

Laundry Service OJEU15-017

1. Introduction

1.1 Durham University wide contract

Durham University was founded in 1832 and is made up of 16 Colleges and 25 Departments occupying over 320 buildings across two main campuses in Durham City and Stockton-On-Tees. The University is ranked 61st in the QS World University rankings and 5th in the Times and Sunday Times Good University Guide 2016, and has over 17,500 students and 3,000 staff. A unique feature of the University is that, in Durham Castle, it owns and operates part of a UNESCO World Heritage Site.

2. Overview

Durham University is seeking to appoint a vendor to provide rental and launder of various housekeeping, catering and work wear items.

This contract will be used by the University's various colleges and departments located in Durham City and Stockton-On-Tees, however locations are subject to change. It is the intention of the University to award the contract to one service provider for a period of 4 years.

All colleges and departments will comply fully with this Contract. Three additional sites/colleges who are associated with the University are Teikyo, St John's and St Chad's. These additional sites/colleges have shown interest in using the contract but do not have to comply fully.

3. Requirement

There will be a constant stream of kitchen linen and tableware throughout the year which is currently a combination of owned and rented linen.

Departments such as Estates, Geography and Engineering will require work wear laundered which can be a mainly owned Chef's whites, lab coats and work wear. (Please see Appendix A).

Students are required to provide and launder their own linen; therefore there will be less bedroom linen to be laundered by colleges during term time (approximately 30 weeks per year).

Outside of term time the colleges are used to provide functions such as international residential conferences to formal banquets and wedding receptions. The University prides itself in offering this service and requires a launderette to provide linen and tableware to a high standard as expected by all of its guests. To coincide with the events outside of term time the service supplier will be required to launder all bedroom linen which will be owned by the University and/or rented.

4. Roles

The successful service supplier will be expected to allocate a dedicated account manager to the contract. This person will be responsible for receiving and responding to operational queries on the contract.

Operational queries will ordinarily be issued directly from the University stakeholders.

Where issues experienced are of a contractual nature the Contract Manager named at section 12 must be involved as soon as the issue is encountered to ensure that an appropriate resolution can be reached.

The key deliverables of this contract are:

- To deliver laundry services within the specification safely, effectively and efficiently.
- To adhere to the Service Levels outlined and improve on them when applicable.
- To work with the University to improve environmental impact; actively recommending practical solutions to reduce the usage of energy and natural resources and CO2 emissions.

5. Service Requirements

The contract includes the following laundry requirements:

- Washing
- Drying
- Pressing
- Dry cleaning
- Specialist cleaning (window coverings)

The following items are currently included in the contract. All of the items require laundering, there are contracts in place to purchase items such as workwear however there is a requirement to rent and launder and purchase some items. Data from 2014/2015 will be given to show volumes for laundry of items, this data does not include for rent or purchase and is for pricing purposes only. Service providers are invited to submit a proposal to include the following items into the overall contract:

- Table linen including napkins

- Bed linen
- Bathroom textiles
- Workwear, Lab coats, Chef's whites (see appendix A)
- Curtains (some made to measure sizes)
- Cleaning equipment (mop heads)

Service providers will be required to collect dirty laundry and/or items for dry cleaning and deliver clean items to the various University locations including Durham and Stockton campuses.

The University has a number of delivery locations and will be looking to work with the successful Vendor to develop and agree a delivery schedule. The locations are subject to change and as such the delivery schedule may need to be revised on occasion.

The Bailey requires the first deliveries as this area of Durham City is congestion controlled/charged. On occasion there are tight time frames caused by road closures. As a result additional delivery vehicles may be required.

5. Vehicles and operatives

- The service supplier will be responsible for ensuring that all vehicles used in the fulfilment of this contract are maintained in a clean and tidy condition, are appropriate to the purpose to which they are employed and are appropriately marked with the contractor's (or nominated sub-contractor's) company name and/or logo.
- The Service supplier will be required to have (and demonstrate within their tender return) contingency arrangements for vehicle breakdown or delays in collections to ensure that laundry is not allowed to build up on University sites. This is particularly relevant to the properties on the Peninsula given the restrictions on space and vehicle movements.
- Operatives must at all times demonstrate the highest standards of behaviour while on University sites and must wear appropriate workwear and protective clothing bearing the contractor's (or nominated sub-contractor's) company name and/or logo. The University reserves the right to request the removal from the contract any employee who does not meet the highest standards of behaviour.
- The contractor will be responsible for ensuring that all vehicles used in the fulfilment of this contract are capable of checking the correct documentation is collected at point of collection to enable accurate invoicing.

7. Sustainability

- The University aims to minimise its impact on the environment as far as possible and aims to work with service suppliers to:
 - Prevent/reduce
 - Re-use
 - Recycle
 - Recovery
 - Dispose appropriately

Every opportunity will be explored to reduce the impact on the environment and carbon emissions arising from laundry activities and the service provider will be encouraged to provide evidence that will support this aim.

8. Ordering and Invoicing

Durham University is currently implementing a major strategic change in respect of its Procurement Function and has implemented an electronic procurement (eProcurement) system called "acquire".

The acquire system has been developed by Wax Digital Limited and its implementation will entail conventional paper purchase orders raised by the University being replaced by an electronic purchase order in the form of a PDF attached to an email.

The aim of this contract is to have all appropriate products listed as catalogue items within the acquire system, which will permit University staff to select and order their requirements. As part of the contract you will be required to maintain the pricing catalogues ensuring all product descriptions and prices are up to date and are submitted to the nominated Procurement Service representative whenever there is an agreed product and/or price change.

Payments will be made on receipt of a correct invoice within 30 days.

9. Legislation

The Service supplier will be required to ensure compliance with all relevant and current legislation including but not limited to the following:

- Environmental Protection Act 1990
- Health and Safety at Work, etc. Act 1974
- Environment protection (Duty of Care Regulations) 1991
- Control of Substances Hazardous to Health Regulations 2002
- The UK Health Departments Guidance for Clinical Health Care Workers: Protection against infection with blood-borne viruses. Recommendations of the expert advisory group on Aids
- Any regulations and guidance issued by the Environment Agency

10. Contaminated Laundry

Lab coats and workwear need to be handled separately and good practice for laundering contaminated items need adhered. A wide range of hazardous contaminants may be present on this clothing and such items need to be laundered accordingly with the following control procedures:

- Ensure a good standard of general ventilation
- Launder contaminated work clothing separate from domestic items
- Personal protective equipment (PPE), ensure workers wear protective gloves.

11. Service Levels

Please refer to the Service Level Agreement (SLA) document which can be found in the tender at section 11 Appropriateness of Solution.

12. Contract Duration

The contract will be in place for a period of 4 years. Please note if you are unsuccessful you should not accept any business from the University.

13. Contract Management

The successful service provider performance will be monitored on an on-going basis throughout the duration of the agreement. The information gathered will form part of the review process to ensure the University's requirements are being consistently and reliably satisfied. The service provider will be required to provide a dedicated representative who will manage the account and attend contract review meetings. These meetings will be held monthly for the first three months, followed by quarterly meetings thereafter. The University will not be responsible for, or pay for, expenses or losses, which may be incurred by the service provider in attending these meetings.

The contract will be managed by Linda Joyce, Category Manager along with representatives from Catering Department, Colleges and Science Departments.

A Contract Management Log (CML) will be maintained throughout the contract period. This document keeps a record of all sustainable initiatives, contract improvements and lessons learnt over the contract period and will be used to inform the specification for the next contract. The document will be discussed at contract review meetings and service provider is encouraged to contribute any ideas they have for making improvements to the contract.

14. Management Information

The University requires the following management information:

- Percentage of queries/issues resolved within agreed SLA

- Percentage of correct orders delivered
- Percentage of appropriate substitutes delivered
- Number of emergency requests received and the number of these undertaken within the specified response times
- Number of invoice queries received and number of these where dispute is correct
- Number of credit notes in respect of the number of invoices issued
- Details of spend, by item by individual College / Department
- Quarterly laundry spend comparison to previous years
- Number of complaints and details of resolution

This should be sent to Linda Joyce, Category Manager on a quarterly basis.

15. Appendices

Appendix A – Typical Workwear

Lab coat Navy	Lab coat White	Boiler suits Navy
		
Chef's White Jacket	Cargo trousers Navy	Polo shirt Black
		
Sweatshirt Navy	Hi Viz Jacket	Fleece Navy
		

