

Specification for the Supply of Corporate Uniforms and PPE

24th March 2017 – 23rd March 2019 with an option to
extend for 2 x 12 months

Corporate Procurement Unit

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Definitions / Terms

ASDV	Alternative Service Delivery Vehicle
DEFRA	Department for Environment Food & Rural Affairs
ETI	Ethical Trading Initiative
ISO	International Organisation for Standardisation
PPE	Personal protective Equipment - Specialized clothing or equipment worn by employees for protection against health and safety hazards. Personal protective equipment is designed to protect many parts of the body, i.e., eyes, head, face, hands, feet, and ears.
Requester	An individual 'calling off' individual goods from this contract
The Council	Cheshire East Borough Council

1. Introduction

1.1 Current Contract

Cheshire East Council currently has a multiple provider(s) for the provision of Corporate Uniforms and PPE. This contractual agreement is due to end on 23rd March 2017, at which time a new Corporate Uniform contract will be required. The new contract must provide uniforms for both male and female staff of varying sizes. A full list of required items is provided later in this specification and has been split down into the following lots:

- i. Catering and Care Uniforms
- ii. Waste & Outdoor Clothing
- iii. PPE
- iv. Leisure and Recreation (ESAR)

The contract will be used by the following:

- Cheshire East Borough Council
- Tatton Park
- Ansa Environmental Services (ASDV)
- Engine of the North (ASDV)
- Everybody Sport and Recreation Trust (ASDV)
- Orbitas (ASDV)
- Skills and Growth (ASDV)
- Tatton Enterprises (ASDV)

There is potential for care providers who are contracting with the Council to be able to access this contract. The details of these provider(s) are unknown and so volumes of uniforms cannot be estimated. This provision would be purchased on an ad hoc basis.

1.2 Chosen Route to Market

The Council will be conducting an open tender so as to encourage competition within the market and achieve best value in line with a Most Economically Advantageous Tender process.

2. Scope

2.1 Strategic Objectives

This project is required as without having a uniform provider, Cheshire East employees would not be able to achieve a 'uniform' look for staff which could damage the image of the council. This contract will be used by front line staff that residents and visitors to Cheshire East may see on a daily basis. In addition to this, the council has a duty of care towards staff, and must provide employees with the tools to be able to carry out their duties in a safe manner.

2.2 Contract Period

This contract will run for a term of 2 years with an option to extend for a period of up to 24 months. The start date of the contract will be the 24th March 2017 to the 23rd March 2019 with the optional extension finishing on the 23rd March 2021.

Provider(s) will be informed of the intention to extend the contract at least 3 months (90 days) prior to the end of the fixed term of the contract (24th December 2019). Any extensions will be agreed in writing between the Provider(s) and the Council.

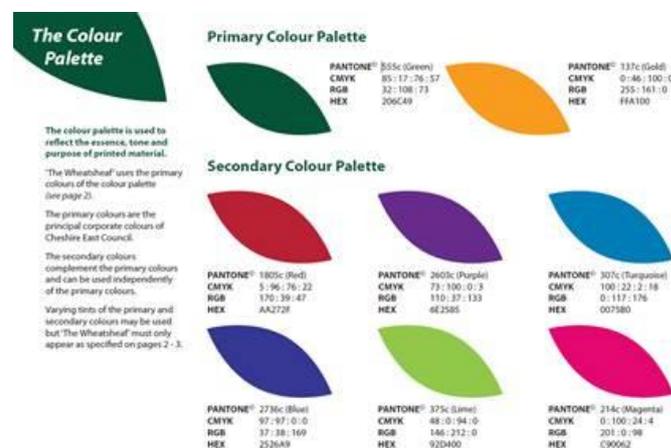
2.3 Good / Products

A complete list of goods can be found at Appendix C: Pricing Schedule. The council is looking to encourage innovation to support contract development and will consider any new or substitute products which are deemed to be value adding throughout the life of the contract. Any new products the provider(s) would like to offer to the Council must be outlined in writing including the potential value adding benefit of the product. Samples of these products must be delivered to the contract manager.

Lists of products will be kept up to date and will be distributed to the provider if the list is updated. If new products are added to the list during the initial term of the contract the prices agreed upon by the Council and the provider will become fixed until the price review period 90 days before the expiry of the initial term if the Council chooses to take up an optional extension.

2.4 Specification of Requirements – Corporate Colours and Logos

All products provided must be in line with the Council’s colour palate:



Further information regarding the sizes of logos and colour branding can be found at Appendix E – Colour Branding.

The Council is looking to streamline the colour of uniforms to green and yellow for its corporate staff members. However, ASDVs and Tatton Park will require different colours in line with their logos. Examples of the logos required are:

<p>Logo 1: Cheshire East Borough Council</p>	
<p>Logo 2: Tatton Park / Tatton Enterprises</p>	

<p>Logo 3: ANSA Environmental Services Ltd</p>	
<p>Logo 4: Orbitas</p>	
<p>Logo 5: Engine of the North</p>	
<p>Logo 6: Everybody Sport and Recreation Trust</p>	
<p>Logo 7: Cheshire Skills and Growth</p>	
<p>Logo 8: Cheshire East Catering Logo</p>	

New logos may be requested over the life of the contact. If a new logo is required, the Council will send the provider(s) a digital copy of the logo in anticipation of future orders. The provider(s) should produce a sample of the new logo for approval by the Council's contract manager.

Some orders will include a requirement for a logo on the front, back or arm. Where a logo is required, this will be detailed on the order sent to the provider(s). Logos must have the ability to be attached to the uniforms using Velcro where required. The provider(s) will be made aware at the point of order as to whether logos need to be embroidered, applied using heat seal logos or the ability to have a Velcro label.

3 Lots

3.1 Demand & Volumes

During the last three years the Council has spent a combined total of approximately £80,000 per annum on uniforms for each of the lots combined. Tenderers must note that the Council does not bind itself to demanding any minimum quantity of goods. Any estimated quantities or other information supplied by the Council is provided for information only, and no guarantee can be given as to its accuracy or that orders during the period of the Agreement will attain the quantities or levels stated or implied.

The scope of the Agreement shall be in accordance with the product range as detailed in section 2.3 of this specification. All items listed in your final tender will become the fixed core list being used on this Framework Arrangement. All prices quoted must remain fixed for the initial two year period of the Framework. Any increases in prices will require evidence through use of market information 90 days prior to the end of the fixed term and must be agreed in writing with the Council.

All items of clothing on the list would need to be available in the following sizes: Extra Small, Small, Medium, Large, X Large, XX Large and XXX Large and ladies fit. Specific sizes per item are indicated in Appendix C – Pricing Schedule. The size will be clearly indicated on the order sent to the provider(s) for each lot.

3.2 Quality Requirements

The Council requires all items of clothing to be the same to give employees a 'uniform' look allowing them to be identified by members of the public and other employees. The following requirements detail the quality standards which are a minimum for items.

a) Fitness for Purpose

The item is suitable, and product/fabric specification sheets reflect that it meets appropriate standards for wearability, warmth, durability.

b) Quality of Tailoring and Finishing

All seams are in the right position and are straight, strong and overlocked.

c) Lining of Appropriate Garments

The item is lined. Lining is well suited to the type of item, i.e. it meets suitable wearability thresholds. Lining is well attached. Lining is of a suitable colour matching the colour specified for the individual item as highlighted on the order form sent to the provider(s).

d) Fasteners and Zippers

Where required all fasteners must be well attached in the right place and attached in suitable alignment with other fasteners. In addition, where zippers are required they must be well attached, have no inappropriately sharp edges, work as expected without undue effort and are concealed, where appropriate.

e) Labels

The item label is attached in an appropriate place and is well secured. Care instructions and the fibre make-up are clearly included on the label.

f) Embroidery of Logo

Embroidery provides a clear representation of the logos specified in Section 2.4 of this specification

g) Aftercare of Fabrics

All items of clothing must be machine washable with the exception of coats and items of PPE. The uniforms must not become distorted in their shape or size

In terms of quality standards, the provider(s) must have:

- ISO 9001
- ISO 14001
- ISO 20471:2013 (if providing high visibility garments or fabrics)
- ISO 20345 (if providing safety footwear)

3.3 Packaging

All items purchased by the council must be packaged and sent to the Council in suitable and secure packaging which minimises waste and consolidates requirements as far as possible. All packaging must be recyclable, reducing the volume of waste sent to landfill. Any damaged goods which were damaged as a direct result of unsatisfactory packaging will need to be replaced at no cost to the Council.

3.4 Returns and Complaints

The council shall return items which are deemed to be:

- Damaged
- Do not match the specification – including incorrect colours
- The wrong size

All items which are returned must be formally acknowledged in writing via electronic communication by the provider(s) and replacements sent within 2 working days to the Council at no additional charge. If a replacement cannot be sent within 2 working days the requestor must be informed and alternative arrangements made in order to satisfy the Council's requirements.

Any complaints which are raised by employees of the Council must be formally logged with details of; the date the complaint was made, the nature of the complaint, the expected date of resolution or escalation and the date of final resolution. Once the complaint has been logged the provider(s) must work towards a resolution within 3 working days, or where this is not possible, the provider(s) will inform the complainant of the process for resolving the complaint and provide a timeframe in which it will be resolved. No complaint should take more than one full working week to resolve.

3.5 Added Value

The Council is open to ways for adding value throughout the life of this contract. Added value may include by is not limited to new products, different methods of delivery or suggestions on ordering the items. All options for added value should be raised during contract management meetings, and/or via email. All suggestions for added value must be agreed in writing by both parties. Updates on the effectiveness of the new products, processes and systems will be recorded by the Council and reported back to the provider(s) during contract management meetings.

Where the provider(s) raises possibilities for added value but the Council is unable to action the new product, process or system, the Council will provide a full explanation as to why the suggestion will not be taken up.

3.6 Samples

As part of this procurement each contractor will be required to provide samples in line with those requested in the response document. These samples should where possible be of the same colour as the specified clothing, and samples of the logos and embroidery should be made available.

The Council may require samples of uniform items before orders are placed to confirm quality suits the department's requirements in the case of new requirements being added to the product list and catalogue. The catalogue is discussed in Section 4.4. These should be free of charge.

3.7 DEFRA Textile Guidance

Cheshire East Council requires all clothing provided to have been manufactured in line with the DEFRA textile guidance, a copy of which has been made available as part of this tender and can be found at Appendix D.

3.8 Lot 1 – Catering and Care: Specific Information

Care providers who are contracted to provide services for the Council may use the corporate uniforms contract for their uniforms requirements. An list of items has been included in the product list, but there may be additional items which are required over the life of the contract. If these items are required, the supplier should agree a price with the contract manager when these items are required, and once a price has been agreed upon the catalogue (see Section 4.4) should be mutually agreed and updated.

3.9 Lot 2 – Waste and Outdoors: Specific Information

There may be occasions when the items in the product list for Lot 2 are required to have additional features such as plastic pockets on the left breast or the back for logos names to be inserted instead of having a heat sealed or embroidered logo. In these instances, the supplier should liaise with the requester of the item to ensure that the plastic pockets are located in the areas necessary on the garment and are of the appropriate size, as the location of the plastic pockets may differ depending on the specific order requirements.

3.10 Lot – PPE: Specific Information

There may be future requirements for safety clothing for Every Sport and Recreation trust. The main additional requirements are anticipated to be safety clothing for persons handling swimming pool chemicals and cleaning chemicals. If these items are required, the supplier should agree a price with the contract manager when these items are required, and once a price has been agreed upon the catalogue (see Section 4.4) should be mutually agreed and updated.

3.11 Lot 4 – Leisure and Recreation: Specific Information

This lot is specifically reserved for the ASDV Everybody Sport and Recreation Trust. The items on the product list are the current items which are required by (ESAR). there may however be other items which ESAR would require over the duration of the contract that are not included in this list such as sportswear, breathable materials, coaching jackets, rash vests, hoodies. If these items are required, the supplier should agree a price with the contract manager when these items are required, and once a price has been agreed upon the catalogue (see Section 4.4) should be mutually agreed and updated.

3.12 Emergency Requirements and Disaster Planning

The Council requires the Provider(s) to be able to supply items with 24-48 hours in the event of an 'emergency' where Cheshire East Council employees are required to be on site due to the occurrence of a disaster. In the event of an emergency, these items do not need to have a logo where this would cause a delay in delivery of items. A list of items required during an emergency situation will be made available to the provider as part of this contract.

4. Whole Life Support / Continuous Improvement

4.1 Payment and Invoicing

Payments to the provider(s) will be made within 30 days of the receipt of the goods providing that the goods are deemed to be; fit for purpose and of satisfactory quality as demonstrated by the qualitative evaluation and samples provided during the award stage of this contract as well as matching the quality requirements section of this specification in section 3.2.

4.2 Delivery, Lead Times and Returns

Following the placement of an order, the provider(s) should send confirmation that the request has been received within 24 hours. Deliveries should be made to the requested locations as detailed on the order form within 5-7 working days. If any items cannot be delivered within this time period due to reasons such; as the item requested is a bespoke item in terms of size or style or the item is out of stock due to problems with the supply chain, then the provider(s) must inform the individual who requested the item to arrange a new delivery date.

Where an item is 'out of stock' and cannot be made available within 10 working days, the provider(s) must send a substitute item of a similar quality and standard as that of the original requested item. Where the provider is intending to send a substitute item to an employee of the Council, the requester of the item must be informed via email or telephone prior to delivery, and substitute items should be clearly marked on the delivery note.

4.3 Holding Stock

All core items as listed in the product list must be 'in stock' items within 3-5 working days. All out of stock core list products which cannot be bought 'in stock' within this timeframe must be replaced with an alternative of at least the same quality and at the same price as the core list item. The Council must be given prior notice of any discontinued products on the core list and an alternative

product/price must be negotiated 4 weeks prior to a products' discontinuation. New products must be of equal or better quality and added to the core list at no more than your original quoted price.

4.4 Catalogues

The provider must produce a catalogue in a format agreed with the Council upon being appointed to this contract. This catalogue will be used by Council employees and ASDV employees to order the goods that they require via the Council's ERP system. The catalogue must be completed with 14 days of receiving the request from the council and should be updated if products or prices are updated.

4.5 Disposal of Uniforms

The provider(s) must have the capability to collect items of clothing which are to be destroyed securely. This will include items with any of the Logos mentioned in section 2.4 of this specification. A collection date and time will be agreed upon by the provider(s) and the requester. Following the collection of the items, the Council will be informed when the items have been securely destroyed.

Where items do not need to be disposed of in a secure manner, the items should be recycled by the provider(s).

5 Social Value - Supply Chain and Sustainable Sourcing

The Council's new Social Value Policy 2016 in line with The Public Services (Social Value) Act 2012, outlines the Council's commitment to Social Value. The Provider(s) will be required to demonstrate how they can add value through social value through this contract in line with Objective 1 and 6 of this policy:

5.1 Promote Employment and Economic Sustainability

The provider(s) must comply with the Modern Slavery Act 2015 and demonstrate measures to ensure continuing compliance with this legislation.

The provider(s) should work towards ensuring that employees are paid the national living wage.

The provider(s) are required to comply with the Ethical Trading Initiative (<http://www.ethicaltrade.org/>) and the 8 base codes it stipulates:

1. Employment is freely chosen
2. Freedom of association and the right to collaborative bargaining are respected
3. Working conditions are safe and hygienic
4. Child labour shall not be used
5. Living wages are paid
6. Working hours are not excessive
7. No discrimination is practiced
8. Regular employment is provided

The provider(s) are encouraged to source goods and materials which are used both as parts of the final product and in the production process from local provider(s) to The Council to help support the local supply chain.

5.2 Promote Environmental Sustainability – Reduce Wastage, Limit Energy Consumption and Procure Materials from Sustainable Sources.

Provider(s) should be committed to reducing carbon emissions by allocating haulage in the most cost effective manner and in line with current legislation. Provider(s) must ensure that raw materials are sourced from sustainable sources.

Where carbon emissions cannot be lowered, the provider(s) should look to working with local communities to create features which help to offset them such as; the creation of parks and green spaces in urban areas which should the replanting of native species of trees.

All waste produced during the production process should be incorporated into the circular economy to reduce the volumes being sent to landfill and incineration.

The Provider should source their items of clothing from manufactures which utilise Fair Trade processes. In addition the provider(s) must ensure that all products are produced from sustainable sources and that any activities carried out in the supply chain do not cause irreversible damage to the environment.

<http://www.fairtrade.org.uk/>

6 Contract Management/Monitoring

The provider(s) must attend quarterly contract management meetings to discuss the running and development of this contract. These meetings will be opportunities to raise and resolve any concerns of both the provider(s) and the Council. These meetings will centre on the information submitted in the monthly management information reports and the KPIs set out in this specification and the contract.

6.1 Management Information

The following information must be included in an excel format for monthly management reports:

- A list of all items of clothing requested by the council
- The cost excluding VAT of all items being purchased – per individual item and a consolidated
- The number of deliveries made on time
- The number of late deliveries
- The number of returns
- The subject matter, number and status of complaints
- The number and description of any substitute products which have been sent to the Council
- A breakdown of the items ordered by size

The following information is required on an annual basis:

- Any changes and or improvements to the company's social value policy and activities in line with the social value section as set out in Section 5 of this Specification
- An overview of all products purchased by the Council

- Details of potential sources of added value which can be built into the remainder of the contract

Management reports will be received on the 4th of each month or as close to this date where the 4th falls on a bank holiday or a weekend.

The provider(s) will be expected to produce test certificates for safety boots when requested by the Council as evidence that their boots have passed the necessary safety standards.

6.2 KPIs

Requirement	Response
Respond to all user establishment enquiries and supply/service related issues	<ul style="list-style-type: none"> • 99% of calls must be answered within one time to ringing the provider(s)
Provide quotations to user establishments or simple product related enquiries (requested by Telephone or email)	<ul style="list-style-type: none"> • 95% within 4 working hours • 99% within 1 working day
Delivery Schedules for both simple and complex orders	<ul style="list-style-type: none"> • 95% of orders delivered within agreed delivery lead time
Orders not delivered within agreed delivery lead time	<ul style="list-style-type: none"> • 99% of orders delivered within revised agreed delivery lead time

7 Implementation Timetable

The following timetable is an indicative timeline for the procurement, mobilisation and contract commencement for the Corporate Uniforms and PPE contract. This timetable is only indicative and the Council reserves the right to change it at its discretion.

Stage	Anticipated Date
Tender Documents available on the Chest	2 nd November 2016
Deadline for queries and clarifications	25 th November 2016
Submission Deadline	10:00:00 5 th December 2016
Evaluation	6 th December – 16 th January 2017
Notification of result of evaluation	17 th January 2017
Standstill	18 th January – 30 th January 2017
Mobilisation Period	10 th February 2017 – 23 rd March 2017
Contract Commencement	24 th March 2017

(End of Appendix 1: Specification)