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1. PURPOSE

1.1 The UK Debt Management Office (DMO) is seeking to tender for the provision of cleaning Services for their London office.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

2.1 DMO (now hereby referred to as the Customer) is an executive agency of Her Majesty's Treasury (HMT) and has responsibility for government wholesale sterling debt issuance. The Customer's remit is to carry out the Government's debt management policy of minimising financing costs over the long term, taking account of risk, and to minimise the cost of offsetting the Government's net cash flows over time, while operating in a risk appetite approved by Ministers in both cases.

2.2 For the purpose of this Invitation to Tender, references to Supplier or Suppliers have the meaning of economic operators bidding for this Contract.

3. OVERVIEW OF REQUIREMENT

3.1 Details of Premises:

3.1.1 Building Location: Eastcheap Court, 11 Philpot Lane, London, EC3M 8UD;

3.1.2 REDACTED

3.1.3 REDACTED

3.1.4 REDACTED

3.1.5 REDACTED

3.1.6 REDACTED

3.1.7 REDACTED

4. THE REQUIREMENT

4.1 The Supplier shall provide routine cleaning Services.

4.2 Routine cleaning Services shall include, but need not be limited to, the following areas and facilities:

4.2.1 Offices;

4.2.2 General purpose rooms;

4.2.3 Open plan work areas;

4.2.4 Internal office walkways and corridors;

4.2.5 Staff refreshment areas;

4.2.6 Shower room;

4.2.7 Waste receptacles;

4.2.8 Movement of recyclable goods to central collection points;

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- 4.2.9 Replenishment of refreshment area consumables;
 - 4.2.10 Desk and tables; and
 - 4.2.11 Door furniture.
- 4.3 The Supplier shall collect all waste and remove it to a designated area REDACTED
- 4.4 Planned periodic cleaning Services shall include, but need not be limited to, the following areas and facilities:
- 4.4.1 Internal windows;
 - 4.4.2 Internal glass panels;
 - 4.4.3 Internal glass partitioning;
 - 4.4.4 Mirrors;
 - 4.4.5 Interior and exterior of external windows;
 - 4.4.6 Internal window frames and ledges;
 - 4.4.7 Doors, walls and other vertical surfaces;
 - 4.4.8 Carpet deep cleaning;
 - 4.4.9 Light fittings;
 - 4.4.10 Blinds;
 - 4.4.11 Office furniture;
 - 4.4.12 Fridges;
 - 4.4.13 Shelving, ledges and other horizontal surfaces; and
 - 4.4.14 Hard flooring.
- 4.5 Special cleaning Services may arise from time to time. Payment for this special cleaning Services shall be made against either the contracted charge out rates per labour hour, or an agreed lump sum negotiated for specific jobs.
- 4.6 In the latter case, the Customer may conduct a further procurement exercise to ensure value for money.
- 5. FREQUENCY AND EXTENT OF WORK**
- 5.1 As a guide, the Customer estimates that in order to achieve the standards required of this Statement of Requirements, the routine and planned periodic cleaning Services shall need to be carried out in accordance with the frequencies stated below:
- 5.2 Daily Tasks**
- 5.2.1 The Supplier shall provide the following daily tasks:
-

- 5.2.1.1 Due to the amount of crockery requiring cleaning, the first task of the day shall be to load and run both dishwashers. This allows for a second load to be set running at the end of the shift if required;
- 5.2.1.2 Crockery shall be collected from desks and meeting rooms, placed in the dishwasher and the Supplier shall ensure the cleaning programme is started;
- 5.2.1.3 Carpeted areas shall be vacuumed thoroughly and all litter picked up from floors. Marks and stains from spillages and other causes shall be treated for removal in accordance with the standards as soon as discovered. Such instances shall be reported to the Facilities team, as shall the outcome of the treatment. Strict precaution shall be taken at all times to prevent the degradation of the carpet;
- 5.2.1.4 Uncarpeted areas shall be swept, wet mopped, rinsed clean and dried;
- 5.2.1.5 Waste receptacles shall be emptied into heavy duty polythene sacks and clean bin liners inserted;
- 5.2.1.6 The Supplier shall provide the sacks and bin liners and shall remove the waste to a designated point within the building premises;
- 5.2.1.7 Finger marks shall be removed from doors, door furniture and vision panels.
- 5.2.1.8 Shower cleaning shall be carried out in accordance with paragraphs 5.2.1.9 and 5.2.1.10:
- 5.2.1.9 Tiled and other hard vertical surfaces to 2m in height shall be washed down using hot water and detergent and dried;
- 5.2.1.10 Glazed surfaces shall be washed down using a neutral detergent supplemented with a mildly abrasive cream or paste;
- 5.2.1.11 Refreshment area worktops, sinks and taps shall be washed with a neutral detergent;
- 5.2.1.12 The Supplier shall ensure that consumables, such as dishwasher tablets, washing up liquid, cloths, sponges etc. are supplied in adequate amounts to last the whole of the day to each pantry.
- 5.2.1.13 Desks shall be dusted and stains from spillages shall be removed with a damp cloth and dried with a soft undyed cloth;
- 5.2.1.14 Microwaves shall be thoroughly cleaned;
- 5.2.1.15 The Supplier shall load and unload dishwashers;

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5.2.1.16 The Supplier shall distribute mugs and glasses evenly REDACTED;

5.2.1.17 Meeting room crockery/glasses shall be kept in the appropriate kitchen cupboard as directed by the Customer; and

5.3 Weekly Tasks

5.3.1 The Supplier shall provide the following weekly tasks:

5.3.1.1 All office furniture up to a height of 1675mm (if cleared of papers) shall be dusted;

5.3.1.2 Shelves, ledges, window ledges to a height of 1675mm shall be damp wiped.

5.3.1.3 Skirting boards shall be damp wiped.

5.3.1.4 All vertical metal surfaces shall be damp wiped and dried with a soft undyed cloth.

5.3.1.5 The content on all white boards to be erased

5.4 Monthly Tasks

5.4.1 The Supplier shall provide the following tasks on a monthly basis:

5.4.1.1 Internal glazing to offices, meeting rooms and internal/external sides of windows shall be washed and dry polished. Particular attention shall be given to the corners of the glass.

5.4.1.2 Light switches shall be thoroughly cleaned.

5.4.1.3 Doors shall be wiped and kick plates thoroughly cleaned.

5.4.1.4 Dishwashers shall be rinsed.

5.5 Bi-Monthly Tasks

5.5.1 The Supplier shall provide the following every two months:

5.5.1.1 REDACTED; and

5.5.1.2 Tops of cupboards over 1675mm shall be dusted (if cleared of paper/boxes).

5.6 Three Monthly Tasks

5.6.1 The Supplier shall provide the following every three months:

5.6.1.1 Full height of walls in shower and kitchens shall be washed;

5.6.1.2 Waste paper bins shall be damp wiped;

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- 5.6.1.3 Window blinds shall be dusted and cleaned in situ;
- 5.6.1.4 Notice boards shall be dusted and any glazed covering to be cleaned;
- 5.6.1.5 Fabric screening shall be vacuumed and all stains removed;
- 5.6.1.6 Internal surfaces of refreshment area cupboards shall be washed and dried; and
- 5.6.1.7 Fabric covering of chairs shall be vacuumed (and deep cleaned where necessary) chair frames to be cleaned.

5.7 Six Monthly Tasks

- 5.7.1 The Supplier shall provide the following weekly tasks:
 - 5.7.1.1 All carpets shall be deep cleaned;
 - 5.7.1.2 All hard floors shall be deep cleaned;
 - 5.7.1.3 Light diffusers shall be dusted;
 - 5.7.1.4 Skirting shall be damp wiped and marks removed.

5.8 Day Cleaner

- 5.8.1 The day cleaner is required to work between REDACTED.
- 5.8.2 The day cleaner shall be required to wear a uniform of black trousers and black shirt (provided by the Supplier)
- 5.8.3 Day Cleaner Daily Tasks
 - 5.8.3.1 REDACTED
 - 5.8.3.2 The day cleaner shall assist the Facilities team in providing refreshments for meeting rooms as per daily list (beverages to be provided by the Customer);
 - 5.8.3.3 The day cleaner shall assist in setting out lunches for meetings;
 - 5.8.3.4 The day cleaner shall clean and tidy kitchenette areas;
 - 5.8.3.5 The day cleaner shall fill the dishwasher, empty after each cycle and put away crockery etc;
 - 5.8.3.6 The day cleaner shall check stock levels of beverages and replenish accordingly (beverages to be provided by the Customer);
 - 5.8.3.7 The day cleaner shall clear rubbish from kitchen areas at the end of shift.

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5.8.4 Weekly tasks

5.8.4.1 The day cleaner shall wipe and clean the inside of crockery cupboards;

5.8.4.2 The day cleaner shall clear out-of-date food from fridges and clean accordingly.

6. CLEANING STANDARDS

6.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:

6.1.1 British Institute of Cleaning Science (BICS) Edition 3 or latest edition;

6.1.2 Control of Substances Hazardous to Health (CoSHH);

6.1.3 Health and Safety at Work Act 1974;

6.1.4 The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations));

6.1.5 The Environmental Protection Act 1990 (the "EPA"); and

6.1.6 Pollution Prevention and Control Regulations 2000 (the "PPC Regulations).

6.2 Compliance with the Government Buying Standards for Cleaning Products and Services:

6.2.1 <https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-cleaning-products-and-services>

7. SUSTAINABILITY

7.1 The Supplier is required to utilise only environmentally friendly products in delivery of the cleaning Services.

7.2 Suppliers are required to have a sustainability and environmental policy and management system in place and shall be required to produce proof of this at the Customer or Agent's request.

8. QUALITY

8.1 Suppliers shall hold the following accreditations (or equivalent) and shall be required to produce proof of this and supporting documentation at the Customer's or Agent's request;

8.1.1 ISO 9001 and;

8.1.2 ISO 14001.

8.1.3 Suppliers are required to specify any equivalent accreditation or process in place if they do not hold accreditations outlined in 8.1.1 and 8.1.2.

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9. STAFF AND CUSTOMER SERVICE

- 9.1 The Customer requires the Supplier to provide a sufficient level of resource throughout the duration of the cleaning Services Contract in order to consistently deliver a quality service to the Customer.
- 9.2 Supplier’s staff assigned to the delivery of the cleaning Services Contract shall have the relevant training and experience to deliver the Contract.
- 9.3 The Supplier shall ensure that staff understand the Customer’s vision and objectives and shall provide excellent customer service to the Customer throughout the duration of the Contract.
- 9.4 Table containing staff requirements

Staff Details	No	Hours per day	Days per week	Hours per Week
REDACTED	1	2	5	10
REDACTED	1	4	5	20
REDACTED	1	2	5	10
REDACTED	1	2	5	10
REDACTED	1	3	5	15
Total	5			65

10. SECURITY REQUIREMENTS

- 10.1 The Supplier will be required to comply with the HMG Baseline Personnel Security Standard (BPSS) pre-employment checks for staff they propose to fulfil for this Contract, guidance in the link below.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/714002/HMG_Baseline_Personnel_Security_Standard_-_May_2018.pdf
- 10.2 This will be in line with Cabinet Office guidance on BPSS and the Home Office code of practice on preventing illegal working.
- 10.3 The Supplier will assure the Customer and indemnify of any liability that it will verify the following for each staff member:
 - a) identity (name, signature, date of birth, address, national insurance number and facial comparison);
 - b) nationality and immigration status (permission and/or entitlement to work in the UK);
 - c) employment history (for the past three years);
 - d) criminal record (unspent convictions only).
 1. Additionally, prospective employees are required to give a reasonable account of any significant periods (6 months or more in the past 3 years) of time spent abroad.
 2. The Customer may carry out an audit check from time to time after the award of the contract and will request from the Supplier to provide the necessary information to ensure compliance.

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3. Suppliers should be aware that all personnel working on the Customer's premises, having access to the Customer's IT network and/or data must be security cleared.
4. Suppliers will coordinate and manage any additional security check process for their subcontractors.
5. The Customer reserves the right to seek further security clearance level for Supplier's staff and their sub-contractors working on this Contract.

10.4 In addition to BPSS checks, the Customer requires that staff of Supplier and/or their subcontractors working on the Customers premises have the relevant level of security clearance, which can be CTC or SC clearance level (to be defined by the Customer).

10.5 The Supplier will meet any costs with BPSS checks. Costs relating to the relevant security clearance application (i.e. CTC or SC) will be met by the Customer. The Supplier is ultimately responsible for presenting staff that can meet the security vetting requirements; failure to do so may lead to termination as per the terms of this Contract.

11. LIVING WAGE

11.1 The Supplier and its subcontractors (where applicable) will be required to pay to all staff working on this Contract at least the National Living Wage.

11.2 The Supplier shall present to the Customer a detailed breakdown of costs whenever the National Living Wage rate changes. Any cost increase will be subject to the Customer prior written agreement. Except where the relevant living wage rate applies, all other costs must be fixed for the initial term of the contract.

12. CONTRACT MANAGEMENT

12.1 The Supplier shall provide the Customer with a nominated and appropriate representative, with relevant and appropriate experience, authorised to act as its account manager.

12.2 The Supplier's account manager shall attend periodic review meetings or calls to review the performance of the Supplier and that of any sub-contractor working on the delivery of this contract, to resolve any issues which have not been dealt with on a day to day basis, and discuss business opportunities innovative solutions and any complaints.

12.3 The Customer and the Supplier shall discuss at regular review meetings the topics outlined below, please note that this is not an exhaustive list and that other topics may be brought in at the discretion of the parties.

- Frequency of meetings and reports
- Monitoring of performance;
- How inspecting/assessing completed work will be carried out;
- Checking invoices against service/goods delivered;
- Handling of complaints and making improvement;
- Reports on any changes to the timescale, the quality, quantity of the goods or services being delivered;
- Supplier payment to their staff on time;

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- Compliance with the equal opportunity, diversity and staff welfare standards in the contract;
- Environmental objectives are being met, where this is established;
- Appropriate level of security clearance obtained in relation to staff working on the DMO's premises or having access to DMO's information;
- Financial checks and reporting of financial difficulties by the Supplier;
- The business continuity arrangement for the contract are adequate;
- Contract is delivered within initial approved contract value;
- Suppliers are complying with the health and safety requirements in the contract including incident reporting;
- Suppliers are complying with DMO information security policies;
- Suppliers are complying with DMO information management and disposal policies;
- Information on subcontractors employed are reported and line with requirements of the contract;

12.4 The Supplier shall provide a Service Level Agreement.

13. TUPE INFORMATION

Transfer of Undertakings (Protection of Employment) Regulations 2006 [TUPE]

- 13.1 The Transfer of Undertakings (Protection of Employment) Regulations 2006 and any subsequent amendment thereto (hereafter collectively referred to as "TUPE") may apply to the existing workforce employed by the incumbent supplier in relation to the Service to be performed by the successful Supplier under this Contract.
- 13.2 Whether TUPE applies or not is a matter of law. The Customer is neither the transferee nor transferor for the purpose of TUPE, and takes no position on the application of TUPE to this contract. For the purpose of the tender, Suppliers should price bids on the basis that TUPE does apply, regardless of whether as a matter of law TUPE will in fact apply to this contract. Sums allocated to TUPE should be provided as a separate figure.
- 13.3 The Customer has requested information for tenderers from the incumbent supplier which is provided within the Invitation to Tender. The Customer does not guarantee the validity or accuracy of any data that may be provided by the incumbent supplier and hereby excludes any liability arising from such, nor can it guarantee that the incumbent supplier will provide any or any further information.
- 13.4 It is the responsibility of Suppliers bidding for this Contract to seek any further information. The Customer will endeavor to obtain further information from the incumbent supplier if requested, but accepts no liability for any failure to do so, nor for any refusal by the incumbent supplier to provide information.
- 13.5 The information will be provided so that Suppliers may price their bids as if TUPE applies, regardless of whether TUPE will in fact apply. The information is not provided in place of any duty to provide or request information under TUPE.
- 13.6 The successful Supplier shall acknowledge, consider and bear the constraints that TUPE may apply upon expiry or termination of any resultant Contract.
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14. CONTRACT DURATION

- 14.1 Cleaning Services shall commence on **2 December 2019, for an initial term of 16 months until 31 March 2021.**
- 14.2 The Customer reserves the right to extend the contract for further periods of up to 12 months x 3, subject to Supplier's satisfactory performance.

15. BREAK

- 15.1 The Customer shall have the right to terminate the Contract without a cause, or to terminate the provision of any part of the Contract at any time by giving a minimum of 90 (calendar) days written notice to the Supplier in accordance with the provisions set out in the Call-Off Terms for Framework Agreement for Total Cleaning Services Solutions 263_16 for this Contract clause 19.10. The Authority may extend the period of notice at any time before it expires.