

TENDER FOR BUILDING & WINDOW CLEANING SERVICES

TEN 2015/27

PART A
INSTRUCTIONS FOR TENDERING
AND
TENDER RETURN SCHEDULES



Only bidders who have been invited to tender following a successful pre qualification stage need to complete the schedules outlined within this document.

Detailed building plans will be available to the invited tenderers.

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INSTRUCTIONS FOR TENDERING

1. DEFINITIONS AND INTRODUCTION

1.1 In this Invitation to Tender 'The University' means The University of East London.

The University invites tenders for the provision of Building and Window Cleaning Services as set out in these Contract Documents. The Building and Window Cleaning Services must be carried out under the Terms and Conditions set out in these Contract Documents. No other basis of tendering will be accepted

1.2 The attention of Tenderers is drawn to Part C of the Contract Documents, the Specification and Supporting Information for the provision of the Building and Window Cleaning Services. It is essential that Tenderers are totally familiar with the contents of these documents before compiling their tender.

1.4 The commencement date for services under the Contract is 1st August 2016. Tenderers should note that the Contract Period is for 5 years from the Commencement Date, to 31st July 2021. There is an option to extend for up to 2 years (for one year at a time) at the discretion of the University.

2. INFORMATION TO TENDERERS

2.1 Tenderers shall complete and submit in the manner described below **1 hard copy** of the Tender Return schedules, one being the original copy, supported with an electronic copy on memory pen or CD.

2.2 To be considered, tenders must be

- a) **Received not later than 12 o'clock (noon) on 1st April 2016** (the closing date) at the offices of:

Richard Pennington
Senior Buyer
The University of East London
Docklands Campus (Sports Dock Building SD2.06)
University Way
London
E16 2RD

- b) Kept open for acceptance for at least 120 days from the closing date.

2.3 Tenders that arrive by post after the closing time/date will not be considered for an award unless proof can be provided, clearly demonstrating that the tender was mailed at least five days (excluding Sundays and Bank Holidays) before the said time and date.

UNDER NO CIRCUMSTANCES WILL LATE HAND-CARRIED TENDERS BE CONSIDERED FOR AWARD.

2.4 The University will not favourably consider requests for extension of the closing date specified in paragraph 2.2 above unless, in the opinion of the University, an extension is clearly justified by extenuating circumstances, particularly where these are likely to affect all or most of the invited Tenderers. Any extension shall be notified, in writing, to all Tenderers.

2.5 Questions regarding particular aspects of the Invitation to Tender shall be directed to:
Richard Pennington
Senior Buyer
The University of East London
Docklands Campus (Sports Dock Building SD2.06)
University Way
London
E16 2RD

e-mail purchasing@uel.ac.uk (preferred route for communication)

2.6 **Tenderers are invited to submit questions regarding these Instructions** for Tendering. Questions, to enable time to reply to these, questions must be received by via email: purchasing@uel.ac.uk **not later than 4.00pm on 18th March 2016**. The following protocol will apply: all questions and answers will be circulated save where Tenderers have marked their requests for clarification or further information 'Confidential – response not to be circulated to other bidders'. At its absolute discretion the University will respond to that specific request privately, providing that its equal availability of information is not breached. If the University is not prepared to respond privately, it will ask the bidder to retract the query or to remove its confidentiality requirement. All requests for clarification or further information must be made in writing and the University's Authorised Officer will, so far as practicable, respond by email. Responses to requests for information will, subject to what is said above, be circulated to all bidders.

2.7 Tenderers are strongly urged to attend the **pre-tender conference and site tours on Monday 29th February 2016 @ 9.30am Docklands Campus**, and are further asked to confirm their intention to attend and the number attending (maximum three per company), to m.miller@uel.ac.uk by **not later than 4.00 pm, Wednesday 24th February 2016**. All questions presented/ discussed during the pre-tender conference shall be confirmed in writing and Tenderers will be permitted to present any further questions after the conference as noted in 2.6 above.

2.8 Tenderers **may** be required to attend a clarification meeting with stakeholders and other relevant University officers. A **provisional date of 11th May 2016** has been allocated for these presentations. The Tenderer should ensure the relevant staff are available to attend. To include as a minimum:-

- The person submitting the tender on behalf of your organisation.
- The relevant Area Manager who will oversee the contract, if successful.

2.9 It is anticipated that the successful Tenderers will be **notified of the award of the Contract on 1st June 2016** and will have approximately 2 Months to effect contract mobilisation prior to **Contract start on Monday 1st August 2016**.

3. FORM OF TENDER

3.1 All documents requiring a signature must be signed:

- a) Where the Tenderer is an individual, by that individual.
- b) Where the Tenderer is a partnership, by two duly authorised partners.
- c) Where the Tenderer is a company, by two directors or by a director and the secretary of the company, such persons being duly authorised for that purpose.

A tender must be properly executed by the duly authorised officers of the company and the names and capacities of the authorised officers must be endorsed in block capitals near to the signatures.

3.2 A tender shall consist of Schedules 1 to 12 inclusive of these Instructions for Tendering, completed in every detail.

3.3 WRITTEN SCHEDULES

Each question should be answered in full and clearly headed with the title of the relevant schedule as outlined below.

3.4 The Tender Return Schedules are:

- 1 Miscellaneous method statements
- 2 Tender and Non Collusive Tendering Certificate
- 3 HR / Employment Issues
- 4 Quality Assurance
- 5 Contract Commencement Plan
- 6 Certificate of Prompt Payment
- 7 Health & Safety Assessment
- 8 Environmental & Social Issues
- 9 Security Declaration
- 10 Matrix of Compliance with Conditions
- 11 Financial
- 12 Schedule of Documents Accompany Tender

3.5 The University invites tenders for all the establishments as listed in Part C

Tenders must be for the supply of the whole service for which you have been invited to tender in accordance with and upon the terms and conditions set out in the tender documents. No other basis of tendering will be accepted.

4. CONDITIONS OF TENDER

Terms and Conditions

4.1 Every tender received by the University shall be deemed to have been made subject to these Terms and Conditions unless the University shall previously have expressly agreed in writing to the contrary and the document (or a legible copy thereof) expressing that agreement is annexed to and therefore forms part of the Contract Documents. Any alternative terms or conditions offered on behalf of a Tenderer shall be deemed to have been rejected by the University unless expressly accepted by them in writing.

Preparation of Tender

- 4.2 Tenderers must obtain for themselves, at their own responsibility and expense, all information necessary for the preparation of their Tenders.
- 4.3 Information supplied to Tenderers by the University's representatives or contained in the publications supplied to or obtained by the Tenderer is for general guidance in the preparation of the tender. Tenderers must satisfy themselves by their own investigations with regard to the accuracy of any such information and no responsibility is accepted by the University for any loss or damage of whatever kind and howsoever caused arising from or in consequence of the use by Tenderers of such information.
- 4.4 Any Tenderer who directly or indirectly canvasses any Governor, Official or employee of the University concerning the award of the contract, or who directly or indirectly obtains or attempts to obtain information from any such Official or employee concerning any other tender or proposed tender for the Services, is liable to be disqualified.

Non Collusive Tendering and Inducements

- 4.5 Any Tenderer Who:
- a) Fixes or adjusts the amount of his tender by or in accordance with, any agreement or arrangement with any other person; or
 - b) Communicates to any person, other than the University the amount or approximate amount of his proposed tender (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the tender or for insurance purposes); or
 - c) Enters into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted; or
 - d) Offers or agrees to pay or give, or does pay or give, any sum of money, inducement or valuation consideration directly or indirectly, to any person for doing or having done, or causing or having caused to be done in relation to any other tender or proposed tender for the Services, any act or omission;
 - e) Shall (without prejudice to any other civil remedies available, and without prejudice to any criminal liability, which such conduct by a Tenderer may attract) be disqualified.

Acceptance / Contract Award

- 4.6 The University reserves the right not to accept any tender and is under no obligation to accept a low offer that is deemed not to be a viable offer. Neither will the University be responsible for any costs associated with the preparation and submission of Tenders.
- 4.7 The University may award a contract on the basis of initial tenders received without discussions. Therefore, each initial tender should contain the tenderer's best terms in relation to the criteria set out in paragraph 4.10 below.
- 4.8 The criteria for the award of the contract will be the most economically advantageous tender in terms of price, quality, technical merit and service delivery, in relative order of importance indicated in paragraph 4.10 below.

- 4.9 Account will be taken of any factors which impact on the Tenderer's suitability that emerges from the tendering process and relate to information previously provided by the Tenderer as part of the pre-qualification process.
- 4.10 Your response to our requirements will be evaluated under the following headings:

Building cleaning

Technical	Total 70%		
One	Miscellaneous method statements		20%
Two	Tender and Non Collusive Tendering Certificate	Acceptable / Non acceptable	
Three	HR / Employment Issues		25%
Four	Quality Assurance		10 %
Five	Contract Commencement Plan		5 %
Six	Certificate of Prompt Payment	Acceptable / Non acceptable	
Seven	Health & Safety Assessment	Acceptable / Non acceptable	
Eight	Environmental & Social Issues		10%
Nine	Security Declaration	Acceptable / Non acceptable	
Ten	Matrix of Compliance with Conditions	Acceptable / Non acceptable	
Twelve	Document Summary	Acceptable / Non acceptable	
Financial	(Total 30%)		
Eleven	Financial		30%

- 4.11 The University reserves the right to seek clarification with any or all Tenderer(s) concerning any issues arising from the Instructions to Tender, both before and after the submission of tenders. Such clarifications may include (but shall not be limited to) the level and application of the rates and prices contained within any tender.

Form of Contract

- 4.12 The successful Tenderer shall execute two formal Agreements in the form of the sample Contract Format, as set out in paragraph 8 below.
- 4.13 Until the execution of those formal Agreements, the successful tender (including agreed amendments in writing), together with the University's written acceptance, shall form a binding agreement between the University and the successful Tenderer on the terms set out in the Contract Documents.

Acknowledgements of Amendments

- 4.14 Receipt of an amendment to these Instructions to Tender must be acknowledged by signing the amendment and returning it, with the other tender documents to:

Richard Pennington
Senior Buyer
The University of East London
Docklands Campus (Sports Dock Building SD2.06)
University Way
London
E16 2RD

e-mail purchasing@uel.ac.uk

NOTE: All the information contained in the Tender Return Schedules below will be used to evaluate the tenders and will form the basis of subsequent details for monitoring the performance of the Contractor.

Specifications & Schedules

- 4.15 The Contractor shall satisfy himself as to the accuracy of any quantities mentioned in the Specification and Schedules before commencing the Services.
- 4.16 If the Contractor finds discrepancies, errors, omissions or mis-statements in the Contract Documents, he shall immediately refer the same in writing to purchasing@uel.ac.uk
- 4.17 Any such discrepancies, errors, omissions, or mis-statements shall not vitiate the Contract, nor shall it release the Contractor from the completion of the whole or any part of the Services and/or Supplies or from his liabilities and obligations under the Contract.
- 4.18 The Authorised Officer shall in all such instances issue Instructions as to such discrepancies, errors, omissions and mis-statements and shall make determinations on any monetary adjustments to the Contract as he deems appropriate.

5 TRANSFER OF UNDERTAKINGS (PROTECTION OF EMPLOYMENT) REGULATIONS 2014 (TUPE)

- 5.1 The Tenderer's attention is drawn to Condition 53 of Part B of the tender documents, the provisions regarding the safeguarding of employees' rights in the event of transfer of undertakings, business or parts of businesses), the Transfer of Undertakings (Protection of Employment) Regulations 2014 ["TUPE"].
- 5.2 The University has sought from its current contractor relevant details about the staff whom they say perform the Services. The University is not in a position to warrant the accuracy or completeness of information so provided. Staffing Information supplied by the incumbent contractor (only made available to the contractors invited to tender).
- 5.3 Tenderers are advised to seek independent professional advice on the consequences for them if their bid leads to award of the Contract. The University is of the view that TUPE applies to this contract, . **Any representation that TUPE does not apply should be made as soon as possible and before the submission of bids to purchasing@uel.ac.uk.**

6. HEALTH AND SAFETY ASSESSMENT (SSIP Forum)

- 6.1 It is the University's policy to approve contractors' health and safety policies and management systems, using the SSIP Forum (Safety Schemes in Procurement).
- 6.2 UEL needs to be assured that potential suppliers have been assessed and certificated by an SSIP Forum Member Scheme have achieved the initial threshold of competence to provide specific services.
- 6.3 Tenders are required to supply documentary evidence that they are SSIP Forum scheme approved by **4pm Monday 2nd May 2016 to**

Richard Pennington
Senior Buyer
The University of East London
Docklands Campus (Sports Dock Building SD2.06)
University Way, London E16 2RD e-mail

purchasing@uel.ac.uk

6.4 The SSIP Forum acts as an umbrella organisation to facilitate mutual recognition between health and safety assessment schemes wherever it is practicable to do so.

6.6 Please visit the SSIP web page and on the home page click on the prompt “To access the list of forum members”.

While we cannot recommend membership of an individual scheme, we would suggest that you visit their website (www.ssip.org.uk) where further information about SSIP and a list of Registered Member Schemes can be found under Key Documents - List of SSIP Forum Membership. In this document you will find links to the Member Schemes’ websites for information such as their contact details, fees and how to apply. You can also verify the scopes assessed by each Member Scheme by referring to the Suppliers Guide to Registration - Table of Equivalences

7. SERVICE OVERVIEW

7.1 The University is seeking Competitive Tenders for Building and Window Cleaning. Competitive tenders are invited from invited organisations. The tenders shall be strictly based on the requirements and conditions set out in the Contract documents.

7.2 The key objectives of this provision are:

- To provide a service which fully complies with the service standards and frequencies and meets the reasonable needs of all customers.
- To support UEL in maintaining its ISO 14,001 standard accreditation and in achieving UEL’s Environmental Sustainability Policy objectives.
- To provide a service that enhances UEL’s public image and enhances the staff and student experience
- To award a contract that ensures the cleaning front-line staff are motivated, aligned to UEL core values and objectives and supported to consistently deliver the required standard.

8. SAMPLE CONTRACT FORMAT

This Agreement is made 2016

(1) **THE UNIVERSITY OF EAST LONDON** of University Way. London E16 2RD (hereinafter called "the university")

(2) **LIMITED (Company No.)** whose registered office is situated at **[Address]** A Company carrying on business at **[Address]** (hereinafter called "the Contractor")

WHEREAS the University are desirous that certain services should be provided in connection with the Building & Window Cleaning and have caused a specification of the said services to be prepared and have invited tenders for the undertaking of such services

AND WHEREAS the Contractor has made a Tender which has been accepted by the University

IT IS AGREED as follows:-

1. The following documents (hereinafter called "the Contract Documents" and copies of which are annexed hereto) are to be read and construed as part of this Agreement, that is to say:
 - a) Invitation to Tender
 - b) Instructions for Tendering
 - c) Specification
 - d) Conditions of Contract
 - e) Form(s) of Tender
 - f) Pricing Schedules
 - g) PQQ Submission
 - h) Contract Award Letter
 - i) Other Exchanges of correspondence between the parties clarifying the Tender

[LIST AS APPROPRIATE]
2. The "Contract Sum" shall be the sum calculated in accordance with the Contract Documents
3. The "Contract Services" shall be the services and any associated supplies shown upon and described in the Contract Documents
4. In consideration of the payment by the University at the time and in the manner set forth in the Contract Documents of the Contract Sum (subject to such variation as may be made in

accordance with the provisions of the Contract Documents) the Contractor shall execute complete and maintain the Contract Services and such variation thereof as may be made in accordance with the provisions of the Contract Documents and do all things and provide all services and other matters which may reasonably be inferred as necessary for carrying out the said services according to the true intent and meaning of the Contract Documents whether expressly mentioned therein or not and assume all the duties liabilities obligations and responsibilities set forth in the Contract Documents

5. If the Contractor shall have offered or given or agreed to give to any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any action in relation to the obtaining or execution of this contract or any other contract with the University, or for showing or forbearing to show favour or disfavour to any person in relation to this contract or any other contract with the University or if the like acts shall have been done by any person employed by him or acting on his behalf (whether with or without the knowledge of the Contractor), or if in relation to any contract with the University the Contractor or any person employed by him or acting on his behalf shall have committed any offence under the Prevention of Corruption Acts, 1889 to 1916,

ON BEHALF OF UNIVERSITY OF EAST LONDON

.....

.....

Date

.....

ON BEHALF OF THE CONTRACTOR

.....

Date

.....

**INSTRUCTIONS TO TENDERERS
FOR
COMPLETING TENDER RETURN SCHEDULES**

- (A) CONTRACTORS ARE ASKED TO NOTE THAT THE UNIVERSITY REQUIRES **ONE** HARD COPY OF THE COMPLETED TENDER SCHEDULE TO BE RETURNED WITH THEIR SUBMISSION PLUS **AN ELECTRONIC COPY** ON MEMORY PEN OR CD

9. INSTRUCTIONS FOR THE COMPLETION OF THE TENDER RETURN SCHEDULES

INSTRUCTIONS FOR TENDERING

AND

TENDER RETURN SCHEDULES

Attention is drawn to all contract documents comprising the Document A – Instructions for tendering and Tender return schedules, Document B – Terms and Conditions, Document C - Specifications, site plans and support documentation. These documents should be read in conjunction with these instructions for tendering. Tenderers are required to submit each of the Tender Return Schedules included in this section.

The information requested is intended to assist the University in the evaluation of tenders and to facilitate the execution of fair and equitable contract award(s). Therefore Tenderers are asked to ensure that all schedules are completed accurately, and that representations made are full and correct. Tenderers are asked to include, where appropriate, continuation sheets and any supporting documentation and that all documents reflect the name of the company and the correct schedule number to which responses pertain or refer. Tenderers should be prepared to provide confirmation, corroboration or clarifications on any representations made and are prepared to do so on short notice.

Tenderers are encouraged to visit each location to satisfy themselves as to the local conditions and the full extent and character of the operations and all factors which could affect the execution of the Contract generally as no claims on the grounds of want of knowledge shall be entertained.

All works carried out under the Contract shall be subject to regular measuring and quality inspection and only the amount of satisfactory work shall be paid for at the rates given in these tender documents and in accordance with the Standard Conditions of the Contract.

Each item requiring to be priced shall be priced independently and shall, unless otherwise specified, include for provisions, materials, haulage, cartage, labour (inc holiday) and every item of work necessary to make a complete job to the entire satisfaction of the Authorised Officer.

Each item in the Tender Documents shall be completed and/or priced as appropriate. Any item not priced will be deemed to have been accounted for in other items.

The Services to be provided, quantities of work and frequencies of repetition specified are believed to represent the level of Service that the University desires. However, in accordance with Terms and Conditions of Contract for 'VARIATION' the University reserves the right to increase or decrease the service levels and service Standards in accordance with the rates in the Tender Documents in order to enable the Contractor to operate within the budget limits set by the University from time to time. These may be varied at any time in accordance with the Terms and Conditions of Contract.

Unit prices must be shown in pounds and pence to 2 (two) decimal places (excluding VAT).

Tenderers should note the University has a budget for the first year of this contract, for the core cleaning (Core defined within financial schedule 11a and 11b of £1.65m (excluding VAT).

If tenderers are unable to submit a tender for the core aspects of this contract without achieving this under the £1.65m (excluding VAT) tenderers are required to submit as part of schedule 11c a list of proposals to achieve the appropriate reductions, with detailed costs and the associated

risks.

INDEX OF TENDER RETURN SCHEDULES

Schedule - 1	Miscellaneous method statements
Schedule - 2	Tender and Non Collusive Tendering Certificate
Schedule - 3	HR / Employment Issues
Schedule - 4	Quality Assurance & Continuous Improvement
Schedule - 5	Contract Commencement Plan
Schedule - 6	Certificate of Prompt Payment
Schedule - 7	Health & Safety Assessment (SIPP Forum)
Schedule - 8	Environmental & Social issues
Schedule - 9	Security declaration
Schedule- 10	Matrix of Compliance with Conditions of Contract
Schedule -11	Financial
Schedule -12	Schedule of Documents to Accompany Tenders

**MISCELLANEOUS METHOD
STATEMENTS**

SCHEDULE 1

Evaluation weighting in bold italics

The Tenderer is required to include method statements / answers to the following points:

1. Contact names and numbers of the lead contact within the organisation in connection with this tender submission. Location of office from which this contract will be managed (there is a small office at Docklands, USS and Stratford sites if required). ***For Info Only***

2. Tenderers expectations from the University during the mobilisation and contract period of this contract. ***For Info Only***

3. The successful contractor will be expected to implement an Incident Management & Business Continuity plan outlining their management arrangements in the event of emergencies which impacts on the UEL premises or the cleaning workforce or supply chain. Please supply a sample plan currently in operation and how you would propose to implement a plan for cover the UEL operating within the first 3 months of the contract. ***(10%)***

4. The Tenderer is required to include an overview of their equipment strategy, detailing the type and number for each type of equipment proposed to be used for which tasks, the maintenance and Portable Appliance Testing and recording regime, replacement cycles, training, and support systems in the event of failure of equipment. Furthermore, the Tenderer is required to demonstrate their proposals in the use of energy efficient equipment ***(10%)***

5. The Successful contractor will have substantial access to keys to a variety of buildings across the Estate including sub masters. The security of our premises is paramount and the associated costs of replacing keys and locks substantial. A variety of arrangements are in place, such as dedicated bunches of keys are retained by the contractor to issue and control daily, shared keys with security are booked as required. Please outline your key

management arrangements to include effective control, including traceability of keys issued and returned. **(10%)**

6. Outline how you propose manage the following routine arrangements (inc times of operation),

- Residential cleaning
- Office cleaning
- Sports Dock
- Teaching space cleaning
- External cleaning
- Window cleaning
- Nursery cleaning
- Periodic cleaning **(60%)**

7 The university requires the Contractor to implement from the commencement of the contract and throughout the life of the contract, an effective method of communication and recording of all cleaning requests and complaints, a system where any member of the University's staff can report spillages and deficiencies to the cleaning services, request variations (with an appropriate budget code) and receive an electronic written response outlining the actions taken / proposed to be taken / confirmation etc.

The university also requires an out of hours emergency contact arrangement for the contractor's management.

The Tenderer is required to outline their proposed out of hours (planned and unplanned) contact arrangements and communication / recording and reporting proposals.

(10%)

NOTE:

The university wish to discuss the benefits of integrating the cleaning Helpdesk with its current Maintenance Helpdesk. Dialogue between the two parties will be undertaken during the first few months of the mobilisation to consider operational efficiencies and the university expect co-operation from the contractor to fully implement any agreed changes.

**TENDER and NON COLLUSIVE
TENDERING CERTIFICATE**

SCHEDULE 2

- 1 Having examined the Contract Documents (Contract detailed in Definitions 3 Part B – Standard Conditions 1) and being fully satisfied as to my/our abilities and experience in all respects to satisfy the requirements of the Contract Documents, I/we hereby offer to provide, in accordance with the requirements of and upon the terms and conditions set out in the Contract Documents, the Services and/or Supplies therein specified for the prices set out in the Pricing Schedules submitted herewith pursuant to Schedule Nos: **1 – 12**
- 2 If my/our Tender is accepted I/we undertake forthwith to enter into a written Agreement in the form set out in paragraph 8 of Part A – Instructions for Tendering and Tender Return Schedules of the Contract Documents and unless and until such a written agreement is prepared and executed, this Tender, together with your written acceptance thereof, will form a binding Contract between us on the terms set out in the Contract Documents.
- 3 I/We confirm that if our bid is accepted, the Transfer of Undertakings (Protection of Employment) Regulations 1981 will apply.
- 4 I/We agree that this tender shall remain open to be accepted or not by the University for a period of 4 months from the closing date.
- 5 I/We certify that this is a bona fide Tender, intended to be competitive and that I/we have not fixed or adjusted the amount of the Tender or the rate and prices quoted by or under or in accordance with any agreement with any other person.
- 6 I/We also certify that I/we have not done and undertake that I/we will not do at any time any of the following acts:
 - a. communicate to a person other than the University the amount or approximate amount of my/our proposed Tender (other than in confidence in order to obtain quotations necessary for the preparation of insurance for the Tender); or
 - b. enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any Tender submitted; or

offer or agree to pay or give, or pay or give any sum of money inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done, in relation to any other Tender or proposed Tender for the Services, any act or omission.

Signed

Name / Status

Signed

Name / Status

For and on behalf of

Date

HR / EMPLOYMENT ISSUES

SCHEDULE 3

Evaluation weighting in bold italics

The Tenderer is required to provide the following information:

(1) The proposed local management and supervisory structure suitable for the efficient and cost-effective management of the service, and to give reason for the proposed numbers, skills and experience. Tenderers are also required to state the roles and responsibilities of each manager which will be dedicated to this contract and head office support staff and the communication systems proposed for achieving, maintaining and co-ordinating the specified service. (Including who will lead on sustainability matter associated with this contract) ***(10%)***

(2) The frequency of visits to Premises by key personnel should be indicated for the purposes of training and operational management. ***acceptable / non acceptable***

(3) Outline your proposed training arrangements for all levels of staff working on this contract, to include both during the mobilisation period and throughout the life of the contract. Please include details of the accreditation arrangements (if any), if on or off site and cover arrangement for staff whilst undertaking the training.(inc all sustainability training proposed for staff working on this contract) ***(10%)***

(4) Confirmation that the Tenderer will comply with any information and consultation requirements under TUPE; ***acceptable / non acceptable***

(5) There are a number of cleaning staff who have very limited or no command of the English language. Demonstrate how you would ensure:

- The staff fully understand the required standard of service expected
- Comply with H&S requirements (risk assessments and use of chemicals and machine instructions)
- Training and induction arrangements
- General instructions / information from Supervisors and University staff.

(10%)

(6) How you are proposing to recruit and retain sufficient staff to efficiently manage this contract over the next few years, holiday and sickness cover arrangements, ad hoc building cleaning requirements. Generally, what are your proposals for remuneration benefits for staff in line with market conditions?

- Pay rates for all staff and annual salary review arrangements
- Pension arrangements
- Holiday entitlements
- Other Remuneration benefits

(10%)

(7) The University has adopted an Equality and Diversity Policy, detailed in Document C, Appendix E We are keen to ensure (where applicable) the Cleaning Contractors staffs working on this contract are fully aware of its content and this is integrated into the staff induction and working practices. Outline to what extent this can be achieved. ***acceptable / non acceptable***

(8) The University's Health & Safety Policy is attached in Document in Document C, Appendix D. Outline how and to what extent this Policy can be incorporated into the operation of this contract in conjunction with the tenderes own H&S arrangements. **acceptable / non acceptable**

(9) Outline of your organisations union recognition arrangements, and or your local proposals for staff consultation where no recognition is in place and Union representation is being requested to attend formal meetings with staff **acceptable / non acceptable**

(10) Outline your procedures for staff timekeeping inclusive of logging in and out procedures. **acceptable / non acceptable**

(11) Your knowledge and protocols to ensure the adherence to the current Working Time Regulations 1998 and Amendment 2003; **acceptable / non acceptable**

(12) The Tenderer is required to provide in a suitable format, staffing details dedicated to this contract from the Commencement of the Contract for the core business (excluding call-off work) as outlined in schedule 11a and b of this document. To include as a minimum:

- Grade of Staff (Distinguish between Cleaning Operatives, Supervision (working and non-working separated) and Management and total number)
- Hour worked on each Campus for each grade of staff (**total annual hours**).
- A comparison between proposed staff (NUMBER AND HOURS) and the TUPE supplied information.
- The responsibilities of staff to be allocated to Managements and Supervision
- The skills required of staff allocated to management and supervision.
- Productivity assumptions

(50%)

(13) The University has adopted the Equality and Human Rights Commission - Responsible Procurement of Cleaning Services Principles to be incorporated into this cleaning contract from 1st August 2016 and request the successful contractor to fully comply with their obligations to the principles The University feel we have evidenced our commitment to sections 1 to 4 and 10. Tenderers should outline their commitment to the remaining points.

Link to the paper.

http://www.equalityhumanrights.com/sites/default/files/publication_pdf/Responsible%20Procurement.pdf

(10%)

(14) The University requires the successful Contractor at all times to provide clean premises which are fit for purpose and that the Contractor is proactive in the management of the contract, thus ensuring that all specifications are achieved and that the frequency of cleans is as detailed in the specifications.

Tenderers are required to submit their proposal for ensuring a transparent system is available to the university, on a monthly basis, to identify any variances between hours allocated and those actually being used. Any differences between allocated an actual worked hours to be held on credit and used as agreed between both parties to enhances the cleaning service in line with the contract objectives.

acceptable / non acceptable

QUALITY ASSURANCE

SCHEDULE 4

The Tenderer is required to provide a narrative explanation of their proposed inspection/quality assurance procedures. A fully documented plan will be required following contract award and prior to the commencement of the contract.

QUALITY

The Tenderer is required to provide the following information: **(20%)**

- (a) Methods of measuring, recording and monitoring acceptability of performance, and frequencies and client input into this;
- (b) Internal audit process
- (c) Procedure for the investigation of non-performance and complaints and the rectification process.
- (d) Proposed systems for client liaison - individual sites
- (e) Details the level and frequency of reports (submit samples) available to the Client to demonstrate the performance of the contract to the defined standards / outputs.

CONTINUOUS IMPROVEMENT

(80%)

Continuous Improvement is a key element of the University's programme of change. Continuous improvement in the quality of services and in the way that they carry out their functions, striking the best possible balance between effectiveness, efficiency and economy.

Within this contract we require the provider to assist the University in meeting these change objectives. The Service provider will need to demonstrate to the University how it complies with those requirements.

Tenderers are required to submit a detailed method statement detailing how they believe they can implement a programme of continuous improvement throughout the contract period and continuously improve the service outputs detailed within the contract

To include as a minimum:

- The inclusion of baseline indicators and annual performance indicator targets.(including environmental KPI's and targets)
- Methods of benchmarking service outputs with similar contracts and services.
- Added value to the University through service improvement provided by the contractor.
- Demonstration of the Company's ability to respond to changes in future requirements of the University and individual schools and services

CONTRACT COMMENCEMENT PLAN

SCHEDULE 5

Evaluation weighting for this schedule in bold italics

- (a) Tenderers are asked to outline details of major events and time schedules for the period: **Award date 1st April 2016 to end September 2016**. This document should include such major events as recruitment, selection, mobilisation, training, orientation and placement of employees. Additionally, it should include such events as acquisition and placement of materials/equipment, transport facilities, setting-up local offices, etc. No specific format is prescribed, however, a clear and precise narrative with a "critical path" diagram illustration is recommended.

(40%)

- (b) Tenderers should also include in this document an enumeration of information and/or decisions which it is considered that the University should or must provide before or during this period.

(20%)

- (c) Details of the Tenderers' resources which will be committed for the handover and mobilisation of this contract to ensure there is no discernible break in the service between the present and the new operation.

(40%)

Tenderers are reminded that the costs of the start up programme, if any, must be included in the contract prices.

Key dates are as follows:

Notification of Award of Contract: (Following this there will be a mandatory 10 day standstill period)	1st June 2016
Contract Commencement	1st August 2016
Welcome weekend for majority of Residential students (Provisional date)	17th / 18th September 2016

CERTIFICATE OF PROMPT PAYMENT

SCHEDULE 6

I/We having examined the provisions of the Contract designed to ensure the prompt payment of sub-contractors I/we certify that:

1. Any sub-contract entered into by me/us shall provide for timely payment of the subcontractor on the terms complying with the requirements of the University as set out in the Contract.
2. I/We understand that the failure by me/us to comply with section 1 above and or failure to act in accordance with the provisions for prompt payment of subcontractors/suppliers found within the Contract will be taken into account when considering future tendering opportunities for me/us or any future business which may be formed by me/us.

Dated this: _____ day of _____ 2016

Signature: _____ Print Full Name: _____

In the capacity of _____
(Please state official position e.g. Director, Sales Manager etc.) being a person duly authorised to sign tenders on behalf of:

Company name: _____

Address: _____

Post Code: _____

HEALTH & SAFETY ASSESSMENT (SIPP
Forum)

SCHEDULE 7

- 1 Having examined the University's requirements for SSIP assessment by **4pm Monday 2nd May 2016** (as defined in Part A Instructions to Tender, ECTION 6) I/We agree that it will be a condition precedent to a Contract based on the acceptance of the tender that I/we shall successfully have obtained this certification at our own expense and provided documentation to the University by the above date. If the tenderer has achieved assessment prior to submission date the confirmation should be submitted with the tender documents.

Signed

Name (Print)

Status

For and on behalf of

Date

ENVIRONMENTAL & SOCIAL ISSUES

SCHEDULE 8

Evaluation weighting for this schedule in bold italics

1. Environmental Sustainability

1.1 Outline how your company's can assist UEL with its sustainability improvements, to include:

(40%)

- (a) Cleaning agents, such as detergents and chlorine
- (b) Consumables and packaging
- (c) Waste & recycling
(inc how you reduce packaging and waste through the cleaning consumables you purchase).
- (d) Transportation and fuel
- (e) Energy, air and water
- (f) Staff uniforms

(inc information on the materials used to make your uniforms including whether organic and/or Fairtrade cotton is used, whether uniforms are designed to reduce end-user temperature washing cycles and whether old uniforms are recycled.)

1.2 Provide your green product specification. ***5%***

1.3 Attach a copy of your Environmental/Sustainability Strategy and/or Policy. ***5%***

1.4 Outline you Environmental Management System that is externally accredited by a European or international environmental management standard to manage your negative environmental impacts, comply with relevant legislation and have processes in place to continuously improve your environmental performance? Please include a copy of any certificates.

10%

Evidence of registration of Environmental Standards with appropriate body

Either insert required details or state 'None'

1.5 Provide an up to date Environmental Management Action Plan and/or the current practices and procedures put in place to minimise your company's environmental impact.

10%

2. UEL'S VALUES CORPORATE OBJECTIVES

2.1 UEL has recently launched its values and corporate objectives

<http://www2.uel.ac.uk/wwwmedia/uelwebsite/contentassets/documents/news/UELCorporatePlan.pdf>

Tenders are required to outline how they can assist UEL in achieving this throughout the life of the contract **30%**

2.2 Supply Chain

(a) What are your company plans in the event that labour rights concerns are identified in your supply chain?

acceptable / non acceptable

(b) Do you have a code of conduct committing you to a policy of CSR/Sustainability throughout your supply chain, if so please supply details?

acceptable / non acceptable

SECURITY DECLARATION

SCHEDULE 9

SECURITY DECLARATION

I/We having examined the provisions of the Contract do hereby declare that, all staff employed by us within the scope of this Contract including sub-contractors and agents who will have access to the University property or records, will have furnished to me/us satisfactory documentary evidence to establish their identity and immigration work permit status in accordance with the requirements of the Contract.

Dated this: _____ day of _____ 2016

Signature: _____ Print Full Name: _____

In the capacity of _____
(Please state official position e.g. Director, Sales Manager etc.) being a person duly authorised to sign tenders on behalf of:

Company name: _____

Address: _____

Post Code: _____

Matrix of Compliance with Standard Conditions of Contract

SCHEDULE 10

Tenderers are required to complete this Schedule to show their level of acceptability of the Standard Conditions of Contract – Part B.

This will permit a greater understanding of compliance with the University’s Conditions of Contract and permit a smoother completion of the formation of the Contract.

In this section only minor changes are acceptable; if you propose to make significant large scale changes then the tender may be considered non-compliant. Also, the University reserves the right not to accept any proposed changes, however minor.

Condition No.	Fully Acceptable	Partially Acceptable	Not Acceptable	Comments on Unacceptability	Proposed Condition
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					

Condition No.	Fully Acceptable	Partially Acceptable	Not Acceptable	Comments on Unacceptability	Proposed Condition
23					
24					
25					
26					
27					
28					
29					
30					
31					
32					
33					
34					
35					
36					
37					
38					
39					
40					
41					
42					
43					
44					
45					
46					
47					
48					
49					
50					
51					
52					

Condition No.	Fully Acceptable	Partially Acceptable	Not Acceptable	Comments on Unacceptability	Proposed Condition
53					
54					
55					
56					
57					
58					
59					
60					
61					
62					
63					
64					
65					
66					
67					
68					
69					
70					

FINANCIAL

SCHEDULE 11

Evaluation weighting for this schedule in bold italics

Tenderers are required to attach to this schedule the financial information requested in Schedule 11 return with the completed schedule the following schedules in an Excel file on a CD or memory pen.

Please note the following:

- (i) The prices, rates and charges entered in the appropriate schedules shall be deemed to be fully inclusive of all work defined in the Contract and shall include all costs and expenses which may be incurred in executing the Work and Services in accordance with the Contract. For avoidance of doubt this shall include but not be limited to the following:
 - all labour costs;
 - the costs of all accommodation, furniture, fixtures, fittings and equipment together with any associated costs except where indicated as being provided by the University in accordance with the Contract;
 - all consumables, materials and other goods in accordance with the Contract;
 - all costs relating to administration, management and supervision, central support, travel (including any parking charging) and overheads with all express and implied risks, liabilities and obligations;
 - profit; and
 - setting-up costs,
- (ii). Tenderers must insert prices for all the items required in the accompanying schedules. Prices should be in £ sterling to a maximum of two decimal places.
- (iii). The prices, rates and charges stated should **exclude VAT**.
- (iv). The attention of Tenderers is drawn to all the documents, which comprise the Contract. The Tenderer shall satisfy himself as to the local conditions, extent and character of the service to be provided. The University will not entertain any claims whatsoever on the grounds of lack of knowledge by the Tenderer.

INSTRUCTIONS TO AID COMPLETION OF SCHEDULE 11

Tenderers should note the University has a budget for the first year of this contract, for the core cleaning (Core defined within financial schedule 11a and 11b of £1.65m (excluding VAT) .

If tenderers are unable to submit a tender for the core aspects of this contract without achieving this under the £1.65m (excluding VAT) tenderers are required to submit as part of schedule 11c a list of proposals to achieve the appropriate reductions, with detailed costs and the associated risks.

Schedule 11a NON RESIDENTIAL AREAS (Core work)

(65%)

TENDERERS ARE ONLY REQUIRED TO COMPLETE AREAS SHADED (BLUE ON ELECTRONIC VERSION)

The total m² of space requiring cleaning as outlined in the attached spreadsheet, which corresponding with the building site plans within Part C(ii), are supplied for information

Column Headed A – External Cleaning

Annual price for external cleaning for each Campus, based on the specifications outlined in Document Part C. Section 3.11 Non Residential Cleaning.

The overall site plans within Document C (ii) denote the boundaries on each Campus or individual buildings.

Column Headed B – Classroom set ups (Docklands & USS Only)

Annual price for the classroom set-up at Docklands, based on the specifications outlined in Document Part C. Section 3.10 Non Residential Cleaning.

Annual price for the classroom set-up at USS, based on the specifications outlined in Document Part C. Section 3.16 Non Residential Cleaning

Column Headed C – Feminine Hygiene Provision

Annual price for the provision for each Campus based on the specifications outlined in Document Part C. Section 3.1.10 Non Residential Cleaning – Note current usage is outlined in Document B- Appendix K

Column Headed D – Window Cleaning (internal and external)

Price for one external (normally around Jan/Feb) and one combined, internal and external window cleaning (around end August / early September) on a building by basis based on the specifications outlined in Document Part C. Section 3.13.8)

The Tenderer is required to attach to this schedule details if any windows which they are unable to access, or which would add substantial costs to the cleans.

Column Headed E – Waste / Recycling logistic management

Price for one annual price for the transportation and compacting as per the specification section 1. 9.5 to 9.8 Document C (Docklands)

Column Headed F – Internal Cleaning (Non Residential)

Annual price for the specified provisions outlined in Document C. Sections 1 and 3 Non Residential Cleaning. – Excluding service include in points A to E above

Schedule 11b Residential Areas (Core work)

(10%)

TENDERERS ARE ONLY REQUIRED TO COMPLETE AREAS SHADED (BLUE ON ELECTRONIC VERSION)

Column Headed A – Residential Areas – Term time

Annual price for the term time (37 weeks) cleaning on a building by building basis including the daily housekeeper, based on the specifications outlined in Document Part C. Section 2. Residential Cleaning.

The total m2 of space requiring cleaning as outlined in the attached spreadsheet, which corresponding with the building site plans within Part C(ii), are supplied for information

Column Headed B – Window Cleaning (external only)

Price for one occasion only window cleaning external clean only on a building by building based on the specifications outlined in Document Part C. Section 2.8

Schedule 11c Achieving the required budget

(15%)

Tenderers should note the University has a budget for the first year of this contract, for the core cleaning (Core defined within financial schedule 11a and 11b of £1.65m (excluding VAT).

If tenderers are unable to submit a tender for the core aspects of this contract without achieving this under the £1.65m budget (excluding VAT) tenderers are required to submit as part of schedule 11c a list of proposals to achieve the appropriate reductions, with detailed costs and the associated risks. Tenderers who achieve the budget within the tendered prices for the core services will receive 15% allocated for this schedule (11f)

Tenderers who have been unable to achieve the budget within the tendered prices for the core services can achieve up to 5% of the allocated 15% for this schedule (11f) dependant on the suitability and detail of their proposals to achieve the budget.

Annual Value of the core element of the contract (total of schedule 11a and 11b)

TENDERERS ARE NOT REQUIRED TO COMPLETE THIS SCHEULE – THE TOTALS WILL BE UPDATED WITH LINKS TO SCHEULE 11a and 11B

Schedule 11d Residential Non Term time Call off items

(3 %)

TENDERERS ARE ONLY REQUIRED TO COMPLETE AREAS SHADED (BLUE ON ELECTRONIC VERSION

For the 15 weeks outside of the teaching weeks the University may require certain common areas of individual blocks cleaned on a daily basis during certain weeks when the accommodation is being used. A weekly tendered price for the cleaning of the Residential common areas on a daily basis (call off as and when required during the Summer period), based on the specifications outlined in Document Part C. Section 2 ,excluding sections 2.1, 2.6, 2.7 and 2.8

Schedule 11e Miscellaneous Call off items

(2%)

TENDERERS ARE ONLY REQUIRED TO COMPLETE AREAS SHADED (BLUE ON ELECTRONIC VERSION

This schedule includes a range of call-off requirements which the University will potentially procure.

Schedule 11f Percentage analysis of the contract value

TENDERERS ARE ONLY REQUIRED TO COMPLETE AREAS SHADED (BLUE ON ELECTRONIC EXCEL VERSION

To formulate a basis for bench marking and evaluation of this contract, tenderers are required to provide a percentage breakdown of their tendered price for the core elements of this contract – Schedule 11a and 11b (excluding call off items).

FINANCIAL

SCHEDULE 11a

SCHEDULE 11(a)		A	B	C	D	E	F
See Document A - Schedule 11 for support details to aid completion of this document							
LOCATION	Total Internal space within Contract (m2)	Tendered Price (External cleaning)	Classroom Setups	Feminine Hygiene	Tendered Price (Window Cleaning - 1 x External and 1 x Both internal and External)	Waste / Recycling Logistic Management	Tendered Price internal cleaning and associated works
USS CAMPUS	7,474						
STRATFORD CAMPUS							
UNIVERSITY HOUSE	8,409						
LIBRARY	3,600						
R BLOCK	2,779						
CLINICAL EDUCATION	3,045						
TL 3 (Temp Lecture Theatres)	325						
TL 2 (Temp Lecture Theatre)	300						
ARTHUR EDWARDS (THE GREEN)	4,306						
CASS - SCHOOL OF EDUCATION AND COMMUNITIES	2,828						
COMPUTER AND CONFERENCE BUILDING	2,453						
DOCKLANDS CAMPUS							
NURSERY	245						
AVA	6,553						
NORTH BUILDING	1,262						
WEST BUILDING	3,835						
EAST BUILDING (INC Reception and Portakabins)	12,028						
KNOWLEDGE BUILDING	6,703						
LIBRARY	8,936						
LONGBRIDGE OFFICES	156						
AQUA EAST (Attached to Longbridge Residential block)	383						
UNDERGROUND BAR - Part of North Building (Lower Ground)	298						
SPORTS DOCK	8,637						
TOTALS	84,553	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Grand Total							£0.00

FINANCIAL

SCHEDULE 11b

SCHEDULE 11(B)						A	B	C
See Document A - Schedule 11 for support details to aid completion of this document								
SCHEDULE OF RATES -								
LOCATION	Bedrooms	Ensuite	Public Areas, Offices & Corridors	Kitchen	Total Internal space within Contract (m2)	Tendered Price Cleaning TERM TIME (37 weeks) Mid Sept - Early June PLUS The turnaround cleans *	Tendered Price (Window Cleaning - External Surfaces)	Provision of a Housekeeper for the Residential blocks (52 weeks PA, 7 days a week, exc Bank Holidays)
Residential Blocks								
WEST BUILDINGS m2								
AILSA	674	137	201	188	1200			
CLAIRE	626	131	276	192	1225			
FELIX	674	137	203	188	1202			
JAMILAH	674	137	203	188	1202			
KWAME	674	137	203	188	1202			
EAST BUILDINGS								
LONGBRIDGE (Exc Aqua East, Residences Offices) including Laundry								
MARLEY								
REDBRIDGE								
SHEPHERD								
TEMPLARS								
Total East Blocks**	9788		10,875		20,663			
All figures supplied are m2								
Sub Totals						£0.00	£0.00	£0.00
Grand Total								£0.00

* All Cleaning as specified in Section 2 of the Residential Cleaning Specification - Document Part A

** Note the total space for Public areas above also includes the various stores and the plant space on the top floor of each block (excluded from the cleaning contract)

FINANCIAL

SCHEDULE 11c

SCHEDULE 11c (CORE ELEMENT OF THE CONTRACT - TOTALS)						
c/f from SCHEDULE 11(a)	A	B	C	D	E	F
See Document A - Schedule 11 for support details to aid completion of this document						
LOCATION	Tendered Price (External cleaning)	Classroom Setups	Feminine Hygiene	Tendered Price (Window Cleaning - 1 x External and 1 x Both internal and External	Waste / Recycling Logistic Management	Tendered Price Internal cleaning and associated works
TOTALS	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
						£0.00
c/f from SCHEDULE 11(B)	A	B	C			
	Tendered Price Cleaning TERM TIME (37 weeks) Mid Sept - Early June PLUS The turnaround	Tendered Price (Window Cleaning - External Surfaces)	Provision of a Hosekeeper for the Residental blocks (52 weeks PA, 7 days a week, exc Bank Holidays)			
	£0.00	£0.00	£0.00			
Total core contract tendered prices					£0.00	
<p>Tenderers should note the University has a budget for the first year of this contract as outlined within Document A, Schedule 11 introduction text for the core element of this contract (Core defined as financial schedules 11a and 11b). The field above are the combined totals of scheule 11a and b.</p> <p>If tenderers are unable to submit a tender for the core aspects of this contract without achieving this budget. Tenderers are required to submit as part of schedule11c a list of proposals to achieve the appropriate reductions, with detailed costs and the associated risks. - ATTACHED TO THIS SCHEDULE</p>						

FINANCIAL

SCHEDULE 11d

SCHEDULE 11d						A
See Document A - Schedule 11 for support details to aid completion of this document						
SCHEDULE OF RATES - call off items						
LOCATION	Bedrooms	Ensuite	Public Areas, Offices & Corridors	Kitchen	Total Internal space within Contract (m2)	Tendered Weekly Price Cleaning Non TERM TIME (outside the 37 weeks) Mid Sept - Early June excludes turnaround cleans *
WEST BUILDINGS						m2
AILSA	674	137	201	188	1200	
CLAIRE	626	131	276	192	1225	
FELIX	674	137	203	188	1202	
JAMILAH	674	137	203	188	1202	
KWAME	674	137	203	188	1202	
EAST BUILDINGS						
LONGBRIDGE (Exc Aqua East, Residences), including laundry						
MARLEY						
REDBRIDGE						
SHEPHERD						
TEMPLARS						
Total East Blocks**	9788		10,875		20,663	
All figures supplied are m2					Grand Total	£0.00

* All Cleaning as specified in Section 2 of the Residential Cleaning Specification - Document Part C (exc the specification elements 2.1, 2.6, 2.7 and 2.8).

** Note the total space for Public areas above also includes the various stores and the plant space on the top floor of each block (excluded from the cleaning contract)

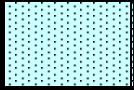
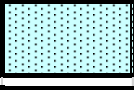




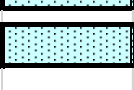
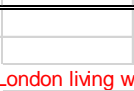
FINANCIAL

SCHEDULE 11e

SCHEDULE 11(E)		SCHEDULE OF RATES - call off items		
Tenderes are required to quote unit prices for the following call off services				
SCHEDULE OF RATES				
Hourly Rates	Cleaning Operatives	General Assistant	Driver	
Monday to Friday				
Saturday				
Sunday				
Bank Holidays				
WINDOW CLEANING				
Price for occasion (assume a single order would be placed to undertake the cleaning for all the listed areas below)	Tendered Price (Window Cleaning - Internal Surfaces)	Tendered Price (Window Cleaning - External Surfaces Only)		
Docklands				
VCG Suite - 1st floor East Building				
The Edge Restaurant - Ground floor East Building				
Street Food- Ground Floor west building				
Costa Coffee Shop - Ground Floor West Building				
Underground Bar - basement - West Building				
Sports Dock (arenas, front and rear entrances and fitness suit)				
Sports Dock (scenic lift)				
Docklands Reception				
Aqua East - All windows - Longbridge House				
Stratford				
The Buzz (Starbucks) - Ground floor R Building				
The Green Café - A Edwards Building				
Clinical Education Building				
NHS Leased areas				
Annual price to increase the specification from that detailed in Document C appendix H For the following areas(CE 013, 011, 019, 0.03, Reception and waiting areas, 1.10, 1.14, stairs from ground to 1st floor and Pods on ground and 1st floor). To comply with the Primary Health Care trusts requirementst as detailed in Document C				
CONFERENCE / SUMER SCHOOL WITHIN RESIDENCES				
Refer to specification for these tasks in Document C SECTION 4				
STANDARD BEDROOMS ONLY		Price per room Monday - Friday	Price per room Saturday	Price per room Sunday +Bank Holidays
Make Up (prior to guest arriva) - MU				
Daily Clean (with guest in residence) - DC				
Weekly Clean (with guest in residence) - WC				
Turnaround Clean - TC				
Embassy Summer School Clean - EM				
Bedrooms Only Specifications (Pick and Mix dependant on University's requirements)				
Refer to specification for these tasks in Document Part C Section 4.5				
		Monday - Friday Standard Rooms		Monday - Friday Studio
Basic Clean - BC				
Basic Clean with Carpet Extraction - BCCE				
Deep Clean with Carpet Extraction – DCCE				
Deep Clean with vacuum - DCV				

FINANCIAL

SCHEDULE 11f

SCHEDULE 11(f)	COST % BREAKDOWN (Exc Call Off Items)
<p>To formulate a basis for bench marks and evaluation of this contract, tenderers are required to provide information in the form as cited below:</p>	
<p>Site based Labour Cost (Inc Absence Cover and National Insurance) *</p>	<p> % (of total contract price)</p>
<p>Non Site Based Management & Supervision.</p>	<p> %</p>
<p>Equipment (Inc Depreciations & Maintenance)</p>	<p> %</p>
<p>Cleaning Materials and consumables</p>	<p> %</p>
<p>Personal Protective Equipment</p>	<p> %</p>
<p>Training</p>	<p> %</p>
<p>Overheads (Including Head Office Costs, Shared Support Etc)</p>	<p> %</p>
<p>Operating Surplus</p>	<p> %</p>
<p>* Only element where inflation will be applied - linked to London living wage</p>	

DOCUMENT SUMMARY

SCHEDULE 12

SCHEDULE OF DOCUMENTS ACCOMPANYING THE TENDER OF:

*Please tick
If included*

Schedule - 1	Miscellaneous method statements	
Schedule - 2	Tender and Non Collusive Tendering Certificate	
Schedule - 3	HR / Employment Issues	
Schedule - 4	Quality Assurance & Continuous Improvement	
Schedule - 5	Contract Commencement Plan	
Schedule - 6	Certificate of Prompt Payment	
Schedule – 7	Health & Safety Assessment	
Schedule - 8	Environmental & Social issues	
Schedule - 9	Security declaration	
Schedule- 10	Matrix of Compliance with Conditions of Contract	
Schedule -11	Financial	
Schedule -12	Schedule of Documents to Accompany Tenders	

10. Tender evaluation overview

(a) Financial Evaluation – Schedule II

The financial analysis of each bid will take into consideration:

The University has developed a financial model to convert the percentages bid in Schedule II into a score for evaluation purposes

The Tender Scoring Spreadsheet uses a model for scoring financial tenders. Each tenderer is initially allocated 50% of the full weighting for the relevant schedule. Then the difference from the average tendered price is calculated.

As tenders prices are expected to be broadly similar 2% of the total price points will be added or deducted for each 1% above or below the average (there will be an upper cap of 100% for the total for schedule II and no bidder will receive a negative total for schedule II.)

For Call off items a pre agreed shopping list of items will be used and weighted accordingly

(b) Technical Evaluation – schedule I-I0

Technical analysis of each bid will have four main objectives:

1. To establish whether the information within the tender submission fulfils the requirements of the contract specifications and conditions and whether the proposed methods of working will achieve the required performance.
2. To establish whether sufficient resources have been applied to deliver the services required. This is to include staffing, skills, management and support systems, machinery and equipment.
3. To establish whether the required quality standards can be met and sustained throughout the life of the contract.
4. To assess the experience of the organisation's in service provision.

The main way in which quality and technical ability will be established will be evaluating the answers to the requests for support information and the various components within them. Presentations/interviews and site visits to clarify elements of the tenderers operation may also take place where it is felt that additional information is required and/or clarification sought in certain areas. This process will apply to all bids and assessed separately.

Each method statement will be weighted (based on the level of importance it is proposed to attach to it), with a maximum number of marks identified for each. The components which make up each method statement will be assessed on a 0 to 100% scale, with 100% marks being awarded where all the key issues have been identified by the tender.

Certain method statements / schedules are simply requiring the submission of requested information and will either be classified as acceptable or non acceptable and raised during the clarification state if necessary.

Points which will to be considered when using the marking system:

Where bidders choose to follow a different avenue of operation, which would clearly benefit the overall delivery of the services, such innovative proposals (where relevant) will attract higher marks. The main assessment lies in the tender submissions providing a commitment to, and a logical means of achieving, the optimum results within a realistic and explained resource allocation.

Bidders may provide solutions to problems and/or alternative systems, which are of such originality or insight as to produce unforeseen, yet perfectly valid method statements. In such cases a qualitative assessment will take place which will be judged upon the effectiveness of the method statement. Only proposals that meet the requirements of the specification and service objectives will be considered as part of the evaluation process.

Marking may require a qualitative assessment of the statements made by a bidder. Two bidders may raise the same key issues but one's statement may indicate a higher quality approach or more satisfactory method of approaching a particular problem. If this is the case then the evaluator will attach additional marks within the banding to the better method statement, indicating clearly in the comments column why extra marks were awarded.

Submissions will be deemed adequate if they comply with tender requirements. A better than adequate standard will be deemed to be achieved if information and detail is provided over and above that required; if additional benefits have been offered or the use of innovation has been demonstrated.

Justification for weighting

81 – 100% A fully acceptable answer

Meets all the requirements in a comprehensive manner. It has raised all the key issues and all other issues necessary, providing high quality resolutions of problems.

61 – 80% An acceptable answer

The bidder has provided a satisfactory response that meets the basic requirement. May have mentioned all, or most, of the key issues and peripheral issues necessary to the answer, or in the quality of the approach to those issues raised. The answer in some part is considered to be unrealistic or inappropriate. Has explained quite well how the process will operate.

41 – 60% A reasonable answer

The bidder has provided a satisfactory response but doubts are expressed on several aspects. Not all the key issues or other issues necessary to the answer have been identified but the overall operating process has been explained. One or two minor issues considered to be unrealistic or inappropriate. The quality of any systems suggested, or the proposed resolution of the problems, is reasonably acceptable but leaves minor doubts.

25 – 40% A marginal but acceptable answer

Shows indications that the bidder will meet some of the requirements of the question. Either a number of the key issues and other issues necessary to answer have not been identified, or the answer has not explained sufficiently how the process will operate, or the quality of the tenderers proposals are deficient to an extent that leads the evaluation team to believe that the proposed systems or resolution of problems will be unacceptable.

0 – 24% An unacceptable answer

An unsatisfactory response that suggests the tenderer will have serious difficulties with the contract – or no information provided. None of the key issues have been identified and only a small number of the other issues. Any issues that have been identified are entirely deficient in quality of systems suggested or in the resolution of the problems. The process is not explained or is mainly considered to be unrealistic or inappropriate.

The exception to this being the score for the staffing levels of staff within the contract in schedule 3

Each tenderer is initially allocated 50% of the full weighting for the staffing levels. Then the difference from the average annual hours is calculated

As tenders prices are expected to be broadly similar 2% of the total points will be added or deducted for each 1% above or below the average (there will be an upper cap of 100% score, with no bidder receive a negative total for this element of the staffing schedule).

Scoring

Scores have been allocated to each response in accordance with the scoring criteria Where a response is being evaluated by more than one evaluator, the score shall be referred to as a provisional score until the team agree a score by using one of the mechanisms listed below. Teams should agree in advance of the evaluations which option they intend to use.

- (a) agreement between relevant evaluators
- (b) debate followed by mutual agreement
- (c) taking the average score.

The final scores of each response shall be hand written or typed onto the Evaluation Scoring sheets and signed by all evaluators in the team indicating agreement. Standard forms will be provided for use in the evaluation scoring.

A meeting of all assessors representing the relevant teams will be held to agree the final scoring. Any amendments to scores at this meeting must be agreed and signed by the respective evaluation teams. A Co-ordinator will be responsible for summarising all scoring sheets and producing the weighted scores.

Documenting Results

The various evaluation sub-groups retain all evaluation notes following the various meetings, including details of people in attendance and key issues. Attached to this paper are a number of forms to be completed following completion of the evaluations.

Clarification of errors/omissions

The evaluation team will not automatically reject any bid if elements are missing, or if calculations are incorrect.

Tender prices may be altered if, after clarification, errors or omissions have been established. Care will be required to ensure that amendments made only apply to genuine mistakes and not allow tenderers to openly revise the tender price.

All contact with bidders after tender submission will be documented.

Service Development

Only proposals that clearly contribute towards the core objectives of the contract and are within the scope of the specification shall be permitted to be evaluated.

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