**Provision of Cleaning Services for Social Work England’s Head Office**

**Q1) Is TUPE applicable to this procurement exercise?**

**A1) TUPE will apply for this procurement exercise. Both the invitation to Tender, and Social Work England Terms and Conditions included within the Invitation to Tender, have been amended to reflect this (clauses 9.7 & 19.5).**

**Q2) Is there an allocated budget for this cleaning tender?**

**A2) With regards to the budget available for this procurement, Social Work England will not be publishing an actual figure that we expect bidders to work to. We expect bidders to state their best estimated costs, to fulfil our requirements during the contract term stated with Invitation to Tender. We would like to draw your attention to the award notice published on Contracts Finder, for our current cleaning contract -** [**Provision of Cleaning Services for Social Work England's Head Office - Contracts Finder**](https://www.contractsfinder.service.gov.uk/Notice/3894b85d-a2f2-42cc-9f7e-b5f79d1d896c)**, for an indication of the value of the current cleaning contract that we hold. (However, we are aware that general operating costs will have increased since this contract was awarded in 2019).**

**Q3) I can see that on the Services levels Pg 10 points 6.2-6.4 the attendance by the successful providers representative at each review meeting what is the frequency of the meetings please?**

**A3) The frequency of contract review meetings will be set and agreed with the successful provider, during contract formation.**

**Q4) What time does the building close at night? (What time would we need to be out the building?)**

**A4) The building reception is manned until 7pm, but there is no limit to when our cleaners could leave the building as it is access controlled. Our current cleaners leave 8-8.30pm each night for e.g.**

**Q5) How many cleaners do you have on site per day?**

**A5) We currently have 2 cleaners that work Monday to Friday, 1 that works Monday/Tuesday/Thursday, and 1 that works Wednesday & Friday.**

**Q6) What percentage uplift would you like us to apply to the National Living Wage rate for: 2023-2024, 2024-2025 & 2025-2026?**

**A6) Please refer to the below exert within the ITT.**

 **‘The successful provider will commit to pay their employees at least the National Living Wage in delivery of cleaning services for Social Work England. The successful provider should also commit to not engage in any Modern Slavery Practice and will ensure that its officers, employees, agents and any other persons who perform services for or on behalf of their organisation in connection with the provision of cleaning services for Social Work England will not engage in any Modern Slavery Practice.’ Social Work England would expect potential providers to meet this commitment throughout the lifetime of the contract.**

**Q7) As we do not know what the NLW rates will be for 2023, 2024 & 2025 do you require us to apply our own uplift or are you going to provide guidance to tenderers?**

**A7) We understand that the National living Wage is decided by the Resolution Foundation and overseen by the Living Wage Commission, and this is not always known for future years. Due to this, bidders will need to use their best endeavors to ensure that any financials built into costs reflect the bidder’s interpretation of what the increase could be. Social Work England offer no guarantee or commitment that under-projecting the Living Wage into your bids for future years will be compensated for.**

**Q8) Is there any indication when the offices will be returning to full use/capacity?**

**A8) The cleaning will be required to be undertaken, as per the daily/weekly cleaning requirements stated within the Invitation to Tender. These requirements will not change in line with fluctuations of staff numbers present in the offices.**

**Q9) What hours/timeframe do you suggest for us to include in the logical plan for weekly IT equipment cleaning?**

**A9) We suggest that you allocate the time/resource that you deem sufficient to enable the equipment to be cleaned to a high standard.**

**Q10) The Contracts Finder Portal is not letting me actually submit anything. Could you help with this please?**

**A10)**  **There is nowhere within the actual Contracts Finder Portal to submit tenders/ask questions etc. All tender submissions/paperwork and questions etc. need to be submitted to this email address please –** **tenders@socialworkengland.org.uk****. Full details are included within the Invitation to Tender document attached to the advert.**

**Q11) We have noticed that you have not suggested any hours or shifts for weekly cleaning. Would you please confirm the weekly hours?**

**A11) The hours of the current cleaners are in the TUPE information that is available upon potential providers request, as per the instructions within the Invitation to Tender. Further details around the current cleaners’ schedules, can be found within this document.**

**Q12) Do you want us to provide a logical plan in a schedule form? If so, then do you want the whole schedule to be in 1500 words?**

**A12) The delivery plan should be submitted as a separate appendix made up of 1500 words, as per the instructions within the Invitation to Tender document. Please see below exerts:**

| **Ref** | **Method Statement Questions** | **Look Fors** | **Weighting** |
| --- | --- | --- | --- |
| Q1  | Please provide an outline of your delivery plan for the provision of cleaning services across Social Work England’s ground floor and first floor office spaces? *A maximum number of 1500 words should be submitted for this section.* *Please submit your delivery plan(s) as a separate appendix.* | * Logical plan for delivering a high-quality service ensuring all requirements outlined are provided against required timescales. A breakdown of daily, weekly and ad-hoc tasks should be included.
* Availability to deliver services specified within a defined timeframe.
* Considers overall risks in terms of quality and daily delivery.
* Formation of a cleaning team with appropriate numbers.
* Considers Social Work England’s occupied floor space and layout.
* Considers Northbank building access hours and Social Work England working hours, and the requirement to open/close Social Work England’s office space.
 | 30 Points |

| **Ref** | **Method Statement Questions**  |  |
| --- | --- | --- |
| 1 | Please provide an outline of your delivery plan for the provision of cleaning services across Social Work England’s ground floor and first floor office spaces? *A maximum number of 1500 words should be submitted for this section.* *Please submit your delivery plan(s) as a separate appendix.* |
| **Response:**  |

**Q13) Does the word count include spaces?**

**A13) We can confirm that spaces are not part of the word count.**

**Q14**) **Would Ad-hoc work costings be submitted with the tender pricing, or would these prices be quoted for after, as and when they are required?**

**A14) We would welcome either approach. If potential providers feel that they can give accurate pricing for each/all of the ad-hoc requirements stated, then please do so. Or potential providers can put together a quote for each individual ad-hoc requirement, upon Social Work England’s request. Please note that Social Work England do not guarantee that we will request/purchase any of the ad-hoc services, through the lifetime of the contract.**