**Communal Cleaning Service: Soft Market Testing Brief**

**1 The Organisation**

1.1 Nottingham Community Housing Association (NCHA) is a registered provider of social housing based in central Nottingham but with property across the East Midlands.

1.2 NCHA requires communal cleaning at a large number of its general needs and specialist housing provision, including care homes. This provision is spread across the East Midlands in Nottinghamshire, Derbyshire, Leicestershire, Northamptonshire and Lincolnshire.

1.3 It is anticipated that the potential value of this contract over a proposed initial term of 3 years with extension options up to a further 4 years will be in the region of £1.5m.

**2 Service Scope**

2.1 In total there are approximately 25 blocks of mixed tenure flats including leaseholder and general needs stock and approximately 50 buildings that offer support to vulnerable customers. This includes approximately 12 care homes, 10 complexes for older people, 3 women’s refuges and the remainder being sites for people with mental health or other health and wellbeing support needs.

2.2 Cleaning is required at a variety of frequencies (but including evenings, weekends and public holidays) at all these locations in their communal areas. Whilst the nature of the cleaning varies, it will generally include litter picking (small items); vacuuming, sweeping/ mopping, damp wiping, and washing internal/external glass in doors and windows.

2.3 Hygiene standards at all properties must be maintained at the highest standards and contractors will be monitored rigorously against a set of pre-determined standards. This will be particularly important in the specialist care settings where cleaning has to meet CQC standards and with the ongoing threat of COVID-19.

2.4 Workers at the specialist care settings will be required to hold a current enhanced DBS certificate.

2.5 Cleaning contractors are asked to be flexible as site managers often need to request different cleaning to that scheduled.

**3 Procurement Areas for Consideration**

3.1 NCHA are seeking to procure cleaning contractors to cover this whole requirement but are requesting feedback from suppliers regarding the following questions before publishing the tender.

3.2 With such a wide geographical area, consideration is being given to splitting the contract into geographical lots. Does this means of constructing the contract make sense to suppliers and if so, is there any advice that can be provided on the size of the areas to be contained within the Lots?

3.3 NCHA is also considering whether or not specialist housing provision and general housing provision should be tendered together or whether the requirements are so different that it makes sense to separate them. Information and advice is sought from suppliers in response to this question.

3.4 The need to procure this requirement is urgent, however NCHA is keen to understand if bidders will have capacity to respond to a tender in January/February 2021 taking into account the possible effects of COVID-19.

3.5 Is there particular information you would want to see in the tender documentation that would either encourage you to bid or support your writing of the tender return.

**4 Soft Market Testing** Instructions

4.1 Potential suppliers are asked to consider this brief and particularly the points raised in Section 3 and provide a response by no later than 12 noon on the 17th November. Responses should be emailed to: Clare Ellis (Procurement and Value Manager) at [clare.ellis@ncha.org.uk](mailto:clare.ellis@ncha.org.uk)

4.2 Questions regarding this brief should be submitted by email to Clare Ellis (Procurement and Value Manager) at [clare.ellis@ncha.org.uk](mailto:clare.ellis@ncha.org.uk)

4.3 It would also be useful to understand whether this requirement is something that you would consider submitting a tender for.