

13th December 2017

Dear Sir / Madam,

Contract Title: Void Property Cleaning and Cleaning Services for Stockport Homes.

Tender Reference: VOIDCMC17

Stockport Homes (SHG) invites you to submit a tender in accordance with the attached tender documentation consisting of the following:

Tender Documentation	Section title
Part 1	Invitation to Tender
Part 2	Conditions of Tender
Part 3	Conditions of Contract
Part 4	Background to Stockport Homes
Part 5	Specification
Part 6	Tender Response Questionnaire
Part 7	Form of Tender
Part 8	Form for Non Canvassing
Appendix number	Title of Appendix
1	Pricing Schedule
2	Tender Response Questionnaire
3	Stockport Homes Terms and Conditions
4	Stockport Homes Environmental Policy

All Tenders must be submitted in accordance with the instructions and requirements set out in the Tender documentation. Failure to comply with these instructions will result in your Tender being rejected.

The appointment will be for an initial period of 3 years from the date of award of the Contract, subject to satisfactory performance, with a possible one-year extension on agreement between the parties.

Bidding contractors should be aware that Stockport Homes pride themselves with exceptional Void Management Performance, and the successful contractor will be required to support SHG in maintaining this high level of performance.

The closing date for return of Tenders is 24th January 2018, 12.00 noon. Tenders should be returned to: Procurement email account, procurementshl@stockporthomes.org under no circumstances will late Tenders be considered. You should receive an automated response from the procurement inbox that assures you your tender has been received. If you do not please call 0161 474 3579.

All tenders, requests for clarification or questions relating to the tender process should be communicated to: procurementshl@stockporthomes.org

If you are shortlisted for an interview, you will be contacted and notified by SHG week commencing 29th January 2018 Please note that interviews will be held on week beginning 5th February 2018. These dates may change.

SHG is not obliged to accept the lowest or any tender.

Yours sincerely

Rachel Mills – Head of Maintenance and Commercial Services



Proud to be part of **SHG**

TENDER DOCUMENTATION

TENDER FOR THE SUPPLY OF

Void Property Cleaning and Clearing Services for Stockport Homes.

TENDER REFERENCE NUMBER: VOIDCMC17

CLOSING DATE FOR SUBMISSION OF TENDER APPLICATIONS

Wednesday 24th January 2018 at 12.00 noon

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PART 1 – INVITATION TO TENDER

- 1.0 Stockport Homes Group (SHG) invites competitively tendered offers in accordance with the attached Tender documents.
- 1.1 Tenderers are advised to read this Invitation to Tender and all supporting documentation very carefully to ensure they are familiar with the nature and extent of the obligations to be accepted by them if their tender is successful.
- 1.2 SHG does not bind themselves to accept the lowest, or any offer and receives the right to cancel the procurement process at any time.
- 1.3 SHG will not be responsible for, or pay any expenses incurred by the Tenderer in preparation of this tender.
- 1.4 Any apparent ambiguities, errors, or omissions in the tender documents should be notified to SHG's Procurement Officer without delay; please mark emails F.A.O The Procurement Officer and send to procurementshl@stockporthomes.org
- 1.5 It is the sole responsibility of the Tenderer to ensure their tender is received in time. Tenders received after the closing date will not be accepted.
- 1.6 Completed tenders are to be returned by email to procurementshl@stockporthomes.org. Tenders submitted by other means will not be accepted.
- 1.7 Clarification questions relating to this tender must be emailed to procurementshl@stockporthomes.org The deadline for receipt of clarification questions is 7 calendar days before the tender return deadline. Responses given to clarification questions will be shared with all tenderers, unless you expressly require it to be kept confidential at the time the request is made. Should SHG decide the contents of the request are not confidential you will be given the opportunity to withdraw your clarification request.
- 1.8 All submissions must be in the English Language and priced in Sterling, exclusive of VAT.
- 1.9 The deadline for the return of completed tenders is Monday 24th January 2018 at 12.00pm
- 1.10 Tenders must be accompanied by:
 - A signed form of offer
 - A signed Non Canvassing Form

- A signed completed Tender Response Questionnaire
- Completed Pricing Schedule

Introduction

Stockport Homes Group (SHG) issues this Invitation to Tender.

For the avoidance of doubt as this is an Open Procedure.

Providing cleaning services in void (empty) social housing properties, but not limited to: property and garden clearances; pre-cleans; carpet cleans and the removal of rubbish, graffiti, non-licensed asbestos removal, pest removal, hoarded items, needle sweeps and electrical goods.

The removal and disposal of items fly tipped on SHG land, specialist deep cleaning to dwellings and land as directed including graffiti and hazardous waste removal, delivery of and collection of furniture recycling scheme, garage clearances, de-canting residents effects to storage and return all under the management of Stockport Homes Group and the ownership of the Borough of Stockport.

Period of Contract

The Contract shall commence on 1st April 2018 and expire on 31st March 2022. The contract will run for a period of 3 years with a potential extension period of 1 year.

Options to extend are subject to satisfactory performance throughout the life of the contract and the SHG's confirmation of funding availability (budget).

Summary of Requirements

The successful contractor MUST be able to complete a pre-clean to a void property within 24 hours of being advised that SHG have access to the site and to complete any external clearance within 3 days.

The successful contractor MUST be able to attend to an emergency as detailed below:-

Response times for emergency cleaning:

- | | | |
|---|------------------------------------|--------------------|
| o | Office hours 08:00 – 17:00: | 4 hour
response |
| o | Out of office hours 17:00 – 08:00: | 4 hour
response |

The successful contractor MUST hold a current and valid waste carrier license for the full duration of the contract.

A full Specification of the requirement is set out in client – Specification for Cleaning and Clearance Services.

Please read the Specification thoroughly as they are documents against which your responses will be evaluated.

PART 2 – CONDITIONS OF TENDER

Period of Validity

2.1 The tender shall be open to acceptance by SHG for a period of six months.

Confidentiality

2.2 Tenderers must treat the tender documents and all details contained within, as private and confidential.

2.3 This invitation and its accompanying documents shall remain the property of SHG and must be returned on demand.

Freedom of Information Act 2000 (FOIA)

2.4 SHG is subject to the Freedom of Information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIR).

2.5 As part of SHG's obligations under FOIA and / or EIR, it may be required to disclose information concerning the procurement process or the contract to anyone who makes a reasonable and valid request.

2.6 If tenderers consider that any of the information provided in their tender is commercially sensitive (meaning it could reasonably cause prejudice to the organisation if disclosed to a third party) then it should be clearly marked as "not for disclosure to third parties" together with valid reasons in support of the information being exempt from disclosure under FOIA and / or EIR.

2.7 Should an information request be received, SHG will endeavour to consult with tenderers and have regard to comments and any objections before it releases any information to a third party under FOIA and / or EIR. However, SHG shall be entitled to determine in its absolute discretion whether any information is exempt from disclosure, or if it is to be disclosed in response to a request for information.

2.8 SHG will make its decision on disclosure in accordance with the provisions of FOIA and / or EIR and can only withhold information if it is covered by an exemption from disclosure under FOIA and or EIR.

2.9 SHG will not be held liable for any loss or prejudice caused by disclosure of information that:

- Has not clearly been marked as “not for disclosure to third parties” along with supporting reasons or
- Does not fall into a category of information that is exempt from disclosure under FOIA and / or EIR or
- In cases where there is no absolute statutory duty to withhold information, then notwithstanding the previous clauses, in circumstances where it is in the public interest to disclose any such information.

Insurance

- 2.10 The successful Tenderer(s) must hold as a minimum the following insurances, throughout the duration of the contract period:

Product Liability - £5 million

Professional Indemnity Insurance - £10 million

Public liability - £5 million

Employer's Liability Insurance - £10 million

Assumptions

- 2.11 Tenderers must not make assumptions that SHG has experience of their organisation or their service provision even if on a current or previous contract. Tenders will only be evaluated on their information provided in their response.

Contract Monitoring, Performance Indicators and Key Performance Indicators (KPIs)

- 2.11 SHG is committed to helping improve the efficiency of contracted suppliers through sharing information on performance measurement. The final criteria for measuring performance shall be agreed with the successful supplier and formally documented.

Quantities Stated

- 2.12 Tenderers should note that where quantities are given in this specification they are estimates only and are not be binding on SHG.

Award Criteria

- 2.13 The Contract shall be awarded on the basis of the most economically advantageous tender (MEAT), using the criteria as outlined in the attached specification.
- 2.14 SHG is not bound to accept the lowest or any offer.
- 2.15 The successful offer including any post tender clarification, together with SHG's written acceptance, and the tenderer's acceptance of SHG's standard Terms and Conditions will form a binding contract between SHG and the successful tenderer.

Price

- 2.16 Prices must be stated in the Price Schedule (as detailed at Appendix 1) and must remain open for acceptance until six months from the closing date for receipt of tenders.

Interviews

- 2.17 Interviews will be conducted to gain understanding and clarification of tenders. It is not envisaged that every tenderer will, necessarily, be invited to interview. Those tenders invited to attend interview will be invited on the basis of an appraisal of the tender pricing data and preliminary marking of the tender quality submissions. The procedure for interviews will be advised when required.

Tender Assessment

- 2.18 Tenders will be assessed by an Assessment Panel consisting of relevantly experienced members of SHG staff. Members of the Assessment Panel will independently award marks for each of the tender responses provided, based against an award criteria. The Assessment Panel will then agree a final score collectively.

Details of the scores given for each of the areas assessed will be fully recorded and will be communicated to tenderers before the award of the contract.

TUPE (Transfer of Undertakings (Protection of Employment) Regulations 1981.

- 2.19 Tenderers attention is drawn to TUPE requirements. TUPE may apply to the transfer of the contract from the present provider to the new one, giving the present provider's staff (and possibly staff employed by any present sub-contractors) the right to transfer to the employment of the successful tenderer on the same terms and conditions. An appendix showing the incumbent contractors staff is enclosed.
- 2.20 Tenderers must be prepared to accept all liabilities that may arise as a consequence of the application of TUPE, and should seek independent professional advice on the effect of TUPE.

Social Value

- 2.21 We are committed to acting in a socially responsible way, and will seek to influence our contractors and partners to do the same. In accordance with the Social Value Act 2012, we will consider how the services we commission and procure might improve the economic, social and environmental well being of the area. This will ensure that we are directing our purchasing power towards transforming people's lives and improving our local communities wherever possible.

Living Wage

- 2.22 SHG is a Living Wage employer, which means we are committed to paying all our staff the Living Wage. SHG encourages its suppliers to pay their own direct employees the Living Wage.

Modern Slavery Act

- 2.23 The Modern Slavery Act 2015 aims to eradicate Modern Slavery, including human trafficking, child labour, forced labour and servitude. SHG supports the principal of the act in eradicating modern slavery and seeks assurance from suppliers of their commitment to the Act.

Canvassing

- 2.24 Any tenderer who directly or indirectly canvasses any Member of SHG concerning the award of the contract is likely to be disqualified.

PART 3 – Conditions of Contract

CONDITIONS OF CONTRACT

There are two parts to the conditions for this contract. One part contains the Stockport Homes Group's standard conditions; the other contains the special conditions applying to this cleaning contract as detailed here. If there are, any inconsistencies the special conditions will apply. In all cases, the terms Supplier and Contractor are deemed to be the same person, as are the terms Contract Administrator (CA), Stockport Homes Group (SHG).

Stockport Homes Standard Terms and Conditions

- 3.1 These conditions of contract shall be read in conjunction with the standard Terms and Conditions of SHG; these are attached at Appendix 3. The terms and conditions and the requirements within the specification, together with the successful tenderers response shall form the basis of the contract between SHG and the successful tenderer.

Period of Contract

- 3.2 It is anticipated that this contract shall commence on 1st April 2018 and run for a period of 3 years with a potential extension period of 1 year

Contract Management

- 3.3 The Contract Manager for this contract is Michael Eastham, Maintenance Manager
- 3.4 The successful Tenderer shall provide SHG with a designated point of contact for the duration of the contract. The designated contact shall be responsible for the execution and management of this contract and will liaise with SHG as required.

Contract Performance Review

- 3.5 The contract performance will be reviewed regularly, at a frequency set by SHG. This is likely to be more frequent in the first few months of delivery of the services. Successful tenderers are therefore required to ensure their full co-operation with SHG.

Financial Management – Orders and Payment

- 3.6 SHG shall pay correctly addressed and undisputed invoices within 30 days in accordance with the standard Terms and Conditions of the contract.
- 3.7 Invoices are to be sent to Contract Administrator, Repairs 1st Team, Cornerstone, Stockport

Subcontractors / Suppliers

- 3.7 SHG will consider tenders where subcontractors are used or where some of the services required in this ITT are provided in consortium or shared services arrangements. Where the Tenderer proposes to use one or more sub-contractors to deliver some or all of the contract requirements your response to the relevant section in the Tender Response Documents should provide details of the proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each subcontractor and the key contract deliverables each subcontractor is responsible for.

Non-Compliant / Incomplete Tenders

- 3.8 Tenders may be rejected if the complete information called for is not given at the time of tendering or if the tender submission fails to comply with the format and presentation as instructed in this ITT document.

Acceptance of Tender Submissions and standstill period

- 3.9 SHG will in accordance with Regulation 86 of the Public Contracts Regulations observe a 10 day “standstill” period between the intention to award a contract and entering into a contract with the successful supplier. At the start of the period each tenderer who has submitted a tender will be sent a letter stating:
- the criteria for the award of the contract
 - the reasons for the decision including
 - the name of the successful supplier
 - their score and the score of the successful supplier
 - the “characteristics and relative advantages” of the successful tender compared to their tender.

SPECIAL TERMS AND CONDITIONS OF CONTRACT FOR THE SUPPLY OF CLEANING SERVICES

3.10 Quality

The Services to be supplied under the contract shall be of the quality, standard, nature or sort specified in the tender. Where the materials used are subject to British, European or International Standards specifications the materials shall conform to those specifications or if British, their equivalent European standard.

During the Contract period, the CA may require rectification of any default in the Services at no additional cost if the service provided does not comply with the quality standard specified.

Delivery

Where the Contractor fails to deliver the service or fails to rectify the default either wholly or partly, SHG may purchase the services elsewhere and the Contractor shall be liable for any loss caused or additional costs incurred, including any reasonable administrative or legal expenses.

The Contractor shall only carry out work as specified unless there is prior authorisation in writing by the CA.

Variations

The CA will generally give the Contractor a minimum of 4 hours' notice of minor changes to omit or add sites or vary duties at specific sites. There may be occasional immediate responses required due to operational issues.

Changes will be discussed via telephone, agreed verbally, and confirmed via email within 24 hours. Minor changes are defined as variations that are valued at less than 10% of the individual order's value and significant changes are changes valued at more than 10% of the individual order's value. A minimum of 30 days' notice will be given for major changes which are those requiring a re-wording or the provision of a new schedule of rates item. If required, any adjustment in price to reflect the variations shall be on the basis of the rates and prices in the attached schedule of rates.

SHG reserves the right to agree a variation in the standard of cleaning in specific locations if requested by users or SHG. Residents in certain locations may for example request enhanced levels of service which could include more regular or /in depth cleans. SHG will, in such cases, issue a revised schedule of rates for the relevant address.

Accounts

The Contractor shall provide completed works information on a weekly basis via email and will receive a statement from SHG within 2 working days confirming value to be invoiced. The Contractor shall submit a single invoice for the SHG statement value. The Contractor shall maintain an effective invoicing system to satisfy SHG's requirements.

The invoice must specify the site address, SHG order number, the schedule of rate's items that apply and any day works that apply. The invoice shall also include the dates on which the service was provided. Invoices must be sent to SHG, Cornerstone, 2 Edward Street, Stockport, SK1 3NQ. SHG is moving towards the issue of orders and the submission of invoices via a web portal. The contractor must have internet access and will in due course need to collaborate with SHG to have systems in place to enable the access to the portal.

The normal payment period is 30 days from the receipt of a valid invoice, except where any further discount is offered for prompt payment. Such earlier payment shall be at the absolute discretion of SHG.

Invoices shall include the total cost, tax point date, amount and applicable rate of VAT, sort code and account number to which payment is to be made. An invoice which does not contain all this information will be deemed not to be a valid invoice and will be returned.

Where the Contractor receives an instruction that falls outside of the contract specification the contractor shall submit separate invoices for the works undertaken.

If the Contractor falls under the Construction Industry Scheme as defined in the Income and Corporation Taxes Act 1988 the Contractor will need to be registered and produce evidence of such registration to SHG prior to the payment of any invoice. Where such proof has not been produced no payment shall be due, and no invoice received shall be a valid invoice.

Where applicable SHG shall make payments in accordance with I.R.35.

SHG will not make payment against any form of demand other than an original valid invoice.

SHG reserves the right to deduct the amount of any duplicate payment from any sum then due or which at any future time may become due to the Contractor.

Default in performance

The objective of this contract is to achieve a high quality service with a Contractor who will work closely with SHG to achieve this standard.

If the CA is not satisfied with the standard of work or performance he or she will issue a default notice by email, specifying the fault/omission/substandard work. SHL utilise a Vendor rating system to help manage contractor performance, and this may be used to record and implement actions as necessary. The notice will allow a period of 24 hours for the Contractor to rectify the default. The Contractor must put right at its own expense any faults omissions or substandard work to the reasonable satisfaction of the CA and within the time specified by the CA in the notice of default Email.

If the Contractor disagrees that the allegation of fault, omission or substandard work is correct it must put the grounds for the disagreement in writing, or by email, within 5 days of receiving the notice of default. The Contract Manager will judge whether the notice of default is correct and whether the contract or specification is being complied with.

If the Contractor does not comply with the default notice the CA will be entitled to levy a charge up to £250 for each notice. The actual charge will reflect the value of work that the Contractor has failed to complete, in a satisfactory manner and any loss to Stockport Homes as a consequence of that failing. It will reflect the actual cost of rectification so as not to penalise the contractor unjustly.

If the CA issues the Contractor with more than 2 default notices / vendor ratings in a week, 5 in a month, or 25 in a year SHG may give 13 weeks' notice to terminate the contract on the grounds that this level of default amounts to a fundamental breach of the Contract.

Contractors Staff

All staff employed on this contract must have completed a DBS check through the Disclosure and Barring Service and SHG may request evidence that this has been done. All the contractors' staff must attend an SHG induction prior to commencing the contract.

The Contractor shall ensure their staff perform their duties in an orderly manner and in as quiet a manner as may reasonably be practicable having regard to the nature of the duties being performed by them and maintain the highest standards of hygiene, courtesy and consideration.

The Contractor shall require the staff, at all times while engaged in the provision of the Services, to be properly and presentably dressed in appropriate uniforms or work wear including photographic identification to the satisfaction of SHG. The Contractor shall ensure all operatives display and produce on request valid identification. Such uniforms, or work wear, or identification badges to be worn by the Contractor's staff shall be provided, maintained and replaced as necessary by the Contractor at the his cost.

Where the nature or the place of any duties upon which the Contractor's staff shall be engaged in the provision of the Services make the wearing of any special or

protective clothing or footwear necessary or appropriate, the Contractor shall provide and shall require the staff to wear such clothing or footwear. Where SHG's policies, rules, procedures, or standards require any special or protective clothing or footwear to be worn, the Contractor shall ensure that such clothing or footwear is provided for and worn by the staff. Such special or protective clothing or footwear shall be provided, maintained and replaced as necessary by the Contractor at their cost.

All monies or other items of value found by the Contractor's employees at any of SHG's locations shall be handed to the CA or his/her representative as soon as possible and a written receipt obtained.

Gratuities - The Contractor shall not, whether themselves, or by any person employed by the Contractor to provide the Services, solicit any gratuity, tip or any form of money taking or reward, collection of charges from any part of the Service other than bona fide charges approved by SHG.

The Contractor shall maintain accurate and up to date records of all employees engaged in connection with the contract. These records shall be open for inspection by the CA at all reasonable times and a copy of the records shall be provided on request within 5 working days.

Access

The Contractor shall make sure that employees maintain the security of the premises, for example, make sure doors and windows are securely locked/closed when leaving, that alarms are reset where fitted, and keys/alarm fobs are placed in the on-site key safe at the end of each day

The Contractor and its employees shall be responsible for the safekeeping of any keys, passes and other means of entry that SHG provides. The Contractor shall only permit these to be given to employees who are on the list provided to SHG and then only for the purpose of providing the service. The Contractor will keep accurate records detailing the name and dates of their staff who hold keys and passes. The Contractor must inform the CA immediately of any losses and shall reimburse to SHG the cost of replacement and any other security measures implemented as a result of such a loss.

SHG utilise a 'suited key system' which enables lean working practices. Keys will be allocated as requested and must be returned to SHG on completion of the contract.

The Contractor shall ensure that residents' or visitors' access to the blocks is not restricted **or obstructed** unnecessarily during the cleaning process

The Contractor shall make sure that no employee uses premises for any use other than performance of the services in the contract.

Void properties – There will be no set work pattern but areas shall be cleaned as specified within the standard 8.00am-17.00pm working time. There may be occasional requirements for weekend working with prior arrangement of the CA when experiencing periods of exceptionally high demand.

Equipment and Materials

The Contractor shall provide all materials, protective clothing and equipment necessary for the provision of the service to all the areas included in this contract and use cleaning products that meet British or equivalent European Safety

Standards and products that are stated to be environmentally friendly. The Contractor shall maintain in a safe, serviceable and clean condition and replace as necessary all equipment used by the Contractor's employees in the provision of the Service at any Site. The Contractor will ensure all staff are trained in the use of all equipment and materials.

The Contractor shall prepare, mix and use all materials and prepare and use all equipment in a safe manner and to the satisfaction of the CA and shall keep the same when on SHG's premises under proper control and safe keeping and shall ensure all materials are properly, accurately and clearly labelled on their containers.

The Contractor shall be responsible for the security of all materials and equipment used by the Contractor in connection with the provision of the Service and SHG shall be under no liability in respect thereof. The Contractor shall keep a separate and up to date record of all the cleaning products and chemicals used as part of the tender, which must be available for inspection at any time.

The Contractor shall provide its own storage facilities where necessary, if none is available on site.

The Contractor shall only use storage facilities, light, water or power in accordance with SHG's Environmental Policy (Appendix 4).

At the end of the Contract Period or upon earlier termination of the Contractor's employment, the Contractor shall leave the relevant Sites in a secure, safe, serviceable and clean condition.

Health and Safety

In addition to any other requirement of the Contract the Contractor shall provide for each site, location or establishment, site specific Method Statements and Risk Assessments prior to the commencement of the Contract taking into account the Contractor's health and safety policy and working practices, including lone working

and that the population of the flats reflects the population at large. In some blocks there may be people infected with Hepatitis B, other infections or HIV. The Contractor may sometimes have to deal with spillages of bodily fluids.

The Contractor must, if required, cease work for a fire practice and/or site evacuation. The Contractor must allow in their tender for all safety costs relating working in or around buildings.

At all times the Contractor must ensure that any trailing leads or hoses are fitted with residual current devices and do not constitute a trip hazard and that suitable and sufficient signage is displayed at the site to provide warning of the activities.

Ensure all Contractors Teams are contactable by a mobile phone during working hours and provide the contact numbers to SHG.

Ensure that employees or their supervisor are instructed to inform the CA straight away of any unsafe features, repairs to communal parts or any matter of cause for public concern at any site.

Make sure employees or supervisors do not smoke or play radios etc., on the premises covered by the contract.

The contractor shall comply with all Health and Safety requirements, including:

The Health and Safety at Work Act 1974

Construction (Design and Management) Regulations 2015

HHSRS 2004

W.E.E.E. Regulations 2006

Control of Substances Hazardous to Health 2002

Environmental Protection Act 1990

Wildlife and Countryside Act 1981 (as amended by the Countryside and Rights of Way Act 2002) relating to roosting Bats in loft spaces.

Contract Administration

The Contractor must do all of the following:

Appoint a manager to be the first point of contact with SHG's CA in respect of any matter concerning the contract;

Have a clearly defined cleaning work schedule specific to the individual sites;

Maintain an electronic data system to record and respond to all requests from the CA regarding service failures and rectification, additional works or permanent variations to the contract and use agreed documentation supplied by SHG;

Have a complaints procedure, including at the end of the procedure a method to demonstrate how lessons learned will be included in regular working methods;

Employ or engage sufficient trained staff including administrative support to ensure that the Service is provided at all times and in all respects in accordance with the Contract Standard;

Receive and deal with enquiries from the public or residents in a courteous and respectful way and refer to SHG any enquiries they cannot deal with;

At no additional cost supply any information or records required by SHG to monitor the contract or required by SHG to comply with any auditing requirements;

At no additional cost, work with SHG to implement recycling policies and initiatives as they affect the Service and any future Government legislation or recommendations taken up by SHG

Financial and Monitoring Performance

The Contractor shall:

Provide a monthly management report on the service in a manner compatible with SHG's performance monitoring. Information required shall include:

- Monthly total of void property clearances – location, date/time reported – date/time cleared
- Monthly total of void garden clearances – location, date/time reported – date/time cleared
- Monthly total of void property pre-cleans - location, date/time reported – date/time cleared
- Monthly total of discarded syringes removed - location, date/time reported - date/time removed
- Monthly total of graffiti removed [identified as offensive/non offensive] - location, date/time reported - date/time removed
- Consignment notices for disposal of waste.
- Monthly total of fly tipped items removed

PART 4 – BACKGROUND TO STOCKPORT HOMES

4.0 About Stockport Homes

Stockport Homes was formed in 2005 to manage housing stock across Stockport on behalf of Stockport Council. As a limited company we operate as an ALMO (Arms Length Management Organisation), so whilst the company is owned by the Council, we operate independently on day to day matters and delivering services to our customers. We currently manage 11,500 properties across the Borough.

During 2016 we extended our services, through a new trading company “Three Sixty” and a development company “Viaduct”, the new companies mark an exciting period of growth for us along with bringing in new staff members and services under the Stockport Homes Group (SHG) Umbrella.

4.1 The ASPIRE Culture

The SHG ASPIRE culture makes sure we are delivering the services needed by our customers:

Ambition: we have the ambition and courage to challenge, translating this into commercial success and brilliant outcomes for customers.

Social Responsibility: We always try to do the right thing; using our role as a service provider, employer and buyer to generate trust, build our communities and empower our people.

Passion: we have a passion for what we do, with positive, motivated and enthusiastic staff who enjoy their work.

Innovation: we are innovative in everything we do, with the agility, creativity and edge to keep defying expectations and deliver fresh and exciting things.

Respect: we treat each other with respect; supporting and inspiring one another and collaborating across teams and partnerships.

Excellence: we continually improve how we work; challenging the status quo, learning from what goes well and always being professional.

4.2 Mission Statement

One Team Transforming lives

4.3 Aims

SHG Aims:

- Be a great place to work

- Be accountable to customers
- Maximise efficiency
- Reduce inequalities
- Build strong collaborative relationships locally, regionally and nationally
- Improve the Environment

Stockport Homes Aims:

- Engage customers and communities
- Provide comfortable, affordable homes
- Deliver thriving, safe and sustainable neighbourhoods
- Support the council to meet its aims in Stockport

PART 5 – SERVICE SPECIFICATION

Specification for Cleaning and Clearance Services

Introduction to the Service Specification

Stockport Homes (The Company) is an Arm's Length Management Organisation (ALMO) with over 30,000 customers. It manages and develops housing on behalf of Stockport Council, owns properties as a result of property development, empty homes and mortgage rescue activity and manages others on behalf of private landlords. Its role includes delivering a range of services, often in partnership. These help manage and improve neighbourhoods, support vulnerable people at all stages of their lives and assist Stockport Council to discharge its legal obligations to those who need housing. In addition, Stockport Homes carries out commercial work for private customers and for other Council companies

Stockport Homes currently experience approx 900 empty homes per year, although we do expect this to rise in the coming year to around 1000. The rapid turnaround of these properties is essential in order to maximise income to the business, provide homes to customers as quickly as possible and to sustain neighbourhoods in terms of appearance. The role of the contractor in meeting this specification will be to ensure that cleaning and clearance of properties both internally and externally is completed as quickly as possible and to a high standard. The overall aim of providing high quality homes and sustainable neighbourhoods. Ad hoc clearance and cleaning at tenanted properties will also be required as part of this specification as will be the clearance of non licenced asbestos removal and out of hour's clean up's. The contractor will also be expected to attend to ad hoc clearances on estates following fly tipping and graffiti removal.

Tenderers are informed that the overall purpose of this Contract is to ensure clean and clear of empty properties, tenanted properties as required on an ad hoc basis, and communal areas or tenanted properties where out of hours messes are addressed. The removal of non-licenced asbestos will also be done as needed as will ad hoc clearances on estates following fly tipping and graffiti removal. All work shall consequently be carried out and timed in such a way as to leave the whole of each site in a well-maintained, tidy, and safe condition.

Please note, The contractor will be required to record activities both before and after work has taken place for two reasons;

- 1) To ensure that all works have been completed to the required standard, and that any claims are reflective of the level of work involved and,
- 2) So that any costs relating to clean and clears that are the responsibility of the previous tenant / other third party (for example fly tipping) can be evidenced and recharged to that person. This photographic evidence will need to be produced as requested by the CA.

Type	Approx Quantity per annum covered in this tender
Internal clearance (voids)	406
External clearance (voids)	154
Sparkle clean (voids)	515
Priority Clean and Clearance Voids (for direct let opportunities)	150
Internal clearance (tenanted properties)	0
External clearance (tenanted properties)	1
Sparkle clean (tenanted properties)	5
Non licenced asbestos removal	35
Out of hours messes	85
Estate clearance	10
Graffiti removal	16

Please note:

The quantities included in this tender are based on predicted / forecasted quantities for 2018 based on trends and forthcoming legislation changes.

Specification for Garden/ House Clearance to Voids

The Contractor will be responsible for undertaking both scheduled and unscheduled work to clear the gardens of void properties of both natural and man- made waste and pests. In addition, the Contractor may be required to remove waste/refuse from inside the property (including loft areas, balcony areas, outhouses, cellars, and any attached storage sheds). The Contractor's rate should include for all labour, materials, equipment, skips, transportation and all associated off site costs as may be deemed necessary for the removal of the waste. The Contractor must demonstrate where hazardous and non-hazardous waste is being disposed, and the relevant waste management licence number.

Please note, consignment notes for hazardous waste removal will need to be specific to removals completed on a daily basis unless the contractor is registered as a waste transfer station.

Property internal clearance (including loft spaces, balcony areas, outhouses, cellars and any attached storage sheds)

This is to include the removal of :

- General items :
Typically these will include all household furniture, wall hung pictures, posters, window blinds, newspapers, cardboard boxes, polystyrene, old phone directories, general paper, foodstuffs and their containers, packaged household items. This will also include small toys, garden pots and containers.
- General building waste and tools/ materials from property :
This will include doors, windows, glass, timber, bricks, metals, rubble, blocks, sand, plastics, roof materials, guttering materials and the like. Additionally all garden tools are to be grouped into this category.

Removal of floor covering: Floor coverings shall include lino, carpet, carpet tiles, carpet underlay, thermoplastic tiles, gripper rods, laminate flooring, underlay to laminate flooring and flooring beads to laminate flooring.

Electrical items: This covers all items such as desk lamps, electric irons, toasters, kettles, hair dressing products, hand tools, battery operated toys and the like. This section includes all domestic white goods unless specified to be left in property. Televisions and fridges/freezers are to be disposed of in accordance with W.E.E.E. Regulations 2006

Removal of clothes

Clothes include shoes, hats and hangers. For the purposes of this contract, clothes shall also deem to include all curtains, linen and bedding items (including duvets, sheeting, mattress covers, pillows and the like).

The above list is for reference purposes and may not describe all of the waste items that may exist within any property/premises.

Void clean

Standards to be achieved:

Cleaning standards to be achieved need to be in line with the following as a minimum:

- Glazed windows will be cleaned internally including glass, PVCu, cill boards, handles and ventilators. This will include removal of nicotine, non-permanent marks, dirt and dust.
- Ground floor windows, entrance doors and sills will be cleaned internally and externally.
- First floor windows will be cleaned internally only.
- Balconies, where installed, will be cleared of rubbish bags and debris, and will be brushed and swept clean.
- All doors will be wiped down, including handles and all furniture. This will include removal of nicotine, non-permanent marks, dirt marks and dust
- Skirting boards, door frames including architraves and other glossed items i.e. shelves, will be cleaned and free of nicotine, non-permanent marks, dirt and dust

- Kitchen cabinets will be cleaned inside and out including shelves, unit tops, drawer doors, worktops and base shelf and will be free of grease, nicotine, non-permanent marks, dirt and dust
- Sink bowls and drainers will be clean, including taps, plug, chain, overflow and outlet and be free of grease, non-permanent marks, dirt, dust and any residue from cleaning products
- Fire surrounds and radiators will be clean, free of nicotine, non-permanent marks, dirt, dust and paint splashes
- Walls and ceilings will be clean, free from non-permanent marks, dirt, grease and cobwebs
- Stair treads will be swept clean free of dust and strings, handrails and infill posts or panels will be clean, free of nicotine, non-permanent marks, dirt or dust
- Asphalt and tiled floors to rooms other than kitchen and bathroom will be swept, free from dirt and dust then wet mopped and dried
- Floor coverings in bathrooms and kitchens will be swept, free from dirt, grease, dust and water based paint splashes. Floors will be wet mopped and dried.
- Timber and concrete floors will be swept free from dirt and dust.
- Baths, shower enclosures including screens, basins and WCs will be clean, free from grime, non-permanent marks and dust
- Disinfect toilets
- Taps, plugs and chain, waste outlets, bath panels and WC seats will be clean, free from grime, non-permanent marks, dirt and dust.
- Tiled areas will be clean, free of grease, grime, mould and dirt
- Footpaths will be swept and free from dirt, rubble and litter
- Litter pick gardens on handover day
- An air freshener will be left in the property
- Clean any other landlord fittings e.g. boiler casings etc.
- In furnished properties, Fridges, carpets and other soft furnishings to be cleaned and vacuumed.
- Also all tacks, nails, tape and other fixings from walls

Garden Clearances (front, back and side gardens)

This is to include the removal of:

- General items :

This will include all garden waste including household items, garden toys, loose rubble, bricks, loose timbers, emptying of recycle bins where specified, building waste, all nature of floor coverings if applicable, loose and broken glass, tyres, and car batteries, and any hazardous waste, with any slabbed areas to be swept clean. Also greenhouses, outbuildings and timber sheds.

Electrical items: This covers all items such as desk lamps, electric irons, toasters, kettles, hair dressing products, hand tools, battery operated toys and the like. This section includes all domestic white goods. Televisions and fridges/freezers are to be disposed of in accordance with W.E.E. Regulations 2006.

Strimming or cutting down of overgrowth/green waste:

This is deemed to include strimming weeds, grass, overgrown shrubs, hedges and general vegetation. In addition, trees where branches hang lower than 1.5m are to be trimmed back.

All natural garden waste is to be recycled and disposed off site where possible in an appropriate manner.

The Contractor may encounter Japanese Knot Weed, or Hogweed. The Contractor will ensure that operatives are able to identify Japanese Knotweed or Hogweed and if encountered, the Contractor is to inform the client immediately who will arrange for SHG's specialised team to visit and take any necessary course of action required

Removal of larger toys

Large toys shall include bicycles, trampolines, garden slides, paddling pools, football goals and the like. Where possible such items are to be recycled.

The above list is for reference purposes and may not describe all of the waste items that may exist within any garden/premises.

Sparkle Clean

Includes washing out all cupboards and drawers, cleaning and descaling all sanitary ware, cleaning and polishing all vinyl floor coverings, vacuuming carpets if in situ, wash down all worktops, clean and polish stainless steel sink tops and taps to all fittings, removal of cobwebs, wash down walls, skirting boards and architraves, window frames and window boards. Internal glazing to all windows (and ground floor windows externally).

Environmental heavy/ Bio Clean of premises

Clear out environmentally dirty dwelling. Dispose of anti-social, medical or human debris etc. This includes deep cleaning all internal surfaces to include floors, walls, windows and window boards, skirting's, all sanitary ware, kitchen units internally and externally, work surfaces, glazed wall tiles, sink top and any internal / external doors including ironmongery. The contractor will carry out an audit of premises to quantify the clean has been carried out to satisfactory standard before informing the client the property has been completed

Pre-Cleans

Please note, in the event that a pre clean is requested/required, this may need either a sparkle clean or an environmentally heavy clean to take place initially to allow works to then take place. This will need to be clarified with the CA at the time the work is completed. We would generally expect pre-cleans to be an additional sparkle clean, but at the front end of the process.

Pigeon Faeces clean to balcony

Clean pigeon faeces as necessary.

Fridge/Freezer removal

All fridges/freezers are to be disposed of to comply with the current regulations for disposal of fridges and their effluent. **Fridges and freezers are classed as hazardous waste.** See also WEEE Regulations 2006.

Domestic white goods removal

This includes tumble dryers, washing machines, spin dryers, dishwashers and cookers. All leads and cables attached are deemed included for removal. **Certain components contained within white goods may contain mercury or solder which should be dealt with as a hazardous waste.** See also W.E.E.E. Regulations 2006.

Syringe Sweep

The Contractor to undertake a complete sweep of the whole property and surrounding areas (behind radiators, on top of kitchen units, garden, garage, outhouses, lofts and cellars) to collect any discarded syringes. All syringes are to be collected into the **correct** disposal container up to 5 litres per property, which is to be sealed and disposed of under the current legislation. Any return visit required is deemed inclusive in the original instruction. **This work must not be undertaken without the prior instruction of SHG.**

Shed and Greenhouse Removal

To include any garden sheds, purpose made timber structures, glazed structures, pigeon/bird sheds up to a size of 10ft x 6ft inclusive of any contents if applicable, grubbing up ground bearing slabs and foundations and leave site level as specified by the SHG's CA.

Removal of Televisions

Televisions are classed as hazardous waste. The removal of all leads, plugs, fixing brackets and fixed T.V cabinets are deemed to be included. See also W.E.E.E. Regulations 2006.

Tyre Removal

Tyre removal includes the metal rim/alloy rim.

Car Battery Removal

These are classed as hazardous waste. Car batteries are to be removed and disposed under all current legislation relating to this item.

Fumigation of premises including flea infestation

This includes mopping the floors and spray fumigation of all internal surface areas. The Contractor will carry out an audit of premises to quantify the fumigation has been successful before informing the client the property has been completed

Removal of gas bottles/canisters up to 20kg

These are classed as hazardous waste

All gas bottles are to be taken away, emptied and then recycled.

Removal of furniture

This includes all beds (including mattresses and headboards), chairs, tables (including garden furniture), sofas, cabinets, and the like. All items are to be recycled wherever possible.

Pest removal – Rodents

Removal of rats, mice, squirrels and the like offsite to include removal of any droppings and baiting of area. Any contaminated loft insulation is to be removed only on the instruction of the client via email.

Pest removal – Ants and wasps nests

Removal of ants and wasps' nests from site.

Hazardous waste (not identified elsewhere in this specification)

Waste is defined as hazardous if it meets the following certain requirements:

- Listed as a hazardous waste in the List of Wastes (England) Regulations 2005 as amended
- Listed in regulations made under the Environmental Protection Act 1990
- The Contractor must be able to identify if any waste product is hazardous waste under the relevant descriptions and legislation covering the removal of hazardous waste. More information can be obtained from the Environment Agency's web site (www.environment-agency.gov.uk/hazwaste). Should the Contractor have any doubts with regards to the classification of any product/waste, he shall immediately stop work and contact the SHG's Contract Administrator.

This will include - but not be limited to:

Human faeces, blood and urine products

Paints

White spirits, methylated spirits, paraffin, petrol

Motor oil

Cooking Oil

Creosote

Fluorescent tubes

Prescription medicines

Some energy saving light bulbs

Weed killer

Pesticides

Flammables

Corrosives

Aerosol cans

Plasterboard

Note - Disposal of hazardous waste must be undertaken using heavy-duty disposable bags (typically, 36 inch x 24 inch-sized bags) which are then sealed.

The Waste Electrical and Electronic Equipment Regulations 2006 (WEEE Regulations)

RECYCLING WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (W.E.E.E)

The Waste Electrical and Electronic Equipment (WEEE) Regulations 2006 (as amended) place a duty on all Organisations to dispose of WEEE in a prescribed manner.

If the Contractor ("you"/"your") give your WEEE to a third party for disposal you must ensure that they are a registered waste carrier or other approved person. You must ensure that it is accompanied by a waste transfer note or hazardous waste consignment note (as appropriate) and taken to a suitable facility to be treated and recycled.

You must obtain and keep proof that your WEEE was given to a waste management business, and was treated and disposed of in an environmentally sound way.

Examples of WEEE include items such as:

Refrigerators,
Washing machines,
Microwaves,
Electric radiators / fans,
Air conditioner appliances,
Vacuum cleaners,
Printer units,
Personal computers,
Mouse and keyboard,
Laptops,
Calculators,
Telephones,
Televisions,
Video cameras / recorders,
Fluorescent lamps,
Electric drills,
Electric saws,
Tools for welding / soldering,
Tools for mowing or other gardening activities,
Smoke detectors,
Thermostats.

This list is not exhaustive.

Some waste electrical and electronic equipment (WEEE) is classified as hazardous/special waste. This includes WEEE that contains:

Polychlorinated biphenyls (PCBs)
Ozone depleting substances (ODS) (e.g. fridges and freezers)
Asbestos
Cadmium
Lead acid
Cathode ray tubes, (found in televisions and older computer monitors).

Asbestos

This is classed as hazardous waste.

Should the Contractor believe that **notifiable asbestos** is present in any waste, he shall stop work and immediately notify SHG who will make necessary arrangements for removal with SHG procured asbestos removal contractor. All notifiable asbestos is to be removed and disposed of only by a licensed contractor. All works are to adhere to the relevant legislation for the removal of asbestos containing products.

The Contractor will provide upon request from Council at any time, a waste transfer note for non-hazardous waste and a consignment note for any hazardous waste. Please note, consignment notes need to be specific for each day unless the contractor is registered as a waste transfer station.

Asbestos Removal

The contractor is responsible for removal of all non-licensed asbestos.

The work involves the full removal of asbestos textured coating, asbestos composite materials Floor tiles, as well as any asbestos containing materials, which are classed as non-licensable. The main items to include are:

- Asbestos thermoplastic and bitumen adhesive floor tiles throughout the ground floor areas.
- Asbestos textured coating to all ceilings and under stair

The works must be carried out under safe working procedures ensuring all operatives wear the correct PPE and carry out the removal, clearance and disposal following the HSE a23 and a28 guidelines.

Sparkle Clean (void)

This will include the removal of any minor items that have been left behind following maintenance repairs and consist of cleaning all fixtures, fittings, woodwork and deodorising the property. This will include brushing, cleaning and mopping floors and cleaning the entrance doors, exterior glass and PVC frames to all ground floor windows.

Tenanted properties

The contractor will be required to carry out the following as instructed:

- Clear tenanted properties of belongings/unwanted items including roof spaces where required
- Clear garages/sheds and other outhouses of belongings and debris
- Clear gardens of belongings, refuse items and debris including grass cutting/cutting back of hedges and shrubs/bushes
- Clear waste TVs and Computer Monitors
- Clear white good waste including cookers, fridges and freezers

Wash downs following a fire both internally and externally would be required to tenanted properties as applicable.

OOH Messes

The Contractor is responsible for:

- Clean up of blood and removal of blood stained items
- Clean up urine
- Clearance of human waste and clean affected area
- Clearance of vomit and clean affected area
- Fire damage clearance/clean up
- Flood recovery

Estate Clearance/Graffiti Removal

The contractor may be requested to remove dumped items on an ad hoc basis

The contractor may be requested to remove graffiti on/within properties and communal areas on an ad hoc basis

Response Times (from receipt of instruction)

Activity	Response time	Completion
Internal Clearance (void)	4 Hours	24 Hours
External Clearance (void)	24 Hours	48 Hours
Sparkle Clean (Void)	8 Hours	24 Hours
Priority Clean (void)	4 Hours	AM order, PM completion / PM Order, AM following day completion
Internal Clearance (tenanted)	48 Hours	48 Hours
External Clearance (tenanted)	48 Hours	48 Hours
Sparkle Clean (tenanted)	4 Hours	24 Hours
Out of hours messes	4 Hours	24 Hours
Non licenced asbestos removal	24 Hours	24 Hours
Estate Clearance	24 Hours	48 Hours

Graffiti Removal obscene or racist content	1 Hour	4 Hours
Graffiti Removal	1 week	1 week
Disinfestation/Bio hazard clean	24 Hours	24 Hours
Pest control treatments	24 Hours	48 Hours
Garden Maintenance	3 Days	7 Days

Auditing and Quality control

It is expected that the contractor will have robust procedures in place to monitor the performance and quality of work of their operatives. An ongoing programme of training and development is also encouraged.

Well-trained cleaning staff is of paramount importance. Without good training, consistently high standards will not be achieved under this contract. Moreover, compliance with health and safety, security, fire precautions and other site rules will not be attained.

All cleaning staff should be thoroughly trained on cleaning methodology, product use and equipment use for best results. Poor cleaning outcomes and expensive damage to surfaces and finishes can be caused by the use of the wrong chemicals.

The contractor must be able to evidence ongoing health safety and environmental training relevant to all the Services to be undertaken under this contract.

Typical training schedules will cover cleaning techniques, safe working methods, use of personal protective equipment (eye protection, gloves etc.); machine and product use training.

As a minimum SHG would expect the contractor to ensure all service and reactive paperwork is checked for accuracy and completeness before being issued to them. It is also expected that the contractor will carry out a percentage of post inspections on both service and reactive works and details shared with SHG. Processes should also be in place to manage the quality of materials used.

Performance Monitoring

The Contractor shall provide the following Performance Monitoring information on a quarterly basis:

Reporting Requirements (General)

The Contractor shall prepare and submit a monthly report summarising the activities during the month and bring to SHG's attention any issues needing

discussion/agreement. The report shall, as a minimum, contain summaries of the following points:

- Number of completed jobs within the stated target times
- Number of completed jobs outside the stated target times
- Number of cleans completed on or before handover day
- Number of cleans completed after handover day
- Number complaints received
- Number of incidents/ accidents
- Learning and Action Points from previous month
- Issues arising/ resolution
- Continuous improvement

Reporting Requirements (Social Value)

The Contractor shall also submit the following information regarding Social Value.

Employment opportunities - a quarterly summary report and annual report on the minimum requirements met and any additional requirements provided. The reports shall include postcodes of the recipients, mentoring arrangements, career progression routes and case studies of the impact that the opportunity has created for the recipient.

Traineeships/Fixed period work placements – a quarterly summary report and annual report on the minimum requirements met and any additional requirements provided. The report shall include postcodes of recipients, case studies, type and level of apprenticeship, mentoring arrangements, and progression routes for trainees over the life time of this Contract and plans to support trainees to move into substantive paid employment, by provision of references, mentoring and training.

Employability training – a quarterly summary report and annual report on the minimum requirements met and any additional requirements provided. The report shall include postcodes of recipients and an evaluation report based on feedback from residents.

Supply chain - a quarterly summary report and annual report on the minimum requirements met and any additional requirements provided.

Sponsorship of community event – provide details of the event or events sponsored.

Key Performance Indicators (KPIs)

The Contractor shall comply with the following Key Performance Indicators:

Indicator	Measure	Target
Property cleans	In line with pre handover dates issued.	100%
Defects reported by SHG	Amount of defects identified on post inspection by SHG	0%

Health and Safety KPIs

Indicator	Measure	Target
Zero regulatory non compliances or unauthorised variances from agreed safe systems of work observed or identified at contract review meetings.	<p>The following information may be used to measure this indicator.</p> <ul style="list-style-type: none"> • Enforcement action taken, or intervention by any regulatory body. • Findings of any work in progress inspections completed by SHG. • Findings of accident investigations completed by SHG or the contractor. • Complaints received from contract stakeholders. <p>NB - this is not an exhaustive list and other sources of information may be used where appropriate.</p>	0%
All accidents occurring at SHG sites are to be investigated by the contractor and corrective actions put in place to prevent a reoccurrence.	All accidents investigated and findings/corrective actions presented to Contract administrator	100%
Review of risk assessments and Safe Systems Of Work (SSOW)	All relevant risk assessments and SSOW submitted during contract mobilisation are to be reviewed in line with stated review date or other review triggers where appropriate	100%

Site supervision	Supervision maintained as per Bidder's tender proposal	100%
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Social Value KPIs

Indicator	Measure	Target
Employment opportunities (as defined)	As per Bidder's tendered proposal	100%
Traineeships/Fixed period work placements (as defined)	As per Bidder's tendered proposal	100%
Delivery of employability sessions	As per Bidder's tendered proposal	100%
Supply chain	As per Bidder's tendered proposal	100%
Sponsorship of community events (CSR initiatives)	£250 per annum	100%

Review Meetings

The Contractor shall be available to attend monthly review meetings on or as requested by the Contract Administrator, it is anticipated the agenda items shall include:

- **Operational**
 - Performance
 - Quality
 - Completions
- **Customer Service**
 - Appointments made and kept

- ID Badges
- Complaints/compliments
- Overall customer satisfaction
- **Health & Safety Compliance**
 - H&S audit results
 - Work in Progress
 - Post Inspections
 - Near misses
 - Accidents
 - Training
 - Tool Box Talk meetings
- **Financial**
 - Cost scrutiny
 - Invoice accuracy

Evaluation of the Tender Response Document

- The tender process is an Open process with “Selection” and “Award” assessments as part of the same scoring exercise.
- The tender will be evaluated as follows:

Stage 1 (Supplier Suitability) – will be based on a desktop assessment process. Only those Tenderers whose responses pass all the pass / fail criteria and demonstrate relevant financial strength will proceed to Stage 2 (Award)

Stage 2 (Award) – will be evaluated on the best value for money, taking into consideration the evaluation criteria and methodology as outlined in the ITT.

Pricing

Bidders are expected to submit costs as per the attached pricing schedule at APPENDIX 1 and Complete the Tender response questions APPENDIX 2.

PART 6- TENDER RESPONSE DOCUMENT

6.1 Checklist for Tenderers

Failure to provide all of the items in the checklist may cause your tender to be non-compliant and not considered.

ITEM	INCLUDED IN TENDER?
Completed Tender Response Questionnaire	
Completed and signed Form of Tender	
Completed and Signed form of Non Canvassing	
Completed Pricing Schedule	
Documentation as requested	

6.2 Tenderers must ensure that their tender response is submitted in the format prescribed within the Tender Response Questionnaire. Attachments should only be enclosed where requested. Unnecessary attachments will not be read and therefore not scored.

6.3 Should you include attachments (where requested) in support of your response, they should be referenced with the name of your organisation and cross referenced with the relevant section number. Attachments which are not suitably labelled or indexed or which exceed the word limit (where one is imposed) will not be read and therefore not scored.

6.4 EVALUATION AND AWARD CRITERIA

Set out below is the weighted evaluation for SHL's Requirements

Criteria / Questions	Weighting
Price	40%
Quality Questions	60%
Total	100%

The Criteria / Questions Weighting is broken down as follows:

Section	Assessment
Supplier Information	Not scored
Mandatory Exclusions	PASS/ FAIL
Discretionary Exclusions	PASS / FAIL
Insurance	PASS /FAIL
Quality Questions	60%
Pricing Schedule	40%

Presentations / Interviews	To be advised as appropriate
Form of Tender and acceptance of terms and conditions	PASS / FAIL

Where sections are scored, the following methodology will apply to each of the questions asked:

Assessment	Detail	Score
Excellent	Excels in meeting the criteria	5
Good	Meets the criteria	4
Satisfactory	Meets the criteria in most aspects, fails in some	3
Unsatisfactory	Fails to meet the criteria in most aspects meets it in some	2
Poor	Significantly fails to meet the criteria	1
Not to be considered	Completely fails to meet the criteria	0

Note, Pass Score(s) will be used to ensure a minimum level of quality across the Quality Criteria. If a Tenderer fails to achieve a 2 or below on any question, then the Tender will be rejected and discounted from further evaluation.

Price Evaluation Process:

40% will be awarded to the lowest priced bid, subject to the quality of the bid being acceptable.

All other bid prices will be awarded a relative percentage to the lowest bid using the following process:

RELATIVE PERCENTAGE = lowest priced bid % / bid price being evaluated x 40

6.5 PRICING SCHEDULE 40%

Please complete the attached pricing schedule attached at Appendix 1 and return with all your Tender Documents.



PART 7 – FORM OF TENDER

Please sign and return this form with your completed Tender

TO: STOCKPORT HOMES LIMITED ("SHL")

I/Wecarrying on business at

..... (registered office) hereby Tender and undertake to execute and complete all the services required to be performed in accordance with the terms and conditions of the Contract for the provision of Void property cleaning and clearance Services for SHG properties and communal areas.

I/We agree that this Tender shall remain open to be accepted or not by SHG and shall not be withdrawn for a period of six months from the latest date for receipt of Tenders.

I/We further undertake to execute a contract in the form of Appendix 1 – SHG's Standard Terms and Conditions, and further undertake if required to provide a Guarantee by our Holding Company as required.

Unless and until a formal agreement is prepared and executed, this tender together with your acceptance thereof in writing, shall not constitute a binding Contract between us.

I/we understand that you are not bound to accept the lowest or any Tender you may receive.

Signed

Name _____

Date _____

Title _____

Tenderer's Signature by duly authorised person(s) on behalf of the Tenderer.

_____ (Print name of signatory in full)

Name or title of Tenderer



PART 8 – CERTIFICATE OF NON CANVASSING

Please sign and return this form with the Tender

CERTIFICATE AS TO CANVASSING

TO: STOCKPORT HOMES LIMITED (SHL)

I/We hereby certify that I/we have not canvassed or solicited any Member or employee of Stockport Metropolitan Borough Council or SHL in connection with the award of this Tender or any other or proposed Tender for the Service, and that no person employed by me/us or acting on my/our behalf has done any such act.

I/We further hereby undertake that I/we will not in the future canvass or solicit any Member, or employee of SHL in connection with the award of this Tender or any other tender or proposed Tender for the Service, and that no person employed by me/us or acting on my/our behalf will do any such act.

Signed

(1) Name _____ Title _____

On behalf of _____

Date _____