# Clarification questions and responses – provision of cleaning services tender (Social Work England 00057)

1. Why have Social Work England asked for 4 copies of tenderers bid responses to be submitted?

As a public sector organisation, Social Work England are bound by public sector procurement procedures. As part of this, all our tender processes should be deemed as fair, open and transparent. By requesting 4 copies, this provides the option for Social Work England to have a large evaluation panel to score bidders subjectively before coming up with a combined total score.

1. How many members of staff do Social Work England have?

Social Work England will have around 170 employees with an additional 150 partners. However, there will be no occasion when all these people will be in the office at one time. We operate a flexible working policy for employees and also have some staff members who are home workers or have a role that requires them to work in the field. Our partners will be allocated work as and when required. There is space for 134 employees in the main workstation area upon the first floor space with an additional 6 desks within the collaboration area upon the first floor space.

1. What are the operation times for Social Work England employees and when will Fitness to Practise hearings take place?

Please refer to point 4.5 within the ITT document. The times identified should accommodate for tribunal hearings overrunning (ground floor space). Cleaning may take place in the morning or evening within the building opening hours identified, however it is expected that there will be minimal disruption to Social Work England employees and/or hearings, so the general operating hours for both Social Work England’s ground floor and first floor space should be considered.

1. When will the ground floor office space be occupied from?

Social Work England will take over as the regulator for social workers within the UK from HCPC from December 2nd, 2019. We are expecting that the area will be occupied from this date with Fitness to Practise hearings taking place. However, please note that there may be testing and training that will take place within the area prior to this date.

1. Will items be left on desks overnight by employees? What do Social Work England class as dishwasher duties?

Social Work England operate a hot desking and a clear desk policy. The only items that will be left on desks overnight is IT workstation equipment. All staff are expected to clear plates, bowls, mugs, glasses, cutlery, etc from the office and meeting room spaces at the end of the day. All items will be placed in the relevant dishwasher (should there be relevant space). Therefore, dishwasher duties would entail; switching on the dishwasher when applicable, unloading the dishwasher and placing items into relevant cupboards/draws as advised and loading of excess items into the dishwasher as applicable. There are two dishwashers in the main kitchen area within the first-floor space and one dishwasher in the main kitchen area within the ground floor space.

1. Will fridges be clear of items at any point?

All fridges should be cleared at 4PM every Friday (excluding bank holidays). Any items remaining should be discarded in line with general waste removal, excluding communal milk.

1. Can Social Work England please provide clarity on the total number of desks and IT & audio equipment that requires cleaning?
* Main workstations (first floor office space) – 134 desks;
* Monitors (first floor and ground floor office space) – currently 165 monitors but this may increase to around 170;
* Keyboards, mice and docking stations (first floor and ground floor office space) – currently 145 keyboards, mice and docking stations but this may increase to around 150;
* Televisions (first floor and ground floor office space) – 13 televisions;
* Audio conferencing devices (first floor meeting rooms and ground floor tribunal/syndicate rooms) – 11 audio conferencing devices;
* Telephones/Intercom handsets (reception area of the ground floor space) – 2 telephones/intercom handsets; and,
* Room booking scheduling panels (first floor meeting rooms) – 6 room booking scheduling panels.
1. Does Social Work England have a current cleaning contract?

Social Work England are a new organisation. We moved into our office space with limited staff levels in December 2018. As the number of employees grew, and interim arrangement was made with the landlords cleaning contractor for a member of their staff to provide basic cleaning (such as removal of waste, vacuuming of floors, tidying of the kitchen area) for 1.5 hrs per weekday. A full clean of the office was recently carried out on 28th August by a local supplier. This clean did not include ceiling tiles and the buildings main internal windows.

1. Is TUPE applicable to this potential contract?

Social Work England can confirm that TUPE is not applicable with this contract. Cleaning services are currently provided by our building landlord’s cleaning contractor on a non-contract interim basis; it has been mutually agreed that these services can be ended when required by Social Work England.

1. Would the cleaning provider be responsible for cleaning the stairwell areas and toilets outside of Social Work England’s first floor office space?

The Landlord assumes responsibility for this area.

1. Are Social Work England responsible for the buildings main external windows being cleaned and what is the frequency of cleaning?

The buildings main external windows are the landlord’s responsibility. The landlord has advised Social Work England that the external windows are generally cleaned once per quarter. Since Social Work England have occupied the premises, the external windows have been cleaned 3 times, although there has been no clear consistency between frequency of cleans. Although, Social Work England are looking for bidders to suggest on the frequency of the buildings main internal windows cleaning, it is expected that this will not exceed the frequency of external window cleaning.

1. What do Social Work England class as cleaning the glass surfaces/windows?

General cleaning expected is the removal of fingerprints/other marks at an average height. Deep cleaning refers to the full length of all the building’s main internal windows, meeting/tribunal room/office glass panels and lockers.

1. When were the buildings main internal windows last cleaned?

The exact date is not known. It can be noted however, that the internal windows have not been cleaned during the period that Social Work England has occupied the premises (since December 2018).

1. Would Social Work England expect the blinds to be cleaned?

Not as part of the tender – however, it may be considered as an additional requirement in the future should it be deemed required.

1. When cleaning the ceiling tiles would Social Work England expect them to be removed?

No – ceiling tiles do not need to be removed; the exact cleaning method is at the discretion of the cleaning provider.

1. Can Social Work England please clarify if they would provide refuge sacks as consumable items? Would the purchasing of consumable items from the Cleaning Contractor be considered?

In addition to the consumable items referred to within the ITT document, Social Work England can also confirm that we will provide refuge sacks as a consumable. As a public body, Social Work England are bound by public sector procurement procedures to ensure value for money is obtained. Tenderers are welcome to provide a quotation adjacent to their bid submission for the consumable items identified, with costs being compared to our current procurement route.

1. What is Social Work England’s position on waste removal?

Social Work England currently only hold a general waste contract due to restrictions around storage space within the main buildings communal bin area. However, should we procure a further waste removal contract in the future that covers recycled goods, we would expect the cleaning provider to adhere to our waste removal policies. Should this need arise, all bins will be clearly marked.

1. Would we be permitted to subcontract for some of the deep cleaning requests such as window cleaning?

Yes – however, the successful provider would assume responsibility for the management of this 3rd party service and must ensure that any subcontractor adhered to applicable regulations. If bidders intend to use a subcontractor to provide any part of the requirements detailed, this should be clearly identified within the tender (with the name, address and company registration number highlighted).