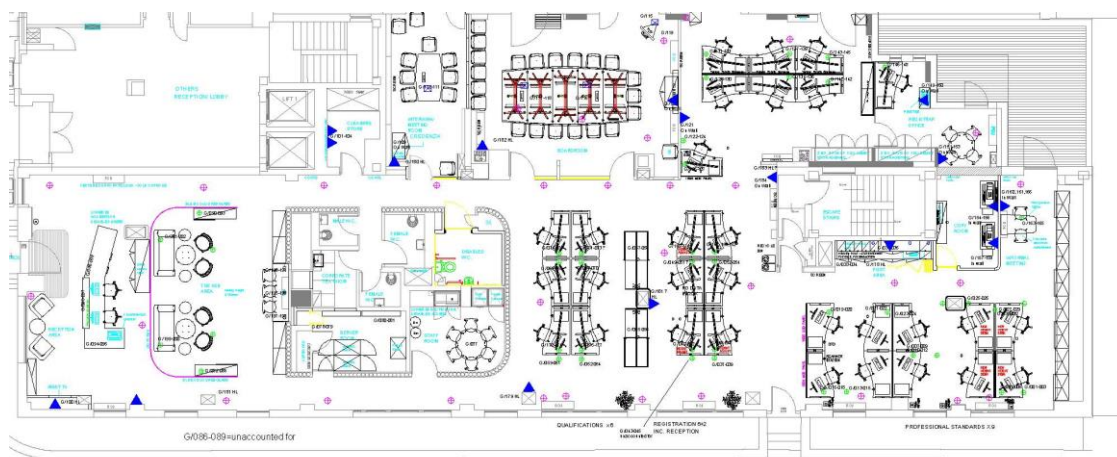
All cleaning services will need to be carried out outside of office hours, starting after 6pm and completed before 7am. The cleaning team will be responsible for the unlocking and securing of our premises in order to carry out their duties, to include the unsetting and re-setting of our intruder alarm.

We would expect good supervision to be provided to ensure the service we are receiving is fully compliant with our specification. Where we do raise concerns about the level of service, we would expect an agreed response time detailed in the contract.

Budget:

We do not disclose our available budget within this document. We believe that sufficient information about our requirements is presented here to enable you to determine a healthy and appropriate budget that represents good value for money. If you require additional information or clarification on certain points, do please contact us and we will be happy to help.

Floor plan:



Approximate timeline for awarding the contract:

Full tender receipt deadline: 31 May 2019

Contract award date: End of June 2019

Contract start date: End of summer 2019

It is expected all companies submitting a proposal will include a fair and equal pay policy that includes a commitment to supporting the Living Wage as defined by the Living Wage Foundation. We also seek a commitment that you will pay staff the London Living Wage in relation to the works/services delivered to ARB.

Any shortlisted provider would be expected to provide additional information such as insurance, health & safety statements and customer references. Contract length is to be confirmed.

Selection Criteria:

Proposals will be assessed via the following criteria (not necessarily in the order below):

- Value for money
- How well the quote is matched to our specification
- Experience in managing a sports floor
- Clear communication
- Demonstrating an understanding of our expectations in terms of the level of service we expect

The following specification has been drawn up for reference, a site visit is encouraged before full quotes are submitted; all site visits will need to be pre-arranged via the Operations Manager whose contact details are below.

If you have any queries on the below, or to arrange a site visit, please contact the Operations Manager, Kristen Hewett on 020 7580 5861 or at kristenh@arb.org.uk.

Specification:

Entrance & Reception - Daily Duties		
Area	Requirements	Comments
Front and side entrance	Dispose of any litter (including to flowerbeds at front) Thoroughly sweep and wash the areas, including steps Empty the ashtray on the wall outside the side entrance Handrails to be wiped and polished daily	
Glass front door	Dusted and spot cleaned to remove marks	
Door fittings	Cleaned and polished	
Fixtures and fittings	Radiators, light switches etc. to be dusted	
Reception desk	Dusted and damp wiped [Corian work surface so no harsh abrasives to be used]	
Computers and telephones	To be dusted and cleaned	Separate quote please for a monthly anti-bacterial clean of all phones, screens and keyboards
Pulastic sports floor	To be vacuum brushed, mopped and dried. Water is not to be left on the floor as it is a Pulastic sports floor (floor cleaning solution to be provided by ARB)	
Skirting and Window Sills	To be dusted	
Disabled Lift	To sweep, clean and remove any rubbish	
TV area, book shelves, leaflet holder	To be dusted and cleaned appropriately	
Waste paper bins	To be emptied and the bin liners replaced	
Monthly		
Windows	To be cleaned internally	Separate quote please for ad-hoc external cleaning to all windows/glass doors
Quarterly		
Pulastic sports floor	To be thoroughly washed and buffed using cleaning solution provided by ARB	

Break-out Area behind Reception – Daily Duties		
Area	Requirements	Comments
Upholstered furniture	To be vacuum brushed and furniture moved back to position, spot cleaned as necessary	Separate quote please for ad hoc deep clean of upholstery
Tables and bench	To be dusted and damp wiped with antibacterial spray	
Drinks machines	To be cleaned, including the trays	
Cabinets	Crockery on top to be tidied, glass cabinet tops to be dusted, damp wiped and buffed with soft cloth to avoid smears	
Pulastic sports floor	To be vacuum brushed, mopped and dried. Water is not to be left on the floor as it is a Pulastic sports floor (floor cleaning solution to be provided by ARB)	
Quarterly		
Pulastic sports floor	To be thoroughly washed and buffed using cleaning solution provided by ARB	

Open Plan Office – daily		
Area	Requirements	Comments
Desks, cabinets, tables, cupboards, under desk pedestals	To be thoroughly cleaned, polished and buffed with a soft cloth to ensure no smears Desk legs and tops of desk partition screens to be dusted	
Computers and telephones	To be thoroughly dusted	Separate quote please for a monthly anti-bacterial clean of all phones, monitors and keyboards
Desk chairs	Arms and bases to be wiped, upholstery to chairs spot cleaned as necessary	
Fixtures and fittings	Radiators, light switches, clocks, leaflet holders, etc. to be dusted	
Skirting and window Sills	To be thoroughly dusted	
Printers	To be thoroughly dusted	
Crockery	Remove any crockery and put in the dishwasher in the staff kitchen (please see kitchen section for more information)	
Waste paper bins	To be emptied and the bin liners replaced	Only three waste paper bins in the office – not under every desk
Pulastic sports floor	To be vacuum brushed, mopped and dried. Water is not to be left on the floor as it is a Pulastic sports floor (floor	

	cleaning solution to be provided by ARB)	
Monthly		
Windows	To be cleaned internally	Separate quote please for ad-hoc external cleaning to all windows/glass doors
Quarterly		
Pulastic sports floor	To be thoroughly washed and buffed using cleaning solution provided by ARB	

Corridor to Back Staircase - daily		
Area	Requirements	Comments
Corridor to back staircase	Hoover and ensure doorway is clear from any obstruction	

Registrar's Office - daily		
Area	Requirements	Comments
Desk, cabinet, table, cupboards, under desk pedestal	To be cleaned and buffed with a soft cloth to ensure no smear marks	
Computer screen and base	To be thoroughly dusted	Separate quote please for a monthly anti-bacterial clean of all phones, monitors and keyboards
Telephone	To be dusted	
Chairs	To be dusted and the bases wiped	
Fixtures and fittings	Radiator, light switch etc to be dusted	
Glass door and partition	To be dusted and spot cleaned to remove any marks	
Skirting and window sills	To be thoroughly dusted	
Printer	To be thoroughly dusted	
Crockery	Remove any crockery and put in the dishwasher (see kitchen section for more information)	
Pulastic sports floor	To be vacuum brushed, mopped and dried. Water is not to be left on the floor as it is a Pulastic sports floor (floor cleaning solution to be provided by ARB)	

Monthly		
Windows	Cleaned internally	Separate quote please for ad-hoc external cleaning to all windows/glass doors
Quarterly		
Pulastic sports floor	To be thoroughly washed and buffed using cleaning solution provided by ARB	

Meeting Rooms x3 (separated by dividing wall) - daily		
Area	Requirements	Comments
Tables, chairs, cabinets	To be cleaned and buffed with a soft cloth to ensure no smear marks	
Telephones	To be dusted	Separate quote please for a monthly anti-bacterial clean of phones, screens and keyboards
Chairs	To be dusted and the bases wiped	
Fixtures and fittings	Radiators, light switches, clocks, screen, etc to be dusted	
Glass wall and door	To be cleaned to remove any marks and door fixtures to be polished	
Room partition	To be cleaned removing any marks/smears	Only applicable if partition is closed
Skirting and window sills	Thoroughly dusted	
Drinks machines	To be cleaned including the trays	
Crockery	Remove any crockery and put in the dishwasher in the corporate kitchen	
Waste paper bins	To be emptied and the bin liners replaced	
Floor	Hoover the carpeted area thoroughly, including underneath table/chairs	
All chairs	To be hoovered and spot cleaned as necessary	Separate quote please for adhoc upholstery/carpet clean
Weekly		
Fridges	Emptied and wiped clean	Weymouth and Hallam rooms
AV Screens	Wipe with anti-static cloth	

Monthly		
Windows	Cleaned internally	Separate quote please for ad-hoc external cleaning to all windows/glass doors

Staff Kitchen – daily		
Area	Requirements	
Rubbish bin	To be emptied and rubbish removed (see heading rubbish disposal below). Bin disinfected inside and out, replace bin bag and soft cloth buffed to avoid smears	
Crockery	Ensure all crockery is loaded into the dishwasher, run the cycle(s) on the dishwasher and put items away. All glass wear wiped clean to remove any smear marks before being put away	
Dishwasher	To be loaded and unloaded after each cleaning cycle	
Sink and worktop	To be fully sanitised, cleaned, dried and buffed with a non-abrasive cloth [worktop is Corian work surface so no harsh abrasives to be used]	
Yellow glass panels to walls	Wiped clean and dry buffed to avoid smear marks	
Cupboards	Cupboard doors, trims and metal work to be cleaned, polished and buffed using a soft cloth	
Table & chairs	Damp wiped with antibacterial spray	
Appliances	To be wiped clean and dry buffed	
Tea towels, cloths and hand towels	Place 2 clean tea towels in the kitchen daily Provide a clean dishcloth daily Re-fill the paper towel dispenser	Quote required for weekly laundering of tea towels
Floors and the grooves by the blue plastic wall	The hard floor to be swept and thoroughly mopped using a light disinfectant. Particular attention paid to grooves by blue plastic wall	
Doors	To be cleaned to remove any marks	
Microwave	To be wiped clean both inside and outside.	
Weekly		
Fridge	Each Friday, dispose of any out of date or uncovered food Thorough fridge clean, inside and out	
Dishwasher	To be cleaned internally, dishwasher salt and rinse aid to be checked and replenished	

Quarterly		
Freezer	To be de-frosted	
Cupboards	Emptied and cleaned, any out of date items disposed of	

Corporate Kitchen - daily		
Area	Requirements	
Rubbish Bin	To be emptied, disinfected and replace bin bag	
Crockery	Ensure all crockery is loaded into the dishwasher, run the cycle(s) on the dishwasher and put items away in the correct areas. All glass wear should be wiped clean to remove any smear marks before being put away.	
Dishwasher	To be loaded and unloaded after each cleaning cycle.	
Sink and worktop	To be fully sanitised, cleaned, dried and buffed with a non-abrasive cloth [worktop is Corian work surface so no harsh abrasives to be used]	
Cupboards	Cupboard doors, trims and metal work to be cleaned, polished and buffed using a soft cloth	
Jugs both glass and thermal	To be washed, cleaned, dried and buffed with a non-abrasive cloth and put away in the correct place	
Towels	Place 1 clean tea towel in the kitchen daily Provide a clean dishcloth daily	Quote required for weekly laundering of tea towels
Floors	The hard floor to be swept and washed using a light disinfectant	
Door	To be cleaned to remove any marks	
Weekly		
Fridge	Each Friday throw away any out of date or uncovered food. Thoroughly clean the fridge inside and out	
Dishwasher	To be cleaned internally, dishwasher salt and rinse aid to be checked and replenished	
Quarterly		
Cupboards	Emptied and cleaned, any out of date items disposed of	

Toilets x4 – daily		
Area	Requirements	Comments
Wash basins	To be cleaned and sanitised	
Splash backs	To be cleaned and dry buffed	
Mirrors	To be cleaned and dry buffed ensuring no smear marks	
Toilet bowls	To be thoroughly cleaned and sanitized both inside and outside, toilet brush to be cleaned after use	
Toilet seats	To be fully cleaned, sanitized and polished, paying particular attention to the underside	
Cistern and all pipes	Wipe clean	
Doors	Wipe clean the doors All door handles to be spot cleaned with a sanitizing solution	
Walls/shelves	To wipe clean and buff ensuring no smear marks.	
Bins	To be emptied and the bin liner replaced	
Shower (x1)	To be thoroughly cleaned	
Soap and hand towel dispensers	To be cleaned and buffed to ensure no smears	
Requisites	To re-fill the hand soap dispensers To re-fill the paper hand towels Put 3 toilet rolls in each toilet	
Weekly		
Ventilation grills	To be hoovered out	
Taps	De-scale	
Monthly		
Shower head	De-scale	
Quarterly		
Walls to all toilets	To be thoroughly wiped down	

Print Room and Post Area - daily		
Area	Requirements	Comments
All surfaces – units	To be thoroughly dusted/cleaned	
Appliances	To be thoroughly dusted	

Skirting	To be dusted/hovered	
Floor	Vacuum brushed and then washed using a dry/wet buffer machine if possible. Water is not to be left on the floor as it is a Pulastic floor (sports floor – special instructions).	
Door	To be cleaned to remove any marks	
White cupboards	To be dusted and any marks removed using a non-abrasive cloth	
Leaflet holder	To be dusted	
Quarterly		
Pulastic sports floor	To be thoroughly washed and buffed using cleaning solution provided by ARB	

Terrace – Daily Duties during spring/summer (April – September) - daily		
Area	Requirements	Comments
Decked area	To be brushed and any rubbish removed	
Tables and chairs	To be wiped clean	
Monthly		
Glass door and glass balustrade	To be thoroughly cleaned	Separate quote please for ad-hoc external cleaning to all windows/glass doors
Monthly duties during winter - (October – May)		
Decked area	To be swept and rubbish removed	
Tables and chairs	To ensure fully covered and secured	

Notes:

Rubbish removal

- All rubbish is to be removed via the rear fire exit and carried to our bin store which is found downstairs by the car park.
- We often have boxes which the cleaners also need to dispose of at the bin store; these are left inside the office by our side entrance.
- Our recycling receptacles are managed under a separate contract and are emptied weekly.

Consumables

- We would expect the supplier to provide consumables such as toilet roll, hand soap, kitchen cloths, paper towels, black bin liners and waste bin bags as part of the contract. Specific requirements can be discussed at any site visit, or please provide a 'shopping list' of what can be supplied.

Any questions on the above should be addressed to the Operations Manager, Kristen Hewett, at kristenh@arb.org.uk.

How to apply:

Full proposals should be submitted in writing, either by post to:

Kristen Hewett
ARB
8 Weymouth Street
London
W1W 5BU

or by email to kristenh@arb.org.uk.

The deadline for receipt of full proposals is midnight on Friday 31 May 2019.