

RFP for the Provision of: Cleaning Services for ESC

Event Ref: ESC1751

2nd October 2017

Procurement Procedure Followed: Below threshold RFP – Contracts Finder



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SUBMISSION NO LATER THAN: 12 NOON ON 3rd November 2017

SUBMISSION ADDRESS: procurement@es.catapult.org.uk

Deadline dates and times are strict; late submissions will NOT be accepted.

Unsigned submissions will be regarded as a non-compliant application and therefore rejected.

Suppliers may also be rejected if they do not provide a complete response to the RFP.

1. Introduction & Background

1.1 Introduction

You are hereby invited by the Energy Systems Catapult (ESC) to prepare a proposal for the Service as described in Section 4 below.

All personal information supplied within this Request for Proposal (“RFP”) will be treated as confidential and will be subject to the Data Protection Act.

1.2 Background

Catapults

Catapults are centres of excellence that bridge the gap between business, academia, research and government. They are a powerful new element in the UK economy, helping businesses develop relevant and exciting ideas in receptive and invigorating environments. By promoting collaboration and knowledge exchange, many progressive businesses and organisations will be able to build new partnerships with reduced risks. Companies in a wide range of markets will see the Catapults as an invaluable resource to develop their businesses.

Energy Systems Catapult

The ESC is one of these elite technology and innovation centres set up by Innovate UK. The ESC works with companies that are focused on exploiting the opportunities created by the need to transform global energy systems; not only playing a part in accelerating technology based solutions, but also engaging with Government to address the market mechanisms and business models that will be required to enable such solutions.

ESC will create a critical mass for business and research innovation, focusing on electricity, heat and combustible gases. This centre will be an important part of the UK’s innovation system, making a major long-term contribution to UK economic growth.

Further information on Energy Systems Catapult can be found on the website <https://es.catapult.org.uk>

Information on the various Catapults may be found at the website <https://www.catapult.org.uk>

2. Approach

This Request for Proposal (RFP) is being issued via the UK Government's Contracts Finder website to find a potential supplier for the procurement of cleaning services to ESC.

The objective of this RFP is to provide sufficient information for Respondents to:

- Understand ESC requirements and proposed procurement approach
- Understand the scope and nature of the products and services that they will contract to provide
- Assess and confirm their ability and interest in bidding to provide this service
- Provide agreement and/or feedback on proposed approach to the management and governance of this service
- Provide agreement and/or feedback on proposed contractual terms and commercial approach
- Develop and price a proposed solution based on currently available information in the format specified

Respondents' compliance with the requirements and submission in the required format will enable ESC to carry out a fair and thorough evaluation of the responses. Please see Sections 3 & 11 respectively for detailed instructions and the evaluation process. Failure to comply with these instructions will invalidate the Respondents submission.

Prior to reading this RFP the Respondents attention is drawn to the principles and contract terms set out in Appendix 3 and the "Acknowledgement Letter" in Appendix 1. Appendix 1 requires written approval by a suitably authorised member of the Respondents organisation and returned to ESC in accordance with the instructions for acknowledgement of bidding set out in Section 3.

Each Respondent must perform its own appraisal of all information and data provided by ESC in this RFP. The products and service that form the basis of this document have been documented to the best of ESC's knowledge and are not warranted.

3. Process & instructions

You are invited to submit a proposal for the cleaning services in line with the requirements stated in Section 4 of this document. All information in this document is confidential and should not be transmitted in any form to third parties without the prior written consent of ESC. ESC will similarly regard the responses as commercial in confidence.

3.1 Communications

Respondents should confirm their intention to submit a bid and identify their contact person for all matters relating to the submission of their bid. This should be carried out by completing and sending the "Letter of Acknowledgement" in Appendix 1 to the following address: **procurement@es.catapult.org.uk**. This is to enable ESC to issue any further communications relating to this RFP as well as the questions and answers generated during the tender process.

All contact including any documents to be submitted is to be made via email to **procurement@es.catapult.org.uk**.

Please do not make contact with other representatives of the ESC by phone or email under any circumstances.

3.2 Clarification questions

Clarification questions about the required Services should be submitted in writing via the email address above by the Clarification Question Deadline (refer to timetable in Section 3.3). The ESC reserves the right to respond to clarification questions received after this deadline at its discretion. It shall normally reject questions raised after this deadline however will consider the importance of the question as a general concern to all Tenderers.

Where the ESC considers any question or request for clarification to be of material significance, it may communicate both the query and the response, in a suitably anonymous form, to all interested parties who have responded. If a Tenderer does not wish for a query or response to be disclosed to other Tenderers, it must communicate this and the reason why to the ESC with the query. Catapult will consider the request but reserves the right to disclose the query and/or the response to other Tenderers.

Questions relating to potential conflicts of interest can be posed at any time during this process. Any changes or amendments to the response provided to the conflict of interest questions at any stage of this procurement should be notified to the ESC immediately.

No approach is to be made to any other ESC staff for information relating to this project other than via the method stated above. ESC reserves the right to treat such conduct as a reason not to allow the Tenderer from continuing in the contract award process.

3.3 Timescales

The expected approach and timetable for this project is set out in the table below and each Section is then discussed in more detail below.

Activity	Date
RFP issue	2nd October
Return of “Letter of Acknowledgement” (Appendix 1)	Before Response Deadline day
Opportunity to visit the proposed site(s)	ESC B’Ham Office: 10 October ESC Derby Office: 11 October
Clarification Window Closes	23rd October
Issue of answers to received questions:	27th October
Respondents proposals:	3rd November
Respondent reference calls to past customers	TBC
Evaluation of proposals & inform all respondents i.e. successful and unsuccessful and or shortlisted to clarification meetings.	w/c 6th Nov

Re-submission following any clarification meetings with ESC if required. (may not be required)	TBC
Contract commences (with Respondent fully accountable for ongoing service)	20th November 2017

All Respondents will be advised of any alteration to the dates outlined above.

3.4 Visits to the proposed site

Respondents will be given the opportunity to visit the ESC offices prior to submitting written questions. The dates scheduled for this activity are:

10th October @ 10am: 7th Floor Cannon House, 18 The Priory Queensway, Birmingham B4 6BS

11th October @ 10am: Derby office address First Floor, 31 Brunel Business Park, Brunel Parkway, Pride Park, Derby DE24 8HR.

To arrange a visit please contact us by the **5th October** on the following email procurement@es.catapult.org.uk. We can only allow one visitor from your organisation. When arranging your visit, please give contact details of your nominee. Anybody failing to arrange a visit by the date specified above, will not be allowed to attend.

3.5 Submission

An electronic copy of the Respondents' proposal should be submitted to the individual(s) named in Section 3.1.

You must use the appended response document for your submission. Failure to do so may result in your submission being classed as non-compliant. Respondents should quote the Reference number at the front of this RFP in all correspondences related to this response.

Responses will not be opened until the closing time and date for receipt of responses. Responses that are received late will not be considered.

To assist assessment please use the submission document provided and use the same numbering system, structure and sequence set out in this RFP.

This RFP also details the minimum requirements of each Section of the requirement. Additional data, explanation or clarifications can be included at the Respondent's discretion, within the response to specific requests where relevant, or as further appendices to their proposal provided that the proposals do not exceed the specified number of pages or word count.

Responses must be submitted in English and must conform to the requirements of each question.

3.6 Shortlisting Respondent responses

Following the closing date of receipt of proposals, the evaluation panel will review all received documentation. The team will use the evaluation criteria contained in this RFP to collectively determine which proposal meets ESC's requirement. All Respondents will be advised whether they have been successful or not in accordance with the timescales of this RFP.

As part of the evaluation process, ESC may wish to undertake reference telephone calls to two customers of the Respondents. Contact details for these references should be included in your response. Failure to supply this information may result in your submission being non-compliant.

3.7 Clarification Presentations

Following evaluation of written proposals, the top 3 scoring Respondents may be invited to present to a panel of ESC staff, (augmented at the ESC's discretion with appropriate co-opted industry community experts acting as advisors.)

The presentations will last up to 60 minutes including time for questions and answers. The presentation team should comprise no more than 5 people, including those who would provide the Services. The scope of the content required to be covered in the Presentation will be provided at the time of its notification.

ESC recommends that the potential presentation team diarise this date as soon as possible as an alternative date may not be available. The presentations will take place at the Catapult's offices in Birmingham.

The total marks received during the Tender stage will be adjusted up or down based on the Presentation and clarifications. The final ranking will be determined from the final marks allocated following the presentation stage.

3.8 Selection

ESC will review Respondent proposals and raise any necessary clarification questions at this time and as appropriate provide feedback on areas of apparent misunderstanding, failure to meet requirements / expectations and at its discretion offer an opportunity for the Respondent to clarify / address these issues.

Selection will be based on the Respondents response to the information set out in this document and the evaluation criteria set out in the Section 11 and other selection factors such as the reference calls/visits for those short listed to this stage. Respondents will be notified at the end of each point in the selection period as to whether they have been shortlisted, and the next steps. An opportunity for feedback to unsuccessful Respondents on why they were not selected will be offered – however the timing of this debrief will be based on availability of ESC project team members and the timing of essential project activities.

Respondents should note that ESC reserve the right at their sole and absolute discretion to reject any or all proposals. The following reasons but not limited to may lead ESC to consider automatic rejection of a bid:

- Missed deadline for the response.
- Failure to respond or, having responded, failure to clarify points raised by ESC.
- Failure to submit a bid that complies with ESC requirements.
- Any breach of confidentiality whatsoever.
- Unless specified to the contrary channelling any communications regarding this project to anyone not specified in the RFP.
- Substantial non-compliance with the terms agreed to in the Respondents Acknowledgement letter.

3.9 ES Catapult Rights

ESC reserves the right to;

- terminate the process. This RFP does not represent a commitment to enter into any contract.
- accept any part of the Tender. ESC is not bound to accept the lowest priced Tender, or any Tender, or part thereof.
- cancel or withdraw this RFP at any stage. Respondents shall bear all costs associated with the preparation and submission of their response and ESC shall not be responsible or liable for any costs or expenses regardless of the conduct or outcome of the procurement process.
- reject all responses if none, in its opinion, adequately satisfies the requirements, or if ESC's circumstances change. In such circumstances ESC may subsequently issue another RFP.

3.10 Confidentiality

All communications issued by ESC to Respondents must be treated as strictly confidential. Respondents shall not release details of such communications other than on an "In Confidence" basis to those who have a legitimate need to know or whom they need to consult for the purpose of preparing their response. Under no circumstances may Respondents release any information concerning such communications for publication in the press or on radio, television, screen or any other medium. The content of the proposals and the details of the evaluation of the proposals will remain confidential to ESC and its advisors who will comply with all relevant legislation. Should Respondents wish that any information supplied by them as part of this process not be disclosed because of its commercial sensitivity or confidentiality or otherwise, they must, when providing this information, clearly identify the specific information they do not wish to be disclosed and clearly specify the reasons for its sensitivity.

Please note that it is not sufficient to include a statement of confidentiality encompassing all the information provided in the response.

3.11 Adherence to response process

The response process must be strictly adhered to as outlined in this document. Any deviation may render a response ineligible.

4. Scope of Work

4.1 Project Background

This centre of excellence provides accommodation for 95 staff and this number is growing; the organisation will work collaboratively on projects with leading academics and practitioners in related industries, as well as pursuing its own projects. The premises will be visited by CEO's of associated businesses and academics in the field, so will provide the appropriate environment to anticipate such multiple uses, expressing the ethos of the business and "walking the talk" through the provision of appropriate technologies.

4.2 Scope of Service

The successful Respondent will be expected to provide a consistent level of high quality cleaning service to the ESC. The ESC expects the provider to be highly proficient, motivated and committed to providing a high standard of cleaning services at both sites, thereby assisting the core business to create an environment which is conducive to work and aesthetically pleasing for both employees, and visitors.

A breakdown of the occupied space is as follows:

Office	WORKING AREA	Net Square Feet
1	Cannon House	18,000 approx.
2	Derby	2,100 approx.

O&M's can be readily available upon request from the Facilities Manager for reference on cleaning certain items. The ESC requires a supplier that can provide services to its offices, the services being provided to a routine that is set out below:

Birmingham:

CLEANING AREAS 7 th FLOOR OFFICE	TASKS	FREQUENCY
1. GENERAL OFFICE SPACE		
HARD FLOORING	Flooring to be vacuumed/swept removing all dust particles and debris. Rubbish to be removed. Attention to be given to corners, angles and lower sills. Damp mop floors. Surface to be finished to a shine, matt or natural finish.	Daily
RESILIENT & CARPET FLOORING	Flooring to be vacuumed/swept removing all dust particles and debris. Rubbish to be removed. Attention to be given to corners and angles.	Daily

	Resilient floor surfaces shall be maintained to a shine, matt or natural appearance.	
HORIZONTAL & VERTICAL SURFACES	Up to a safe and practical height, all surfaces to be dusted removing dust particles and debris. Stains, dirt marks to be removed. Surfaces to be left clean and dry.	Daily
WASTE BINS	Bins to be emptied. All rubbish to be disposed of in appropriate bins in bin store located within the basement Attention is drawn that all rubbish is to be segregated for recycling purposes. Bins to be damp wiped removing any stubborn stains. Clean bin liners attached. Leave bins in clean dry condition. (Contractor to supply liners)	Daily
FULL CROCKERY SERVICE	Staff will be encouraged to place crockery and utensils in the Dishwashers during and at the end of each day, allow to empty and store items in cupboards, reload Dishwashers with any remaining crockery/utensils, and place in storage at the end of the wash cycle	Daily
DESK/FURNITURE/SEATING	Desks, furniture to be damp wiped, removing any staining leave in clean dry state. Seating to be dusted/vacuumed removing debris leaving seats in a clean state. Bases of chairs to be polished and removal of stains, monitors and monitor arms to be wiped and polished.	Daily
FIXTURES & FITTINGS and DOORS	To be damp wiped/dusted removing dust, dirt, finger marks and any other superficial marks. No accumulation of dirt in corners or angles. Pay attention to Door Ironmongery and Door Kick Plates, all scuff marks to be removed. Metal door frames cleaned to remove black scuff marks	Daily
ENTRANCE & RECEPTION AREA	Shall be maintained to a prestigious finish to external and internal surfaces. Vacuum floors, including corners and angles. Damp wipe walls and surfaces removing any marks or staining. Remove all litter. Reception desk thoroughly cleaned removing all dirt/grease marks and left in a clean dry state. Display cabinet to be dusted and left in a clean streak free state	Daily Weekly (Display Cabinet only)
CIRCULATION AREAS	Flooring to be vacuumed/swept. Surfaces damp wiped or dusted. Any staining, hand marks or scuff marks to be removed from walls, cupboards and drawers	Daily

INTERIOR PARTITIONS GLAZING	Dusted and kept clean, any visible marks to be removed	Daily
WASTE COLLECTION	All waste to be collected and disposed of as per the Landlord waste recycling disposal procedure. Clear bin liners to be used.	Daily

2. BREAKOUT AREAS COFFEE MACHINE POINTS KITCHENS	TASKS	FREQUENCY
WASTE BINS	Bins to be emptied. All rubbish to be disposed of in appropriate bins in bin store (located in the basement of the building). Bins to be damp wiped removing any stubborn stains. Clean bin liners attached. Leave bins in clean dry condition. (Contractor to supply liners)	Daily
HIGH LEVEL AREAS	At a safe practical height two metres, surfaces to be damp wiped or dusted removing all dust and debris. All stains, marks and stickers to be removed.	Monthly
CONSUMABLES	Check all dispensers in the area, and refill as necessary from consumable stock, check toilet rolls and replenish as necessary.	Daily
DOORS AND WALLS	Damp wipe all doors and walls in the area removing stubborn marks and dirt/grease marks leaving a dry clean finish. Particular attention to be made to Ironmongery and Kick Plates, scuff marks to be removed	Daily
FLOORS	Floors to be vacuumed/swept removing all dust and debris. Rubbish to be removed. Damp mop floor leaving a dry clean finish.	Daily
HORIZONTAL AND VERTICAL SURFACES	Up to a safe and practical height, all surfaces to be dusted removing dust particles and debris. Stains, dirt marks to be removed. Surfaces to be left clean and dry. Refer to data sheets (no bleach based products)	Daily
SINKS & WATER DISPENSERS	Sinks to be thoroughly cleaned and disinfected removing lime scale, calcium	Daily

	deposit and coffee stains. Water dispensers thoroughly cleaned removing any lime scale and calcium deposits. Taps to be cleaned and left in a shiny clean finish.	
KITCHEN APPLIANCES	All appliances to be thoroughly cleaned inside and out. Remove any staining, finger marks and dust to be left in a clean dry state. Dishwasher to be emptied and loaded as required.	Daily
KITCHEN CABINETS KITCHEN DRAWERS REFRIGERATORS	All kitchen cabinets, drawers and refrigerators to be thoroughly cleaned and left in a clean dry state Refrigerators to be emptied of any remaining out of date food each Friday (excluding milk), these foods to be disposed of within the appropriate bins located within the basement	Weekly
FURNITURE	All tables and chairs to be damp wiped and left in a clean dry state	Daily
FULL CROCKERY SERVICE	Staff will be encouraged to place crockery and utensils in the Dishwashers during and at the end of each day, allow to empty and store items in cupboards, reload Dishwashers with any remaining crockery/utensils, and place in storage at the end of the wash cycle. Clean dishwasher filters.	Daily
INTERNAL DOORS/FURNITURE	To be cleaned and dried and left in a grease free and clean finish. Glass to be cleaned and left in a smear free finish	Weekly
CLEANING AREAS	TASKS	FREQUENCY
3. MEETING ROOMS & BOARD ROOM		
FLOORS	Flooring to be thoroughly vacuumed including lower sills removing all dust and debris from floor surface. All rubbish to be removed. Refer to data sheets	Daily
FURNITURE	Desks and tables to be damp wiped/polished and left in clean dry state. Chair seating and backs to be vacuumed bases to be polished and placed correctly under tables.	Daily

HORIZONTAL AND VERTICAL SURFACES	Up to a safe and practical height, all surfaces to be dusted removing dust particles and debris. Stains, dirt marks to be removed. Surfaces to be left clean and dry.	Daily
INTERIOR PARTITIONS GLAZING	Dusted and kept clean, any visible marks to be removed	Daily
CLEANING AREAS	TASKS	FREQUENCY
4. LABORATORIES		
BINS	Bins to be emptied, wiped out with a damp cloth removing any dirty marks, staining. Clean liners inserted. (Contractor to supply) Access to restricted areas will be discussed with the successful tenderer.	Daily
SEATING	To be vacuumed removing all dust and debris, damp moped. Seating areas damp wiped removing all dust and any stain marks and left in clean condition. Bases to be polished	Daily
CEILINGS/HIGH LEVEL	At a safe practical height two meters, surfaces to be damp wiped or dusted removing all dust and debris. All stains, marks and stickers to be removed.	Monthly
CONSUMABLES	Check all dispensers and refill as necessary from the customer supply.	Daily
DOORS AND WALLS	Damp wipe all doors and walls in the area removing stubborn marks, dirt grease etc. leaving a dry clean finish. Particular attention to be made to Ironmongery and Kick Plates, all scuff marks to be removed	Daily
FLOORS/LOWER SILLS	Floors to be vacuumed/swept removing all dust and debris. Rubbish to be removed. Damp mop floor leaving a dry clean finish. Sills to be dusted and wiped clean	Daily
LIGHTING/LAMPS	Dust or damp wipe removing all dust particles, greasy residue or stubborn marks.	Daily
FURNITURE	All tables and chairs to be damp wiped and left in a clean dry state. Bases to be polished.	Daily

CLEANING AREAS	TASKS	FREQUENCY
5. TOILETS		
TOILETS/WHB/TOILET SEATS	Toilets/WHB/toilet seats to be thoroughly cleaned using appropriate cleaning chemicals and toilet brushes. All to be left in a clean and dry state. Toilet brushes to be replaced monthly	Daily/Monthly (toilet brushes only)
SINKS/TAPS/DISPENSERS/COUNTER TOPS	Sinks, taps and dispensers to be thoroughly cleaned using appropriate cleaning chemicals. All to be dried and left in a clean shiny condition. Lime-scale to be removed from all surfaces.	Daily
SANITARY FITTINGS	Cistern and hand dryers to be damp wiped clean and free from lime-scale and left in a clean dry condition.	Daily
CEILINGS/HIGH LEVEL/MIRRORS	At a safe practical height two meters, surfaces to be damp wiped or dusted removing all dust and debris. All stains, marks and stickers to be removed.	Monthly
CONSUMABLES	Check all dispensers and refill as necessary.	Daily
DOORS AND WALLS	Damp wipe all doors and walls in the area removing stubborn marks (including grout) and dirt/grease marks leaving a dry clean finish. Particular attention is required to Ironmongery and Kick Plates, all scuff marks to be removed	Daily
FLOORS	Floors to be vacuumed/swept removing all dust and debris. Rubbish to be removed. Damp mop floor leaving a dry clean finish. As per data sheet.	Daily
LIGHTING/LAMPS	Dust or damp wipe removing all dust particles, greasy residue or stubborn marks.	Daily
DEEP CLEANS		
HARD FLOORING ALL AREAS, AIR VENT GRILLES	Deep clean of all hard floors leaving a clean and dry finish. Clean and leave dust free all Air Vent Grilles, as per data sheet.	6 Monthly

CARPETS	All carpeted areas to be deep cleaned, and left stain free, clean and dry, as per data sheet.	6 Monthly
INTERNAL WINDOWS		
7 th FLOOR WINDOWS/PARTITIONS GLAZING	To be cleaned and left in a clean streak free finish.	3 Monthly

CLEANING AREAS	TASKS	FREQUENCY
6. LABORATORIES		
BINS	Bins to be emptied, wiped out with a damp cloth removing any dirty marks, staining. Clean liners inserted. (Contractor to supply)	Daily
SEATING	To be vacuumed removing all dust and debris, damp moped. Seating areas damp wiped removing all dust and any stain marks and left in clean condition.	Daily
CEILINGS/HIGH LEVEL	At a safe practical height two metres surfaces to be damp wiped or dusted removing all dust and debris. All stains, marks and stickers to be removed.	Monthly
CONSUMABLES	Check all dispensers and refill as necessary either from the customers supply of consumables or the Contractor.	Daily
DOORS AND WALLS	Damp wipe all doors and walls in the area removing stubborn marks, dirt grease etc.	Daily
FLOORS/LOWER SILLS	leaving a dry clean finish. Particular attention to be made to Ironmongery and Kick Plates, all scuff marks to be removed Floors to be vacuumed/swept removing all dust and debris. Rubbish to be removed. Damp mop floor leaving a dry clean finish. Sills to be dusted and wiped clean	Daily
LIGHTING/LAMPS	Dust or damp wipe removing all dust particles, greasy residue or stubborn marks.	Daily
FURNITURE	All tables and chairs to be damp wiped and left in a clean dry state	Daily
CLEANING AREAS	TASKS	FREQUENCY

TOILETS	Check all dispensers and refill as necessary either from the customers supply of consumables or the Contractor.	Daily
WASTE BINS	Bins to be emptied. All rubbish to be disposed of in appropriate bins in bin store. Bins to be damp wiped removing any stubborn stains. Clean bin liners attached. Leave bins in clean dry condition. (Contractor to supply liners)	Daily
TOILETS/WHB/TOILET SEATS	Toilets/WHB/toilet seats to be thoroughly cleaned using appropriate cleaning chemicals and toilet brushes. All to be left in a clean and dry state. Toilet brushes to be replaced monthly	Daily/Monthly (toilet brushes only)
SINKS/TAPS/DISPENSERS/COUNTER TOPS	Sinks, taps and dispensers to be thoroughly cleaned using appropriate cleaning chemicals. All to be dried and left in a clean shiny condition. Lime-scale to be removed from all surfaces.	Daily
SANITARY FITTINGS	Cistern and hand dryers to be damp wiped clean and free from lime-scale and left in a clean dry condition.	Daily
CEILINGS/HIGH LEVEL/MIRRORS	At a safe practical height two meters, surfaces to be damp wiped or dusted removing all dust and debris. All stains, marks and stickers to be removed. Check all dispensers and refill as necessary, from the Contractors supply of consumables	Monthly Daily
CONSUMABLES		
DOORS AND WALLS	Damp wipe all doors and walls (including grout) in the area removing stubborn marks and dirt/grease marks leaving a dry clean finish. Particular attention is required to Ironmongery and Kick Plates, all scuff marks to be removed	Daily
FLOORS	Floors to be vacuumed/swept removing all dust and debris. Rubbish to be removed. Damp mop floor leaving a dry clean finish.	Daily
LIGHTING/LAMPS	Dust or damp wipe removing all dust particles, greasy residue or stubborn marks.	Daily

DEEP CLEANS		
HARD FLOORING ALL AREAS, AIR VENT GRILLES	Deep clean of all hard floors leaving a clean and dry finish. Clean and leave dust free all Air Vent Grilles	6 Monthly
CARPETS	All carpeted areas to be deep cleaned, and left stain free, clean and dry	6 Monthly
INTERNAL WINDOWS		
7 th FLOOR WINOWS/PARTITIONS GLAZING	To be cleaned and left in a clean streak free finish.	3 Monthly

Derby:

CLEANING AREAS OFFICE	TASKS	FREQUENCY
9. GENERAL OFFICE SPACE		
HARD FLOORING	Flooring to be vacuumed/swept removing all dust particles and debris. Rubbish to be removed. Attention to be given to corners, angles and lower sills. Damp mop floors. Surface to be finished to a shine, matt or natural finish.	Daily
RESILIENT & CARPET FLOORING	Flooring to be vacuumed/swept removing all dust particles and debris. Rubbish to be removed. Attention to be given to corners and angles. Resilient floor surfaces shall be maintained to a shine, matt or natural appearance.	Daily
HORIZONTAL & VERTICAL SURFACES	Up to a safe and practical height, all surfaces to be dusted removing dust particles and debris. Stains, dirt marks to be removed. Surfaces to be left clean and dry.	Daily
WASTE BINS	Bins to be emptied. All rubbish to be disposed of in appropriate bins in bin store located within the basement Attention is drawn that all rubbish is to be segregated for recycling purposes. Bins to be damp wiped removing any stubborn stains. Clean bin liners attached. Leave bins in clean dry condition. (Contractor to supply liners)	Daily
FULL CROCKERY SERVICE	Staff will be encouraged to place crockery and utensils in the Dishwashers during and at the end of each day, allow to empty and store items in cupboards, reload Dishwashers with any remaining crockery/utensils, and place in storage at the end of the wash cycle	Daily

DESK/FURNITURE/SEATING	Desks, furniture including desk lights to be wiped, removing any staining leave in clean dry state. Seating including POD's to be dusted/vacuumed removing debris leaving seats in a clean state. Monitor and Monitor arms to be dusted. Bases of chairs to be polished and removal of stains, monitor arms to be wiped and polished, including the feature wall in the display area.	Daily
FIXTURES & FITTINGS and DOORS	To be damp wiped/dusted removing dust, dirt, finger marks and any other superficial marks. No accumulation of dirt in corners or angles. Pay attention to Door Ironmongery and Door Kick Plates, all scuff marks to be removed. Metal door frames cleaned to remove black scuff marks	Daily
INTERIOR PARTITIONS GLAZING	Dusted and kept clean, any visible marks to be removed	Daily
WASTE COLLECTION	All waste to be collected and disposed of as per the Customer waste recycling disposal procedure. Waste to be removed and disposed of within the Recycling area.	Daily

10. BREAKOUT AREA	TASKS	FREQUENCY
KITCHEN		
WASTE BINS	Bins to be emptied. All rubbish to be disposed of in appropriate bins in bin store (located in the basement of the building). Bins to be damp wiped removing any stubborn stains. Clean bin liners attached. Leave bins in clean dry condition. (Contractor to supply liners)	Daily
HIGH LEVEL AREAS	At a safe practical height two metres, surfaces to be damp wiped or dusted removing all dust and debris. All stains, marks and stickers to be removed.	Monthly
CONSUMABLES	Check all dispensers in the area, and refill as necessary either from Customer supply	Daily
DOORS AND WALLS	Damp wipe all doors and walls in the area removing stubborn marks and dirt/grease marks leaving a dry clean finish. Particular attention to be made to	Daily

	Ironmongery and Kick Plates, scuff marks to be removed	
FLOORS	Floors to be vacuumed/swept removing all dust and debris. Rubbish to be removed. Damp mop floor leaving a dry clean finish.	Daily
HORIZONTAL AND VERTICAL SURFACES	Up to a safe and practical height, all surfaces to be dusted removing dust particles and debris. Stains, dirt marks to be removed. Surfaces to be left clean and dry. Refer to data sheets (no bleach based products)	Daily
SINKS & WATER DISPENSERS	Sinks to be thoroughly cleaned and disinfected removing lime scale, calcium deposit and coffee stains. Water dispensers thoroughly cleaned removing any lime scale and calcium deposits. Taps to be cleaned and left in a shiny clean finish.	Daily
KITCHEN APPLIANCES	All appliances to be thoroughly cleaned inside and out. Remove any staining, finger marks and dust to be left in a clean dry state. Dishwasher to be emptied and loaded as required.	Daily
KITCHEN CABINETS KITCHEN DRAWERS REFRIGERATOR	All kitchen cabinets, drawers and refrigerators to be thoroughly cleaned and left in a clean dry state Refrigerators to be emptied of any remaining food stuffs each Friday (excluding milk), these foods to be disposed of within the appropriate bins located within the basement	Weekly
FURNITURE	All tables and chairs to be damp wiped and left in a clean dry state	Daily
FULL CROCKERY SERVICE	Staff will be encouraged to place crockery and utensils in the Dishwashers during and at the end of each day, allow to empty and store items in cupboards, reload Dishwashers with any remaining crockery/utensils, and place in storage at the end of the wash cycle. Clean dishwasher filters.	Daily

INTERNAL DOORS/FURNITURE	To be cleaned and dried and left in a grease free and clean finish. Glass to be cleaned and left in a smear free finish	Weekly
CLEANING AREAS	TASKS	FREQUENCY
11. MEETING ROOMS		
FLOORS	Flooring to be thoroughly vacuumed including lower sills removing all dust and debris from floor surface. All rubbish to be removed. Refer to data sheets	Daily
FURNITURE	Desks and tables to be damp wiped/polished and left in clean dry state. Chair seating and backs to be vacuumed bases to be polished and placed correctly under tables.	Daily
HORIZONTAL AND VERTICAL SURFACES	Up to a safe and practical height, all surfaces to be dusted removing dust particles and debris. Stains, dirt marks to be removed. Surfaces to be left clean and dry.	Daily
INTERIOR PARTITIONS GLAZING	Dusted and kept clean, any visible marks to be removed	Daily
CLEANING AREAS	TASKS	FREQUENCY
12. TOILETS AND SHOWERS		
TOILETS/WHB/TOILET SEATS/SHOWERS	Toilets/WHB/toilet seats to be thoroughly cleaned using appropriate cleaning chemicals and toilet brushes. All to be left in a clean and dry state. Toilet brushes to be replaced monthly. Showers to be thoroughly cleaned, using appropriate cleaning chemicals.	Daily/Monthly (toilet brushes only)
SINKS/TAPS/DISPENSERS/COUNTER TOPS	Sinks, taps and dispensers to be thoroughly cleaned using appropriate cleaning chemicals. All to be dried and left in a clean shiny condition. Lime-scale to be removed from all surfaces.	Daily
SANITARY FITTINGS	Cistern and hand dryers to be damp wiped clean and free from lime-scale and left in a clean dry condition.	Daily
CEILINGS/HIGH LEVEL/MIRRORS	At a safe practical height two meters, surfaces to be damp wiped or dusted	Monthly

	removing all dust and debris. All stains, marks and stickers to be removed.	
CONSUMABLES	Check all dispensers and refill as necessary.	Daily
DOORS AND WALLS	Damp wipe all doors and walls in the area removing stubborn marks and dirt/grease marks leaving a dry clean finish. Particular attention is required to Ironmongery and Kick Plates, all scuff marks to be removed	Daily
FLOORS	Floors to be vacuumed/swept removing all dust and debris. Rubbish to be removed. Damp mop floor leaving a dry clean finish. As per data sheet.	Daily
LIGHTING/LAMPS	Dust or damp wipe removing all dust particles, greasy residue or stubborn marks.	Daily
DEEP CLEANS		
HARD FLOORING ALL AREAS, AIR VENT GRILLES	Deep clean of all hard floors leaving a clean and dry finish. Clean and leave dust free all Air Vent Grilles, as per data sheet.	6 Monthly
CARPETS	All carpeted areas to be deep cleaned, and left stain free, clean and dry, as per data sheet.	6 Monthly
INTERNAL WINDOWS		
1 st FLOOR WINDOWS/PARTITIONS GLAZING	To be cleaned and left in a clean streak free finish.	3 Monthly

4.3 Outputs and Milestones

A Representative of the successful Respondent will be required to attend site once a month during the initial 4 months of the contract to discuss the progress of the contract, KPIs and the general quality of the services. Following this initial period, quarterly meetings will be scheduled.

The Representative of the successful Respondent will be required to take minutes of these meetings and send a copy to ESC within ten working days. At each subsequent meeting, all allocated actions will be reviewed as well as any other agenda points agreed between the parties.

4.4 Key Performance Indicators (KPIs)

The KPIs agreed by the Parties shall be used to measure the performance of the SLAs of the Company. Such measurements are contained in the KPI Score Card appended to this RFP.

The Company shall monitor its performance against each Target KPI and shall send the Catapult a report detailing the Achieved KPIs. The KPIs will be agreed & finalised before the Services begin.

KPIs shall be submitted via email to the Facilities Manager by the 5th working day of the following month.

4.4 Implementation

The successful supplier shall make themselves available upon award to discuss the implementation of the contract. This shall include but not limited to:

- Finalisation of cleaning schedules
- Number of staff required
- Staff working hours and access
- Ordering and stocking of consumables
- Restricted areas
- Health and Safety
- Cleaning cupboards
- Meeting schedules
- KPI and SLA reporting.
- Types of flooring and cleaning methods

5. Appendices

Appendix 1 - Acknowledgement Letter (Located on the Response Document)

Appendix 2 - Company Information, Response and Declaration (Located on the Response Document)

Appendix 3 - Contract

Appendix 4 – KPIs

Appendix 5 – Site Drawings

6. Terms & Conditions

Refer to standard ESC Terms & Conditions attached in Appendix 3.

Please note that accepting the Terms & Conditions is a condition of this RFP.

7. Contract & Payment Terms

The contractual terms and conditions that will apply to any contract or order placed as a result of this RFP are attached in Appendix 3.

TUPE: ESC is discussing with the outgoing supplier on the effect of TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006) in relation to 4 employees. Currently there is no evidence that TUPE will apply but, in the event that it does, the ESC will reimburse the incoming supplier any reasonable direct cost resulting from TUPE being applicable.

Parent Company: A parent company guarantee shall not be required.

Lots: It is not the intention of ESC to split this contract into Lots. The preference is to have one supplier across both locations.

Term: The contract will be placed for a 24-month period with the option to extend for a further 12-month period. The contract value is estimated to be between £75k - £90k

Fee structure & payment terms: Fees will be payable retrospectively and invoiced on a monthly basis. Invoices must be accompanied by sufficiently detailed supporting documentation to allow verification.

The ESC standard payment terms are 30 days.

All invoices shall be sent electronically to ESC Finance email address quoting the purchase number.

8. Compulsory Insurance Cover

In accordance with the ESC Standard Terms and Conditions, the Supplier shall have affected and shall maintain appropriate levels of insurance in relation to the provision of the Services. Insurance does not have to be in place at the time of Submitting an RFP, but the supplier commits to having these insurances in place at the time of any contract award.

9. Reporting Arrangements

The personnel provided to deliver the Service shall report directly to, and only take instructions from the Facilities Manager (and Chief Operating Officer as required).

10. Proposal

10.1 General

Respondents are required to submit a proposal based on the information and response format detailed in this document.

The Respondents response must be provided in the format set out below with responses required against each point listed below. Respondents are requested to follow the numbering scheme in their response. Detailed documents may be referred to in appendices where appropriate.

10.2 Technical Proposal

Method Statement		
10.2.1	Weighting: 40%	Response: Max of 20 sides of A4; Minimum font Ariel 11.
	<ol style="list-style-type: none"> 1. An executive summary covering the key points of the Respondents offer. 2. The actual proposal should include: <ol style="list-style-type: none"> a. Confirmation of Service being bid for and an overview of your proposed methodology to provide the goods & services required b. Suppliers must demonstrate their ability to provide services to ESC's offices based in Birmingham and Derby in accordance with the specification stated in section 4. c. Suppliers are to demonstrate how they can quickly respond to requests to provide services on a reactive basis to ESC's offices based in Birmingham and Derby (e.g. by being based within Birmingham or having staff based in Birmingham). d. Assessment of key risks and how they will be managed/mitigated. e. A summary of pertinent quality standards, awards, or other accreditation achieved in the UK in the last two years that are relevant to this ITT, and how these will be used to guarantee the quality of the works being procured. f. Proposed key team (or equivalent) for the term of the agreement and details of their relevant experience. g. Details of the innovative working practises you intend to employ to facilitate and deliver the service h. Details of two references for whom you currently provide cleaning services who would be willing to attest to your capability. 	

10.3 Commercial Proposal

Prices shall be provided on a fixed cost basis for the Service, broken down into estimated resource levels Rates and shall be in pounds sterling and exclusive of VAT.

Respondents should also specify any other costs associated with the delivery of the Service. Claims for any additional costs, not stated, will not be considered at a later date and assumed free of charge.

ESC expects that Staff will be paid at least the 'Living Wage'.

Failure to provide all the commercial information requested either scored or for information purposes may result in your bid being rejected without further review.

10.4 Expenses

For the avoidance of doubt all travel shall be carried out in full compliance with ESC Business Expenses Policy & Procedure, available on request. For the avoidance of doubt, suppliers shall be responsible for arranging and booking their own travel and accommodation.

The services should be priced to take into consideration of all costs including expenses. Any expenses that arise post response award that were not reasonably expected during the procurement are only to be incurred subject to the ESC pre approving.

11. RFP Evaluation

11.1 Award of Contract

Award of Contract will be based upon the most economically advantageous response ("MEAT") received. The evaluation will be based upon the undernoted award criteria: 40% Technical / 60% Commercial.

Depending on the results of the evaluation process, ESC reserves the right to split the award to different suppliers.

Evaluation criteria	Description of evidence sought	Total % available
Cost	Fixed price for the services.	60
Quality	<p>How can your organisation demonstrate its commitment to quality in providing the required services?</p> <p>What quality systems do you use in the workplace to ensure your staff are properly trained to operate all types of equipment in a safe manner?</p> <p>Produce a COSHH register of all chemicals to be used on site.</p> <p>What systems and processes do you have in place to ensure that performance is of a continuing high standard?</p>	15
Assurance of Supply	<p>Demonstrate your capability to provide the services specified in the attached specification on an on-going basis for the period of the proposed contract.</p> <p>Please provide two examples of customers to whom you have provided similar services and who would be willing to share their experiences with us. Please provide contact details for the ESC team to seek references.</p>	10
Service	<p>Demonstrate what it is about your service offering that sets your organisation apart from your competitors in this generic market place.</p> <p>Demonstrate how your on-site supervisor will manage the cleaning</p>	5

	team to provide consistent & high levels of service.	
Innovation	Demonstrate how your company would bring innovation to the proposed service.	5
Risk Analysis & Mitigation	Highlight any risks you have identified that are associated with the proposed project. Tell us how your entity would propose to mitigate these risks both during the mobilization for the contract and in the on-going Service provision.	5
Total:		100

Commercial Approach (60%)

All-inclusive Fixed Cost of the Service for the 3 years.

Price will be evaluated separately from quality and is to account for 60% of scoring. The response price submissions will be evaluated using the “standard differential” method. The lowest price will receive 60% and the more expensive proposals will be ranked and allocated a % as a direct proportion to how much more expensive they are than the lowest priced RFP.

Although not scored, please provide in the tables provided a comprehensive list of the consumables from your organisation and the annual cost for each location.

Technical Approach (40%)

Non-Price elements

Each question will be assessed on a score from 0 to 100, which shall be subjected to a multiplier to reflect the percentage of the evaluation criteria allocated to that question.

Where an evaluation criterion is worth 20% then the 0-100 score achieved will be multiplied by 20.

Example if a Tenderer scores 60 from the available 100 points this will equate to 12% by using the following calculation: Score/Total Points available multiplied by 20 ($60/100 \times 20 = 12$).

Where an evaluation criterion is worth 10% then the 0-100 score achieved will be multiplied by 10.

Example if a Tenderer scores 60 from the available 100 points this will equate to 6% by using the following calculation: Score/Total Points available multiplied by 10 ($60/100 \times 10 = 6$).

The same logic will be applied to groups of questions which equate to a single evaluation criterion.

The technical proposal will be evaluated and scored 0-100 against the following evaluation criteria. A score of 20 or less on any of the evaluation criteria will result in the response being rejected in its entirety.

Score	Marking Scheme
0	The Question is not answered or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
40	Poor response only partially satisfying the selection question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.
60	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.
80	Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed.
100	Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.

All questions will be scored based on the above mechanism. Please be aware that the final score returned may be different as there may be multiple evaluators and their individual scores will be averaged (mean) to determine your final score.

Example – a question is scored by four evaluators and judged as scoring 60, 60, 40 and 40. These scores will be added together and divided by the number of evaluators to produce the final score of 50 ($60+60+40+40=200 \div 4 = 50$).

You must adhere to the word count where identified. ESC will not evaluate any words over and above the threshold identified, including appendices.

11.2 Combined Approach

As explained in Section 3.7 the top 3 scoring Respondents may be invited to present their Proposal. The presentation stage contributes to the determination of the final award of contract. The presentation stage shall be scored by the panel and based upon the Tenderer's understanding of the ESC's needs and the services required and their overall technical submission.

The total marks received during the Tender stage will be adjusted up or down based on the Presentation and clarifications.

The final ranking will be determined from the final marks allocated following the presentation stage.

11.3 Award

The technical and commercial scores will be combined (Technical 40% / Commercial 60%) to determine the Proposal which provides the most appropriate combination of quality and value for money.

The award decision will be given in favour of the highest scoring bid. In the event that two bids are given the same score (following clarifications and interviews if required) then ESC reserve the right to subject the bid process to a separate peer review and/or to award to the lowest priced bid.

Depending on the results of the evaluation process, ESC reserve the right to appoint more than one supplier if deemed to be in the best interest of ESC.

11.4 Abnormally Low Priced Responses

Where the overall proposal price appears to be abnormally low, the supplier will be required to provide further written details of the constituent elements of the overall amount or the rates or any other information considered to be relevant.

Any failure to provide such information, where requested, may exclude the RFP from further consideration. If, having considered the information provided, ESC is of the view that either the total of the prices is abnormally low or any proposed amounts are abnormally low, the RFP may be rejected in accordance with [PCR2015 \(SI 2015 No. 102\) Regulation 69 \(4\) to 6\).](#)

12. Some simple Do's and Do nots

Do

- comply with Procurement document instructions. Failure to do so may lead to disqualification.
- provide the Submission on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions.
- use Microsoft Word, PowerPoint Excel or compatible formats, or PDF unless specifically requested. If you use another file format without our written permission we may reject your Bid.
- ensure you utilise the process to raise any clarifications to our RFP.
- answer the question, it is not enough simply to cross-reference to a 'document', 'policy', web page or another part of your Submission, the evaluation team have limited time to assess Submissions and if they can't find the answer, they can't score it.
- consider who your customer is and what they want from this RFP – a generic answer does not necessarily meet every customer's needs.
- reference your documents correctly, specifically where supporting documentation is requested, ESC will not be responsible if we are unable to locate your documents.
- provide clear and concise contact details; telephone numbers and e-mails.
- complete all questions in the questionnaire in full or we may reject your Submission.
- check and recheck your Tender before Submission.

Do nots

- cut and paste from a previous Tender and forget to change the previous details such as the previous suppliers name.
- attach any publications or material that has not been requested. It will not be read nor will it contribute towards your Submission.
- share the Procurement documents, they are confidential to ESC and should not be shared with anyone without the written permission of ESC.
- seek to influence the procurement process by requesting meetings, offering incentives or contacting ESC discuss your Submission. This action may result in ESC rejecting your Submission
- contact any member of staff from ESC without written permission or we may reject your Submission.
- collude to fix or adjust the price or withdraw your Submission with another Party as we will reject your Submission.
- seek changes to the Submission after responses have been submitted and the deadline for Tender to be submitted has passed. Tenders received after the Submission deadline are considered late and cannot be accepted.
- cross reference answers to external websites or other parts of your Submission, the cross references and website links will not be considered.
- exceed word counts, the additional words will not be read or considered
- make your Submission conditional on acceptance of your own Terms of Contract, as your Submission will be rejected.

Appendix 1 & 2 Response Document

Appended

Appendix 3 Contract

Appended

Appendix 4 KPIs

Appended

Appendix 5 Drawings

Appended