

LEGAL SERVICES BOARD

Routine office cleaning

Questions and answers

The TUPE information says 33 hours across two clients. Can you tell me how many hours they work per week for you please?

10 hours per week.

How many cleaners currently are working within the premises in daily basis (Per shift)? and are you happy with the number of cleaners you have?

One, yes

How much cleaners are paid per hours?

Refer to TUPE information. You may request this information from the LSB if you do not have it.

How many hours do the cleaners work per shift?

2 hours

Can I have more information about staff's TUPE, Tax, NI or pension if is included

Refer to TUPE information. You may request this information from the LSB if you do not have it.

You mention that the office is closed at weekend and bank holiday. Do you request the cleaning staff to be paid throughout the bank holiday?

We request that cleaning is not paid for on bank holidays or when our office is closed, in line with our current arrangement.

You have mention that there is a storage room for the material and equipment's. Is there any cost for us to keep our cleaning material and equipment?

No cost

Due to the environment concerns, I would like to find out if there is restriction on cleaning material or cleaning equipment?

Please refer to the standards information in this link. It covers cleaning services and products.

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

How often would you request deep clean?

This would be ad hoc. Not expected to be more than once or twice per year if that.

Would the deep clean be for all premisses or certain areas?

This would be ad hoc.

Since you have carpet in most of the area. how often would you need deep clean on carpet alone?

This would be ad hoc. Not expected to be more than once or twice per year if that.

What do you want in non-routine cleaning? If it's deep cleaning only, could you please tell us how often you want deep cleaning to be done?

This would be ad hoc and depend on the situation. It might involve a deep clean, full carpet clean or internal window clean. Any non-routine cleaning is not expected to be more than once or twice a year if that.

Do you require any window cleaning?

We might require this on an ad hoc basis. This would be for window internal only as our landlord is responsible for the window external.

Since you have a dishwasher, I presume we don't need to do hand washing up, however I would like to know if there will be a time when we will be required to wash dishes by hands.

There may be occasions where a small amount of hand washing will be required.

Is there a pricing schedule for this tender?

We don't have a set pricing schedule template. But we request that the following in tender responses.

Budget: Tenders are expected to be within our budget ceiling of £14,000 per annum including VAT for routine cleaning costs. Prices should be submitted in pounds sterling and inclusive of VAT. All costs must be included in tenders. We reserve the right to only honour payment of reasonable discrepancies and only when first agreed in advance in writing. Tenders must outline:

- setup costs
- routine cleanings costs
- non-routine cleaning costs, such as for deep cleans
- costs for cleaning materials and consumables charged separately
- how and when any cleaning costs would be adjusted, for example, if routine cleaning costs are adjusted annually to match adjustments to living wages

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"costs for cleaning materials and consumables charged separately" Is Cleaning material and consumable charge not included in £14,000?

Yes

Do we have to provide toilet rolls and kitchen rolls?

Toilet rolls – No, the toilets are managed and cleaned by our landlord.

Kitchen rolls – Yes

As Per your Specification Requirements and Floor Plans, Toilets are not included. Do you want us to provide Toilet Consumables too?

Toilet consumables are not required as these are provided by the landlord.

Do we have to supply Consumables e.g., hand soap, dish washing soap, dishwasher tablets, kitchen towels? Or do we have to just refill it? If we must supply, please provide your historical usage and list of Items/Products.

The successful tenderer will need to supply cleaning material and consumables. This includes hand soap, dish washing soap, dishwasher tablets, kitchen towels. Supply can be via refills where relevant.

Usage since Dec 2019, not including extra hand sanitiser ordered by the LSB related to Covid.

Type	Quantity
Clear sacks x200	2
Black sacks x200	2
Anti-bacterial sanitiser 750m x6	1
Hand soap 500mL x12	1
Kitchen rolls	114

We do not have historical usage information on dishwasher tablets or dish washing soap.

For any consumables and cleaning materials charged separately, you can include unit costs in the tender response.

Are we going to supply Bin Liners? If yes, how many bins do you have?

Yes, the successful tenderer will need to supply bin liners. There are 6 bins in total. Two for general waste – one 30L bin and one 50L bin. Three for recycling – all 50L. One small food waste caddy that sits atop the kitchen counter.

How do cleaners enter the office? Do they have a key?

Cleaners are provided with swipe card access.