

# MANDEVILLE SCHOOL

# INVITATION TO TENDER

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## For The Provision of Cleaning Services

**Date:** May 2017

### **1 Overview of Mandeville School (the “Customer Organisation”)**

1.1 Mandeville School is a day primary special school for boys and girls with severe learning difficulties some of whom have additional physical, medical and/or sensory disabilities and others who have autism.

Central to all planning and organisation of the school are the needs of the pupils. Their social, emotional, physical and intellectual needs dictate the way in which the school functions. Our aim is to create a school environment in which each pupil, according to his or her needs, may learn skills for living, take part in enriching experiences and gain the confidence for him or her to take an active part in family and community life.

The school has an indoor warm water hydrotherapy pool, splash pool, outside play areas, a social living area, play and therapy rooms, separate hall-cum-gymnasium, dining room and well equipped classrooms.

Mandeville School is situated in Greenford, a pleasant area in the north of the borough, which is a largely residential area with some light industry. It is well served by regular bus and underground services and there is a good selection of local shops.

The School has recently been extended and now has two buildings. One is dedicated to children with profound and multiple learning difficulties (PMLD) and has a Nursery. The new building is dedicated to teaching children suffering from conditions within the Autistic Spectrum (ASC).

It is essential that a meticulous standard of cleaning is achieved in order to preserve a hygienic environment for our vulnerable children and their carers.

### **2 Introduction and Background to the Project / Programme**

2.1 Mandeville School is undertaking a value for money project for its cleaning services as it is obliged to do on a periodic basis by The Board of Governors. The school is a blend of accommodation constructed in 2008, 2013 and a building that was newly opened in 2015. The tender is being advertised in compliance with The Public Contracts Regulations 2015 and is using the ‘Open Procedure’. There is no pre-qualification stage. Suppliers with suitable resources and experience are invited to submit a bid following a site survey and period of clarification.

2.2 This Invitation to Tender document includes a Cleaning Specification and is accompanied by a Task and Frequency Matrix together with other supportive documents which will enable suppliers to build a contract price and construct a tender proposal. Mandeville School will award the contract on the basis of the contents of the tender

returns, the suitability of the bidding supplier and overall contract costs. The responses will be marked in accordance with a scoring and evaluation scheme. Please ensure that you read all of the accompanying documentation and provide your responses in a chronological order that mirrors the specification, for ease of evaluation. Disorderly returns may be rejected if necessary information cannot be easily found.

### **3. Tender Conditions and Contractual Requirements**

This section of the ITT sets out the Customer Organisation's contracting requirements, general policy requirements, and the general tender conditions relating to this procurement process ("**Procurement Process**").

#### **3.1 Contracting requirements**

3.1.1 The contracting authority is Mandeville School (the **customer organisation**).

3.1.2 The appointed supplier will be expected to deliver provide services at the Customer Organisation's premises at Mandeville School, Horsenden Lane North, Greenford, UB6 0PA.

3.1.3 The Customer Organisation's contracting and commercial approach in respect of the required services is set out at Annex 1 (Terms and Conditions of contract) ("**Contract**"). By submitting a tender response, you are agreeing to be bound by the terms of this ITT and the Contract without further negotiation or amendment.

3.1.4 The Contract awarded will be for a duration two years.

3.1.5 In the event that you have any concerns or queries in relation to the Contract, you should submit a clarification request in accordance with the provisions of this ITT by the Clarification Deadline (as defined below in the Timescales section of this ITT). Following such clarification requests, the Customer Organisation may issue a clarification change to the Contract that will apply to all potential suppliers submitting a tender response.

3.1.6 The Customer Organisation is under no obligation to consider any clarifications / amendments to the Contract proposed following the Clarification Deadline, but before the Tender Response Deadline (as defined below in the Timescales section of this ITT). Any proposed amendments that are received from a potential supplier as part of its tender response shall entitle the Customer Organisation to reject that tender response and to disqualify that potential supplier from this Procurement Process.

#### **3.2 General Policy Requirements**

3.2.1 By submitting a tender response in connection with this Procurement Process, potential suppliers confirm that they will, and that they shall ensure that any consortium members and/or subcontractors will, comply with all applicable laws, codes of practice, statutory guidance and applicable Customer Organisation policies relevant to the goods and/or services being supplied.

#### **3.3 General tender conditions ("**Tender Conditions**")**

3.3.1 Application of these Tender Conditions – In participating in this Procurement Process and/or by submitting a

tender response it will be implied that you accept and will be bound by all the provisions of this ITT and its Annexes. Accordingly, tender responses should be on the basis of and strictly in accordance with the requirements of this ITT.

3.3.2 Third party verifications – Your tender response is submitted on the basis that you consent to the Customer Organisation carrying out all necessary actions to verify the information that you have provided, and the analysis of your tender response being undertaken by one or more third parties commissioned by the Customer Organisation for such purposes.

3.3.3 Information provided to potential suppliers – Information that is supplied to potential suppliers as part of this Procurement Process is supplied in good faith. The information contained in the ITT and the supporting documents and in any related written or oral communication is believed to be correct at the time of issue but the Customer Organisation will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of the Customer Organisation.

3.3.4 Potential suppliers to make their own enquires – You are responsible for analysing and reviewing all information provided to you as part of this Procurement Process and for forming your own opinions and seeking advice as you consider appropriate. You should notify the Customer Organisation promptly of any perceived ambiguity, inconsistency or omission in this ITT and/or any in of its associated documents and/or in any information provided to you as part of this Procurement Process.

3.3.5 Amendments to the ITT – At any time prior to the Tender Response Deadline, the Customer Organisation may amend the ITT. Any such amendment shall be issued to all potential suppliers, and if appropriate to ensure potential suppliers have reasonable time in which to take such amendment into account, the Tender Response Deadline shall, at the discretion of the Customer Organisation, be extended. Your tender response must comply with any amendment made by the Customer Organisation in accordance with this paragraph 3.3.5 or it may be rejected.

3.3.6 Compliance of tender response submission – Any goods and/or services offered should be on the basis of and strictly in accordance with the ITT (including, without limitation, any specification of the Customer Organisation's requirements, these Tender Conditions and the Contract) and all other documents and any clarifications or updates issued by the Customer Organisation as part of this Procurement Process.

3.3.7 Format of tender response submission – Tender responses must comprise the relevant documents specified by the Customer Organisation completed in all areas and in the format as detailed by the Customer Organisation in Annex 2 (Supplier Response). Any documents requested by the Customer Organisation must be completed in full. It is, therefore, important that you read the ITT carefully before completing and submitting your tender response.

3.3.8 Modifications to tender response documents once submitted – You may modify your tender response prior to the Tender Response Deadline by giving written notice to the Customer Organisation. Any modification should be clear and submitted as a complete new tender response in accordance with Annex 2 (Supplier Response) and these Tender Conditions.

3.3.9 Rejection of tender responses or other documents – A tender response or any other document requested by the Customer Organisation may be rejected which:

- contains gaps, omissions, misrepresentations, errors, uncompleted sections, or changes the format of the tender documentation provided;
- contains hand written amendments which have not been initialled by the authorised signatory;
- does not reflect and confirm full and unconditional compliance with all of the documents issued by the Customer Organisation forming part of the ITT;
- contains any caveats or any other statements or assumptions qualifying the tender response that are not capable of evaluation in accordance with the evaluation model or requiring changes to any documents issued by the Customer Organisation in any way;
- is not submitted in a manner consistent with the provisions set out in this ITT;
- contains information which is inconsistent with answers already given in the pre-qualification questionnaire completed as part of this Procurement Process or;
- is received after the Tender Response Deadline.

3.3.10 Disqualification – If you breach these Tender Conditions, if there are any errors, omissions or material adverse changes relating to any information supplied by you at any stage in this Procurement Process, if any other circumstances set out in this ITT, and/or in any supporting documents, entitling the Customer Organisation to reject a tender response apply and/or if you or your appointed advisers attempt:

- to inappropriately influence this Procurement Process;
- to fix or set the price for goods or services;
- to enter into an arrangement with any other party that such party shall refrain from submitting a tender response;
- to enter into any arrangement with any other party (other than another party that forms part of your consortium bid or is your proposed sub-contractor) as to the prices submitted;
- to collude in any other way;
- to engage in direct or indirect bribery or canvassing by you or your appointed advisers in relation to this Procurement Process; or
- to obtain information from any of the employees, agents or advisors of the Customer Organisation concerning this Procurement Process (other than as set out in these Tender Conditions) or from another potential supplier or

another tender response,

The Customer Organisation shall be entitled to reject your tender response in full and to disqualify you from this Procurement Process. Subject to the “Liability” Tender Condition below, by participating in this Procurement Process you accept that the Customer Organisation shall have no liability to a disqualified potential supplier in these circumstances.

3.3.11 Tender costs – You are responsible for obtaining all information necessary for preparation of your tender response and for all costs and expenses incurred in preparation of the tender response. Subject to the “Liability” Tender Condition below, you accept by your participation in this procurement, including without limitation the submission of a tender response, that you will not be entitled to claim from the Customer Organisation any costs, expenses or liabilities that you may incur in tendering for this procurement irrespective of whether or not your tender response is successful.

3.3.12 Rights to cancel or vary this Procurement Process - By issuing this ITT, entering into clarification communications with potential suppliers or by having any other form of communication with potential suppliers, the Customer Organisation is not bound in any way to enter into any contractual or other arrangement with you or any other potential supplier. It is intended that the remainder of this Procurement Process will take place in accordance with the provisions of this ITT but the Customer Organisation reserves the right to terminate, suspend, amend or vary (to include, without limitation, in relation to any timescales or deadlines) this Procurement Process by notice to all potential suppliers in writing. Subject to the “Liability” Tender Condition below, the Customer Organisation will have no liability for any losses, costs or expenses caused to you as a result of such termination, suspension, amendment or variation.

3.3.13 Consortium Members and sub-contractors – It is your responsibility to ensure that any staff, consortium members, sub-contractors and advisers abide by these Tender Conditions and the requirements of this ITT.

3.3.14 Liability – Nothing in these Tender Conditions is intended to exclude or limit the liability of the Customer Organisation in relation to fraud or in other circumstances where the Customer Organisation’s liability may not be limited under any applicable law.

#### **4. Confidentiality and Information Governance**

4.1 All information supplied to you by the Customer Organisation, including this ITT and all other documents relating to this Procurement Process, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to your professional advisers, consortium members and/or sub-contractors strictly for the purposes only of helping you to participate in this Procurement Process and/or prepare your tender response) unless the information is already in the public domain or is required to be disclosed under any applicable laws.

4.2 You shall not disclose, copy or reproduce any of the information supplied to you as part of this Procurement Process other than for the purposes of preparing and submitting a tender response. There must be no publicity by you regarding the Procurement Process or the future award of any contract unless the Customer Organisation has given express written consent to the relevant communication.

4.3 This ITT and its accompanying documents shall remain the property of the Customer Organisation and must be returned on demand.

4.4 The Customer Organisation reserves the right to disclose all documents relating to this Procurement Process, including without limitation your tender response, to any employee, third party agent, adviser or other third party involved in the procurement in support of, and/or in collaboration with, the Customer Organisation. The Customer Organisation further reserves the right to publish the Contract once awarded and/or disclose information in connection with supplier performance under the Contract in accordance with any public sector transparency policies (as referred to below). By participating in this Procurement Process, you agree to such disclosure and/or publication by the Customer Organisation in accordance with such rights reserved by it under this paragraph.

4.5 The Freedom of Information Act 2000 (“FOIA”), the Environmental Information Regulations 2004 (“EIR”), and public sector transparency policies, including the placing of contract award notices on the Contracts Finder database, apply to the Customer Organisation (together the “**Disclosure Obligations**”).

4.6 You should be aware of the Customer Organisation’s obligations and responsibilities under the Disclosure Obligations to disclose information held by the Customer Organisation. Information provided by you in connection with this Procurement Process, or with any contract that may be awarded as a result of this exercise, may therefore have to be disclosed by the Customer Organisation under the Disclosure Obligations, unless the Customer Organisation decides that one of the statutory exemptions under the FOIA or the EIR applies.

4.7 If you wish to designate information supplied as part of your tender response or otherwise in connection with this tender exercise as confidential, using any template and/or further guidance provided at Part 2 of Annex 2 (Supplier Response), you must provide clear and specific detail as to:

- the precise elements which are considered confidential and/or commercially sensitive;
- why you consider an exemption under the FOIA or EIR would apply; and
- the estimated length of time during which the exemption will apply.

4.8 The use of blanket protective markings of whole documents such as “commercial in confidence” will not be sufficient. By participating in this Procurement Process you agree that the Customer Organisation should not and will not be bound by any such markings.

4.9 In addition, marking any material as “confidential” or “commercially sensitive” or equivalent should not be taken to mean that the Customer Organisation accepts any duty of confidentiality by virtue of such marking. You accept that the decision as to which information will be disclosed is reserved to the Customer Organisation, notwithstanding any consultation with you or any designation of information as confidential or commercially sensitive or equivalent you may have made. You agree, by participating further in this Procurement Process and/or submitting your tender response, that all information is provided to the Customer Organisation on the basis that it may be disclosed under the Disclosure Obligations if the Customer Organisation considers that it is required to do so and/or may be used by the

Customer Organisation in accordance with the provisions provision of this ITT.

4.10 Tender responses are also submitted on the condition that the appointed supplier will only process personal data (as may be defined under any relevant data protection laws) that it gains access to in performance of this Contract in accordance with the Customer Organisation's instructions and will not use such personal data for any other purpose. The contracted supplier will undertake to process any personal data on the Customer Organisation's behalf in accordance with the relevant provisions of any relevant data protection laws and to ensure all consents required under such laws are obtained.

## **5. Tender Validity**

5.1 Your tender response must remain open for acceptance by the Customer Organisation for a period of sixty days from the Tender Response Deadline. A tender response not valid for this period may be rejected by the Customer Organisation.

## **6. Payment and Invoicing**

6.1 The Customer Organisation will pay correctly addressed and undisputed invoices within 30 days in accordance with the requirements of the Contract. Suppliers to the Customer Organisation must ensure comparable payment provisions apply to the payment of their sub-contractors and the sub-contractors of their sub-contractors. General requirements for an invoice for the Customer Organisation include:

- A description of the good/services supplied is included.
- The Customer Organisation's reference number/Purchase Order number is included.
- It must addressed to The Bursar, Mandeville School, Horsenden Lane North, Greenford, Middlesex, UB6 0PA.

## **7. Specification**

**This tender is for the provision of Cleaning Services. The clauses below describe the mandatory requirements of the service. The specification should be read in conjunction with the task and frequency matrix (annex 5).**

**You should commence your tender response with a company introduction followed by your detailed response to the specification.**

**This specification and its accompanying documents outline The School's requirements and provide additional information to enable suppliers to develop a detailed tender response. Applicants should build their tender return response based upon the requirements of this specification addressing each paragraph in chronological order. This will assist the scoring and evaluation scheme which can be seen later in this document. Please explain how you will meet these requirements and acknowledge and confirm your understanding of the requirements. You should read the task and frequency matrix in conjunction with this specification.**

**Additional comments can be added but please align these to the subject of each paragraph.**

1. **Documents.** This specification is accompanied by:

- a. A task and frequency matrix.
- b. An accommodation list.

2. **Dates for Service Requirement.** Mandeville School is a special needs primary school. The school is open for teaching for 39 weeks per year (term-time). A full cleaning service to all rooms and spaces as per the task and frequency matrix to all rooms will be required during term time during Monday to Friday.

3. **Cleaning standards and expectations.** Our children have various special needs and complex medical care requirements that make them vulnerable to infection. They are more vulnerable to infections than children attending mainstream primary schools. It is imperative that Mandeville School retains a clean and hygienic environment as close to clinical standards as can be attained. Cleaners must take special care to cleaning all surfaces and their under-sides and also ensure that furniture and items of equipment are pulled away from the wall to enable cleaning around the perimeter of the room as per the task and frequency matrix. Please refer to the British Institute of Cleaning Science standard specification for area types to see the outcomes that are both acceptable and unacceptable during the performance of the cleaning contract.

[http://www.britishcleaningcouncil.org/~britishc/library\\_archive/cleaningstandards/BICSc%20Cleaning%20Standards%20Specifications%20Table.pdf](http://www.britishcleaningcouncil.org/~britishc/library_archive/cleaningstandards/BICSc%20Cleaning%20Standards%20Specifications%20Table.pdf)

4. **Room types.** Mandeville School has a standard blend of classrooms and offices. However due to smaller class sizes and the special needs of our children the layout of rooms differs to those of mainstream schools. There are fewer tables and chairs within class rooms but a larger number of wheelchairs and walking frames. However there are a larger number of toilets and hygiene rooms throughout the school.

5. **Standard cleaning hours.** Cleaning services will be required between the hours of 3.45pm and 5.45pm during term time. Term dates may change every year. Bids that propose to substitute the standard hours must include that offer as a separately priced proposal.

6. **Swimming pool.** In addition to the standard cleaning hours it will be necessary to clean the swimming pool changing rooms following pool lettings. This is usually undertaken following the lettings between approx. 5.45pm and 6.30pm (or on Monday morning following weekend lettings). Morning access is from 7am. Cleaners must leave the premises by 9am.

7. **Windows.** Low level windows (external and internal) in classrooms and corridors shall be cleaned once per week. However they must also be spot-cleaned as required to deter the spread of infection and maintain hygiene. External high level window cleaning will be organised as required at an additional costs to this proposed contract and suppliers should state a separate cost for performing this duty.

8. **Glass, keypads and handles.** All other glass, for example in doors, vision panels and also keypads, push plates and door handles should be cleaned daily. The latter is of great importance in order to reduce the possible spread of infection within this special needs environment.

9. **Furniture.** All furniture shall be damp dusted daily and spot cleaned as required. However the undersides of furniture should be cleaned weekly.

10. **Smart screens and computer equipment.** These shall be cleaned with proprietary specialist cleaning materials as recommended by the manufacturer.

11. **Machine cleaning of corridors and classrooms.** Hard floors in corridors and classrooms shall be machine-cleaned weekly unless an alternative temporary frequency is agreed (for example during poor weather conditions).

12. **Moving of equipment and tables.** The movement of all tables, furniture and equipment in order to undertake cleaning tasks will be undertaken by the cleaning workforce. The School does not have a team of staff to support this operation. Light office equipment positioned on desks should be lifted during cleaning but paperwork should not be moved.

13. **Consumables and cleaning materials.** The supplier will supply all cleaning materials and consumables that are required by the workforce whilst undertaking the requirements of this contract and the costs of these materials shall be



included within the contract price. A list of substances and materials that will be used whilst cleaning the premises and product data sheets that comply with COSHH requirements must be kept in each cleaning store cupboard. A summary must be provided to the school Facilities Manager for submission to the Board of Governors Health and Safety sub-committee.

14. **Replenishment of towels and soaps.** Hand towels, centre-feed rolls and liquid soap shall be provided by Mandeville School. However the relevant dispensers will be replenished by the cleaning workforce on a daily basis.

15. **Rubbish disposal.** Waste bins should be emptied daily and bin liners replaced on each occasion. Soiled waste must be double-bagged prior to disposal in the standard re-cycling paladins in the school bin compound.

16. **Replacement of mop heads.** Mop heads must be replaced weekly. Wet mop heads must not be left in cleaners cupboards over a weekend or out of term-time.

17. **Ventilation grilles.** A great deal of dust gathers around air handling vents and grilles especially in hygiene rooms and classrooms. These require vacuuming regularly with special attention given to wet wiping during deep cleans. This work that is undertaken at ceiling height and appropriate equipment and precautions must be taken when undertaking this work.

18. **Holiday cleaning.** One cleaner may be required to work during school holidays following organised classroom lettings or activities. Suppliers should provide their hourly rate for this eventuality.

19. **Deep Cleans.** A deep clean is required 3 times per annum during each full school holiday. High level cleaning is included within this requirement. Please refer to the task and frequency matrix for deep clean details.

20. **Contract Manager.** Suppliers must appoint a contract manager and advise their name and contact details within the bid.

21. **Monitoring and account meetings.** The Supplier's Contract Manager is required to visit site a minimum of once per month to ensure that the contract is running to agreed standards and to meet with The School's representative. At all other times the contract will be monitored by the Supervisor in conjunction with The School's Representative.

22. **Supervision and expectations.** The supplier will appoint two Supervisors one of whom (the 'Non-Working Supervisor'), in addition to tasks defined by the supplier, will spend part or all of the evening dedicated to supervisory tasks specifically identified by Mandeville School. This is to specifically ensure that standards of cleanliness are met to a high degree. There will be a strong liaison with the duty Site Manager or Facilities Manager during the cleaning hours. This to ensure staff punctuality, maintenance of high standards, relevant communication with staff. The 'Working Supervisor' will be responsible for preparation and cleanliness of equipment (including machines) training/handover tasks as required and the ongoing supervision of the cleaning operatives during the cleaning shift. A Supervisor will be the first member of staff to arrive and the last to leave in order to manage cleaning staff attendance effectively. The supplier will agree The Supervisors' job descriptions with Mandeville School and provide appropriate training for The Supervisors to undertake their roles effectively. Mandeville School deems that The Supervisor roles to be key in delivering the specification, work planning and maintaining high standards of cleanliness within this contract and with communicating The Customer's requirements to the workforce. The Supervisors must therefore possess a good command of the English language and be able to convey instructions to a multi-cultural workforce with patience and determination.

23. **Communications book.** A communications book will be maintained for Mandeville School staff to record issues to bring to the attention of The Supervisor. Suppliers shall identify what other site documentation will be provided and agree a safe location for these to be kept.

24. **Communication, helpdesk, support.** Suppliers should provide details of a helpdesk or contact numbers of relevant managers and senior staff who can be contact during office hours and during the hours that the contract is performed.

25. **Staff attendance and leave.** Suppliers shall describe the method that they propose to use for monitoring staff punctuality and attendance. Many contractual hours can be lost due to poor timekeeping and sickness/ holidays. Suppliers shall provide a balance of lost contractual hours during each invoicing period to Mandeville School and provide a refund for the lost contractual time on each periodic invoice.

26. **Sickness cover and staff absences.** Suppliers shall describe how they will organise 'cover' for staff sickness and absence. Records will be kept of staff absences and total hours worked by the Supplier and these will be shared with The Customer on a daily basis. It shall be expected that all work required during a shift will be covered by the cleaning team during the agreed contractual hours. If this is not possible due to absences the supplier will provide cleaning staff to complete the previous evenings work between the hours of 7am and 9am the following working day. If neither of these is possible, the Customer will be refunded with the full equivalent cost of absent staff on a monthly basis by a reduction of invoice value. The requirement to clean the school in accordance with the specification and with the number of cleaners specified within the supplier's tender return is a paramount condition and a failure to reach the standards due to frequent cleaner absences will result in a breach of contract and consequential termination of the contract will be ensue in accordance with clause 10.2 of the contract document.

27. **Removal of Cleaning Staff to Other Supplier Sites.** The supplier will refrain from removing established members of the cleaning team for placement at an alternative contract site. This creates a lowering of cleaning standards created by their replacement with new or trainee staff. Excessive supervisory time is spent training new staff or covering vacant areas during such occurrences. Should the relocation of a member of the cleaning team be required by the supplier, the customer organisation must be provided with 10 working days' notice. The replacement cleaner must be recruited, undergo training in the vacated area and reach an acceptable standard of competence before the departing cleaner is permitted to be relocated. The customer organisation understands that The Supplier will have no control over staff that give immediate or nil notice of termination. However clause 26 above will apply to such instances.

28. **Uniforms.** Suppliers shall provide their staff with appropriate protective clothing and tabards which protects them from occupational hazards and clearly identifies them.

29. **Machinery.** Machinery that is used to clean floors, carpets and other aspects of cleaning tasks will be provided by the supplier and must be agreed with Mandeville School, the costs of which must be included within this bid. Machines must be repaired or replaced as required at no additional cost to The School and within 24 hours of breakdown. Suppliers shall state the frequency of which the machines will be replaced. Electrical equipment must be PAT tested in accordance with relevant regulations and labelled appropriately.

30. **Health & Safety.** As well as providing a copy of their Health and Safety Policy the supplier and their workforce must demonstrate safe systems of work whilst working on our premises. The Mandeville School buildings will be occupied by staff, lettings customers and sometimes contractors during the evenings. Cleaners must therefore be mindful of the dangers that can be created by wet floors, trailing leads and other associated hazards. Hazard warning signs must be provided and used by The Supplier.

31. **Risk Assessments, Method Statements.** The supplier shall provide risk assessments and method statements for all work undertaken prior to commencement.

32. **Insurances.** Suppliers must provide up to date copies of insurance certificates for each of the following policies:

- a. Public Liability
- b. Professional Indemnity
- c. Employers Liability

33. **Site rules.**

a. **Smoking** is not permitted within the boundaries of the school gates, ie at the top of the Burwell Drive entrance and the top of the access drive to Mandeville and Horsenden Schools on Horsenden Lane North.

b. **Mobile phones.** The use of mobile phones is not permitted within the boundaries of the school gates as above whilst children are on the premises, and is not permitted in class rooms at any time. The use of mobile phones by cleaners whilst they are undertaking cleaning duties is strongly discouraged unless an emergency or extremely urgent incident occurs.

c. **Access to the car park.** There are specific rules for the car park when the children are coming in to the school during the morning and when they are leaving during the afternoon. This to enable safe access and egress and to ensure

the safety of our children. Vehicles are only permitted to enter the car park to drop-off or collect children during these times and must comply with the one-way system restrictions and follow the directions of the car park Marshall. Vehicles may only enter via the Burwell Drive gates during these times. No deliveries are permitted during these times. The times are:

9.00am to 9.30am

3.00pm to 3.45pm

d. **Commencement of work.** Cleaning duties cannot commence until the children have left site. Doors to cleaning cupboards should not be opened until 3.45pm. This is due to the possibility of children accessing the rooms and their contents.

34. **DBS certification.** Suppliers' staff that work on the Mandeville School site must be DBS checked and provide their certification details if they work on site whilst the children are in attendance. Alternatively they must be supervised at all times by a colleague who is DBS certificated.

35. **Schedule of Costs.** A breakdown of costs; total cleaning hours; numbers of cleaners to be employed; hourly rates (paid and charged) and the labour costs for additional hours should be included in the pricing schedule at annex 3.

36. **Training.** Suppliers should provide details of how their staff are trained.

37. **Price increases to contract.** There will be no increase to the contract price for the duration of the contract unless they are related to requests by Mandeville School for additional services or by circumstances that are enforced upon the supplier. These do not include inflation and supply chain price increases.

38. **Acceptable reasons for price increases.** These include increases in the national minimum wage and other statutory requirements

39. **Changes to specification.** The specification will be updated upon agreement by Mandeville School and the successful supplier where regular additional cleaning duties are required. The specification shall be reviewed at the regular account management meetings

40. **TUPE.** The Transfer of Undertakings of Employment Regulations 2014 may apply once this contract is awarded and suppliers should ensure that they are aware of their responsibilities within this area of legislation. Please confirm your acknowledgement of these responsibilities in your tender response.

End of specification.

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## 8. Mandatory Requirements / Constraints

8.1 As part of your tender response, you must confirm that you meet the mandatory requirements / constraints, if any, as set out in the Customer Organisation's specification forming part of this ITT. A failure to comply with one or more mandatory requirements or constraints shall entitle the Customer Organisation to reject a tender response in full.

## 9. Key background documents and further information

9.1 In addition to the specification and task & frequency matrix, further relevant background documents are attached as annexes as follows:

Annex 1. Terms and conditions of contract (provided as a separate document)

Annex 2. Supplier response. Sequence or order of presentation of information that is required and checklist of

documents.

Annex 3. Schedule of costs

Annex 4. Form of Tender

Annex 5. Task and Frequency Matrix (provided as a separate document)

Annex 6. An accommodation list

Annex 7. Floor Plans (To be provided to suppliers upon attendance at the site survey)

## 10. Timescales

10.1 Subject to any changes notified to potential suppliers by the Customer Organisation in accordance with the Tender Conditions, the following timescales shall apply to this Procurement Process:

Activity	Date / time
Advertise in Contracts Finder	8 <sup>th</sup> May 2017
Site Surveys	By 9 <sup>th</sup> June 2017
Deadline for clarification questions ( <b>Clarification Deadline</b> )	8 <sup>th</sup> June 2017
Customer Organisation to respond to clarification questions	9 <sup>th</sup> June 2017
Deadline for submission of ITT responses by potential suppliers ( <b>Tender Response Deadline</b> )	12 <sup>th</sup> June 2017
Advise unsuccessful suppliers	14 <sup>th</sup> to 20 <sup>th</sup> June 2017
Supplier interviews	14 <sup>th</sup> to 20 <sup>th</sup> June 2017
Recommendation of award of contract to Board of Governors	22 <sup>nd</sup> June 2017
Advise successful bid and de-briefs	23 <sup>rd</sup> June 2017
Standstill period (10 days)	Until 7 <sup>th</sup> July 2017
Contract concluded with winning supplier	10 <sup>th</sup> July 2017
Contract start date	10 <sup>th</sup> July 2017
1 <sup>st</sup> deep clean commences	29 <sup>th</sup> August 2017

## 11 Instructions for Responding

11.1 The documents that must be submitted to form your tender response are listed at Part 2 of Annex 2 (Supplier Response) to this ITT. All documents required as part of your tender response **must** be submitted by hard copy to The Head Teacher, Mandeville School, Horsenden Lane North, Greenford, Middlesex UB6 0PA , marking the top left of the envelope with the reference MAN CL03. You may also email (in .pdf format) to [fbarry3.307@lgflmail.org](mailto:fbarry3.307@lgflmail.org) by the Tender Response Deadline, as set out in the Timescales section of this ITT, if you so choose.

11.2 The following requirements should be complied with when submitting your response to this ITT:

- Please ensure that you send your submission in good time to prevent issues with technology – late tender responses may be rejected by the Customer Organisation.
- Please ensure that information provided as part of its response is of sufficient quality and detail that an informed assessment of it can be made by the Customer Organisation.
- Do not submit any additional supporting documentation with your ITT response except where specifically requested to do so as part of this ITT. PDF, JPG, PPT, Word and Excel formats can be used for any additional supporting documentation (other formats should not be used without the prior written approval of the Customer Organisation).
- All attachments/supporting documentation should be provided separately to your main tender response and clearly labelled to make it clear as to which part of your tender response it relates.
- If you submit a generic policy / document you must indicate the page and paragraph reference that is relevant to a particular part of your tender response.
- Unless otherwise stated as part of this ITT or its Annexes, all tender responses should be in the format of the relevant Customer Organisation requirement with your response to that requirement inserted underneath.
- Where supporting evidence is requested as 'or equivalent' – you must demonstrate such equivalence as part of your tender response.
- Any deliberate alteration of a Customer Organisation requirement as part of your tender response will invalidate your tender response to that requirement and for evaluation purposes you shall be deemed not to have responded to that particular requirement.
- Responses should be concise, unambiguous, and should directly address the requirement stated.
- Your tender responses to the tender requirements and pricing will be incorporated into the Contract, as appropriate.

## 12 Clarification Requests

- 12.1 All clarification requests should be submitted initially by email to fbarry3.307@lgflmail.org by the Clarification Deadline, as set out in the Timescales section of this ITT. The Customer Organisation is under no obligation to respond to clarification requests received after the Clarification Deadline.
- 12.2 Any clarification requests should clearly reference the appropriate paragraph in the ITT documentation and, to the extent possible, should be aggregated rather than sent individually.
- 12.3 The Customer Organisation reserves the right to issue any clarification request made by you, and the response, to all potential suppliers unless you expressly require it to be kept confidential at the time the request is made. If the Customer Organisation considers the contents of the request not to be confidential, it will inform you and you will have the opportunity to withdraw the clarification query prior to the Customer Organisation responding to all potential suppliers.
- 12.4 The Customer Organisation may at any time request further information from potential suppliers to verify or clarify any aspects of their tender response or other information they may have provided. Should you not provide supplementary information or clarifications to the Customer Organisation by any deadline notified to you, your tender response may be rejected in full and you may be disqualified from this Procurement Process.

**13 Evaluation Criteria**

- 13.1 You will have your tender response evaluated as set out below:

**Stage 1:** Tender responses will be checked to ensure that they have been completed correctly and all necessary information has been provided. Tenders responses correctly completed with all relevant information being provided will proceed to Stage 2. Any tender responses not correctly completed in accordance with the requirements of this ITT and/or containing omissions may be rejected at this point. Where a tender response is rejected at this point it will automatically be disqualified and will not be further evaluated.



**Stage 2:** If a bidder succeeds in passing Stage 1 of the evaluation, then it will have its detailed tender response to the Customer Organisation’s requirements evaluated in accordance with the evaluation methodology set out below.

- 13.2 Award Criteria – Responses from potential suppliers will be assessed to determine the most economically advantageous tender using the following criteria and weightings and will be assessed entirely on your response submitted:

Criteria	Weighting
Response to Specification	[30]%

Quality and professionalism of bid	[20]%
Commercial	[50]%

13.3 Scoring Model – Tender responses will be subject to an initial review at the start of Stage 2 of the evaluation process. Any tender responses not meeting mandatory requirements or constraints (if any) will be rejected in full at this point and will not be assessed or scored further. Tender responses not so rejected will be scored by an evaluation panel appointed by the Customer Organisation using the scoring model.

13.4 Response to Specification – The order of the table below is based upon the chronological order of the paragraphs within the specification and your responses will be marked in that order. The points total awarded to your bid for this section will contribute to 30% of the total score for your tender return.

	Specification paragraph	Max mark
1.	Acknowledges the cleaning standards that we expect and acknowledges the importance of the BICsc standard specification.	1
2.	Chronological response to specification.	2
3.	Acknowledges the term-time weeks and has read the task and frequency matrix.	1
4.	Acknowledges the cleaning standards that we expect and acknowledges the importance of the BICsc standard specification.	1
5.	Understands the room types.	1
6.	Acknowledges standard cleaning hours and varying term dates.	1
7.	Acknowledges special arrangements for the swimming pool.	1
8.	Acknowledges window cleaning requirements.	1
9.	Understands requirements for glass, keypads and handles.	1
10.	Furniture cleaning requirements.	1
11.	Smart screens and computer equipment.	1
12.	Understands the frequency of floor machine cleaning.	1
13.	Moving of equipment and tables.	1
14.	Supply of consumables and cleaning materials and COSHH.	1
15.	Understands system of replenishing towels and soaps.	1
16.	Understands waste disposal requirements.	1

17.	Replacement of mop heads.	1
18.	Acknowledges the requirement for the cleaning of ventilation grilles and working at ceiling height.	1
19.	Holiday cleaning.	1
20.	Deep clean requirements.	1
21.	Has provided Contract Manager details.	1
22.	Monitoring and account meeting requirements.	1
23.	Understands and acknowledges the requirements of the Supervisor.	3
24.	Communications Book.	1
25.	Communication, helpdesk and support.	2
26.	Method for recording and recovering staff attendance/hours.	3
27.	Organisation of sickness cover.	1
28.	Provision of uniforms.	1
29.	Machinery: provision; costs; PAT testing.	1
30.	Health and Safety requirements.	10
31.	Risk assessments, method statements.	1
32.	Insurances.	3
33.	Acknowledges and understands site rules.	1
34.	Understands DSB requirements.	1
35.	Breakdown of costs. Correctly provided.	1
36.	Has provided details of company training.	1
37.	Contract price increases.	1
38.	Acceptable reasons for price increases.	1
39.	Changes to specification.	1
40.	Awareness of TUPE.	1
41.	Additional information in support of the bid.	4



13.5 Quality and professionalism of bid - The overall professionalism of your bid, including the supplier presentation will be interpreted by the Evaluation Panel in accordance with the following scoring criteria. The total mark will be multiplied by 2. This will contribute to 20% of the marking scheme.

Max Points	Interpretation
10	<b>Excellent</b> – Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas evidence requested in the level of detail requested. This, therefore, is a detailed excellent response that meets all aspects of the requirement leaving no ambiguity as to whether the bidder can meet the requirement.
7	<b>Good</b> - Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas of evidence requested, but contains some trivial omissions in relation to the level of detail requested in terms of either the response or the evidence. This, therefore, is a good response that meets all aspects of the requirement with only a trivial level ambiguity due the bidders failure to provide all information at the level of detail requested.
5	<b>Adequate</b> - Overall the response demonstrates that the bidder meets all areas of the requirement, but not all of the areas of evidence requested have been provided. This, therefore, is an adequate response, but with some limited ambiguity as to whether the bidder can meet the requirement due to the bidder's failure to provide all of the evidence requested.
3	<b>Poor</b> – The response does not demonstrate that the bidder meets the requirement in one or more areas. This, therefore, is a poor response with significant ambiguity as to whether the bidder can meet the requirement due to the failure by the bidder to show that it meets one or more areas of the requirement.
0	<b>Unacceptable</b> - The response is non-compliant with the requirements of the ITT and/or no response has been provided.

13.4 Commercial Evaluation – Your “Overall Price” (as calculated in accordance with requirements of Annex 3 (Pricing Approach) for the goods and/or services will be evaluated by the evaluation panel for the purposes of the commercial evaluation. Prices must not be subject to any pricing assumptions, qualifications or indexation not provided for explicitly by the Customer Organisation as part of the pricing approach. In the event that any prices are expressed as being subject to any pricing assumptions, qualifications or indexation not provided for by the Customer Organisation as part of

the pricing approach, the Customer Organisation may reject the full tender response at this point. The Customer Organisation may also reject any tender response where the Overall Price for the goods and/or services is considered by the Customer Organisation to be abnormally low. A maximum offer score of 10 will be awarded to the tender response offering the lowest "Overall Price". Other tender responses will be awarded a mark by application of the following formula: (Lowest Overall Price/Overall Price being evaluated) x 50 (rounded to two decimal places) = commercial score.

13.6 The winning tender response – The winning tender response shall be the tender response scoring the highest score out of 100 when applying the above evaluation methodology as agreed by the Evaluation Team.

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## **Annexes**

### **List of Annexes forming part of this ITT**

#### **[Annex 1 - Terms and Conditions of Contract**

**This has been provided as a separate document.**

#### **[Annex 2 – Supplier Response**

### **PART ONE**

The order of the supplier response should be:

1. Contents page.
2. Company Introduction.
3. Response to Specification.
4. Additional company information in support of the bid and explanation of how you will meet the requirements of the specification.
5. An explanation of how you will conform to TUPE requirements.
6. Pricing schedule.
7. Form of tender.
8. Annexes such as copies of company policies, certificates and insurances.

9. References. Three references should be provided, two from schools and one from a hospital or clinical environment. Please provide the organisation's name, address and contact person as well as telephone and email contact details.

Please use terminology that is consistent with the specification and contract in your response.

## **PART TWO**

### **Checklist of documentation to be submitted**

- 1. Health and Safety Policy*
- 2. Sample risk assessment and method statement*
- 3. Public liability insurance certificate*
- 4. Employers liability insurance certificate*
- 5. Professional indemnity insurance certificate*
- 6. Proof of professional or trade memberships and other accreditations*
- 7. Tender bid document*
- 8. Pricing schedule and schedule of costs*
- 9. Form of tender*
- 10. Other corporate and marketing information that suppliers would deem supportive to their bid*

### **[Annex 3 – Pricing Schedule**

#### **Schedule of Costs**

**Please provide this in pounds Sterling.**

Tenderers must complete the following financial and resource information which will be compared with and evaluated against those of competing bids.

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1. Please advise the staff allocation and cost for each regular term-time evening shift.

Employee type	No. of staff	Hours per shift	Hourly pay rate
Cleaners #1			£
Cleaners #2			£
Supervisors			£
Other			£
TOTALS			£

2. Please advise the staff allocation and cost for each deep clean.

Employee Type	No. of Staff	Hours per shift	Hourly pay rate
Cleaners #1			£
Cleaners #2			£
Supervisors			£
Other			£
TOTALS			£

3. Miscellaneous costs and resource information (does not form part of total contract price below). It is likely that this service will be required once per annum.

a. Cost for external high level window cleaning.	£
b. Hourly rate for cleaning work outside of contracted hours (per cleaner).	£
c. Gross profit associated with this bid shown as a percentage of total.	

4. Total contract price.

This is your fixed commercial price for a two year contractual term for all services included within the specification, subject to clauses 37 and 38 of the specification.

£
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I confirm that the above financial information relates to The Mandeville School Cleaning Services 2015/2016 tender response and that I am authorised by the company/organisation detailed below to present and agree such financial information in support of this procurement process.

Name	Position within company	Signature

## [Annex 4 – Form of Tender

### Form of Tender

To : Mandeville School, Horsenden Lane North, Greenford, Middlesex UB6 0PA

Dear *[insert Sir/Madam or name]*

Tender Ref: MANCL03  
Tender Cleaning Services

1. I/We have read the information provided in your Invitation to Tender and subject to and upon the terms and conditions contained therein, I/We offer to supply the cleaning services requirements described in the specification and contract documents in such manner as may be required.

**2. Terms and Conditions.** I/We agree that this tender and any contract which may result, shall be based upon the documents listed below, and that the Buyer is Mandeville School.

**2.1** The contract documents as shown in the Invitation to Tender.

**2.2** The prices to be inserted in the Contract shall be those shown in the schedule of costs within our tender.

**2.3** The specification included within the invitation to tender document.

**2.4** Any qualifications set out by us in our tender response - Qualifications, shall also apply, although we understand that making a qualification may result in your disregarding our tender in total.

**3. Alternative Proposals,** I/We include alternative proposals, together with costs which we feel might provide better value for money for the Institution than the required proposal. *[Delete if not required]*.

**4.** The prices quoted in this Tender are valid for 60 days from the required submission date] and I/We confirm that the terms of the Tender will remain binding upon me/us and may be accepted by you at any time before that date.

**5.** I/We note that the contract shall be valid upon acceptance and signature by both parties of the Contract Documents.

**6. Law.** I/We agree that the construction, validity, performance and execution of any contract that may result from this tender shall be governed by and interpreted in accordance with English Law and shall be subject to the exclusive jurisdiction of the Courts of England and Wales.

**7.** I/We agree to bear all costs incurred by me/us in connection with the preparation and submission of this Tender and to bear any further costs incurred by me/us prior to the award of any contract.

**8.** I/We agree that any other terms or conditions of contract or any general reservation which may be printed on any correspondence emanating from me/us in connection with this tender or with any contract resulting from this tender, shall not be applicable to this tender or to the contract.

Dated this \_\_\_\_\_ day of \_\_\_\_\_

Signed \_\_\_\_\_ in the capacity of

\_\_\_\_\_  
duly authorised to sign Tenders for and on behalf of

\_\_\_\_\_  
IN BLOCK CAPITALS

Registered Address :

**[Annex 5 – Task and Frequency Matrix**

**This has been provided as a separate document.**

## [Annex 6 – Accommodation List

### This is a list of the accommodation at Mandeville School

Mandeville School

#### List of accommodation

Cleaning  
Category

#### NURSERY

Ground Floor

4	Nursery hygiene room
2	Nursery classroom
3	Milk preparation room
	Store
2	Classroom lobby
2	Nursery corridor
3	Kitchen
4	Laundry
1	Caretakers room
2	PMLD resource room
1	Office
4	Toilet
4	Toilet
1	Parents room
	Cleaners cupboard

#### PMLD BUILDING

2	Entrance lobby
1&3	Reception
2	Corridor
1	Training room
1	Senior staff office
2	PMLD resource room
2	Occupational therapy
1	Head Teachers office
4	Toilet
1&4	Medical room
2	Music room
3	Multi-use room (Art/cooking)
2	Play room
2	Speech, language and therapy room
2	Corridor
	Dining room
	Store
2	Assembly hall
4	Swimming pool changing rooms
2	Library
4	Laundry
2	Corridor

	2	Classroom
		Store
	2	Group room
	4	Hygiene room
	2	Classroom
		Store
	4	Toilet
	4	Toilet
	2	Classroom
		Store
	2	Group room
	4	Hygiene room
	2	Classroom
		Store
	2	Dark room
	4	Laundry
	4	Toilet
	2	Classroom
		Store
	4	Hygiene room
	2	Group room
	2	Classroom
	4	Toilet
	2	Corridor
	2	Light Room
	4	Toilet
	2	Classroom
	4	Toilet
	4	Hygiene room
		Store
	2	Classroom
		Store
	2	Lobby
	2	Corridor
	2	Classroom
	2	Lobby
	4	Toilet
	4	Toilet
		Store
	4	Hygiene room
	2	Classroom
	2	Lobby
		Store
		Classroom exterior areas
First Floor	2	Corridor
	2	Rear stairs
	1	Office
	1	Office
	3	Staff social room
	1	Staff work room



2	Front stairs
4	Toilet
4	Toilet cubicles
4	Shower room

## ASC BUILDING

Ground floor	1	Entrance lobby
	2	Corridor
	1&3	Reception
	4	Toilet
	1	Meeting room
	1	Senior teachers room
	2	Corridor 02
	4	Toilet
	2	Dining room
	2	Hall
	2	Adventure room
	4	Toilet
	1&4	First aid room
		Cleaners store
		Lift
	2	Corridor
	1	Music room
	1&4	Occupational therapy room
	1	Sensory room
	1	Caretakers room
	2	Corridor
	4	Laundry
	2	Classroom 1
		Store
	4	Toilet
	4	Toilet
	2	Classroom 2
		Store
	2	Group room
	4	Toilet
		Cleaners store
	2	Group room
	4	Hygiene room
	2	Classroom 3
		Store
	4	Toilet
	4	Toilet
	2	Classroom 4
		Store
	2	Staircase
	2	Staircase
		Classroom external areas
First floor	2	Lift lobby

2	Corridor C08
1	Staff work room
1	Office
4	Toilet
4	Toilet
4	Toilet
3	Staff social room
1	Training room
1	Therapists office
	Cleaners store
1	Library
3	Multi-use room
	Store
2	Corridor C07
4	Hygiene room
4	Toilet
2	Classroom 5
	Store
4	Toilet
2	Calm room
2	Group room
2	Classroom 6
	Store
4	Toilet
2	Classroom 7
	Store
4	Toilet
2	Classroom 8
	Store
4	Group room
4	Classroom 9
	Store
4	Toilet

## **[Annex 7 – Floor Plans**

**The floor plans will be provided to suppliers on the occasion of the site survey. Please email or telephone Mandeville School to arrange your site survey by 9<sup>th</sup> June 2017.**

**End of Document.**