***APPENDIX 1* – SPECIFICATION**

**CLEANING MATERIALS**

**1 BACKGROUND**

1.1 Stoke-on-Trent City Council is seeking to appoint a single supplier to supply and deliver Cleaning Materials to Stoke-on-Trent City Council establishments and schools

1.2 The contract will run for two years with the option to extend by two further 12 month periods.

1.3 The estimated value of the contract is £200,000 per annum

1.4 This tender is a Framework Contract, which is an agreement between the successful supplier and Stoke-on-Trent City Council to supply Cleaning Materials on a call-off basis to locations agreed by tender as and when required.

1.5 Regardless of any estimate of requirements given by the City Council to the supplier, the supplier may be required to supply any quantity of any goods named in the tender or any goods named at a later stage during the life of the contract. The Authority gives no undertaking or representation as to the quantity of goods that will be ordered or that the City Council will order any such goods at all.

1.6 The supplier will be required to supply on the same terms as detailed in this contract any additional establishments that may be added by the Council during the Contract period. The Council reserves the right to close, or otherwise remove from the delivery schedule, any establishments during the Contract period and shall inform the supplier that no further supplies will be required.

1.7 Companies must tender for all of the sites on the current list of establishments within the tender. (Appendix 3 – Establishments and Delivery Requirements)

1.8 Tenderers will be required to supply samples of various items free of charge for evaluation purposes.

**2. SPECIAL CONDITIONS OF CONTRACT**

**2.1 Contract Items**

2.1.2All tender prices will remain fixed for twelve months from the start of the contract.

2.1.3 Pricing will include all packaging and delivery charges but be exclusive of VAT.

2.1.4 The authority must receive written notification along with supporting documentation at least 28 days before any proposed price increases. No price increases will be acceptable outside this stipulation.

2.1.5 Proposals relating to price increases will not necessarily be accepted and the city council reserves the right to undertake benchmarking to determine that any price increases are reasonable.

No price amendments may be implemented without written approval from the Council. If the Council determines to approve such amendments then such approval may be in full or in part or may relate to certain products only.

2.1.6 The appointed supplier is required to pass on to the Authority any price decreases which may occur during the period of the contract. Pursuant to this the supplier will be required to provide a signed statement prior to each price review date confirming which, if any, products supplied to it have been subject to a price decrease and stating the amended price to the Council of those products.

2.1.7 The Pricing Schedule (Appendix 2) includes a list of the most significant items. The list is not exhaustive and other items may be purchased as required at the Councils discretion.

2.1.8. The unit of sale required for each item is shown on the Pricing Schedule (Appendix 2) and the tendered pricing must be completed, where possible, in accordance with the exact unit of sale stipulated. If different please provide details of price and pack size in the ‘price/pack size’ column)

2.1.9 Where branded products have been specified in Appendix 2 – Pricing Schedule (column A) the pricing tendered must be for the exact branded product stated and not an alternative brand. This is to comply with equipment guarantees etc. If you are unable to supply the branded product please state your equivalent alternative product in column B and the pack size.

2.1.10 Where ‘Own Brand’ products have been specified in Appendix 2 – Pricing Schedule, the pricing tendered must be for a good quality own brand product. You must state the brand offered and pack size.

**2.2 Non-Contract Items**

2.2.1 Tenderers are required to quote a percentage discount off prices for non-contract items (i.e. items not appearing in Appendix 2 – Pricing Schedule) as follows:

A percentage discount off prices shown in your complete catalogue – this is for information only and not scored.

(Please specify which catalogue/brochure this refers to, this may be a web link or an uploaded copy or provide a physical copy delivered together with your samples when requested).

**2.3. British / International Standards and Regulations**

2.3.1 All goods supplied by the appointed supplier under this Contract must comply with all relevant British/International Standards that apply to cleaning materials. This means any standards relating to the manufacture, supply, quality and safety standards of cleaning materials.

2.3.2 In particular, the COSHH (Control of Substances Hazardous to Health) Regulations 2002 must be adhered to. When requested, the appointed supplier must provide to the Council and its establishments (and also to any other customers who are eligible to use the contract), safety data sheets and relevant trade literature on any substances deemed to be hazardous to health, including any subsequent updated versions. Copies of safety data sheets for the products tendered (where applicable) must be enclosed with your tender.

2.3.3 Failure to enclose safety data sheets with your tender (for applicable tendered products) may result in your tender being disregarded.

2.3.4 Under no circumstances will the appointed supplier, supply any products under the contract that do not comply with any of the above regulations.

**2.4. Product Updates (Specifications)**

2.4.1 Where products featured within this tender are updated by new / replacement items you must immediately notify the Council’s designated officer.

2.4.2 No changes to product specifications will be allowed until prior written approval has been given by the Council’s designated officer and appropriate samples have been submitted and evaluated.

2.4.3 In the event of any changes to the supplier’s supply chain, the Account Manager will notify the Council’s designated officer within 5 days of being made aware. This will be discussed at the contract review meeting and the supplier will provide an alternative to the required specification and contract price (or lower) to the original item.

2.4.4 The Council reserves the right to terminate the contract by giving one month’s notice in writing if the appointed supplier fails to meet any of the above special conditions of contract.

**3. OPERATING PROCEDURES**

* + 1. Details of the contract with the appointed supplier, i.e. prices, product range etc will be added to Civica Purchasing. The appointed supplier will provide, upon request, complete discounted price lists.

3.1.2 This price list is available to both council establishments and also any other customers who are eligible to use the contract.

3.1.3 Establishments will then order directly against the list

3.1.4 The appointed supplier will be expected to fulfil all orders placed by any of the establishments irrespective of value and hence **no small order charges** will be accepted under this contract.

3.1.5 The council will not accept **any minimum order quantities**

* + 1. All items MUST be **inclusive of all delivery charges.**
  1. **Orders**

3.2.1 Orders will be placed with the appointed supplier via Civica Purchasing for the various establishments and the supplier will be required to deliver to each of these locations. (The Council’s payment terms are 30 days from receipt date of invoice).

* + 1. It is a requirement that your organisation can provide electronic ordering e.g. email and support the use of purchase cards where applicable. It is desirable that you are able to offer web based ordering. This must be free of charge.
    2. Stoke-on-Trent City Council requires that your system is fully compatible with the Civica Authority Purchasing System.
    3. For City Catering, official orders will be emailed to the supplier via an electronic tablet system.
    4. The supplier shall deliver no articles, goods or materials unless they have first received an official order. The reference number of every order must be stated on the invoice submitted by the supplier to the council and no payments will be made for any goods not covered by an official order.

**3.3 Invoicing**

3.3.1 Laser print/clear image PDF format invoices, addressed to Stoke-on-Trent City Council (for kofax upload) are required for Civica.

3.3.2 Invoices must quote a valid purchase order number and be emailed to Creditor Payments. (This Applies to both Civic and School Cleaning).

3.3.3 For City Catering establishments, a consolidated invoice will then be submitted, listing details of the priced delivery notes, for all work undertaken as per this contract at the end of each calendar month.

3.3.4 The consolidated invoice must show, by means of an attached statement or other agreed document, the breakdown of charges by establishment/delivery and credit notes. The supplier may be required to supply consolidated invoices in electronic format (Excel compatible) as well as paper. As a minimum the data will include reference to

* delivery note
* credit note
* order note
* order number
* establishment name
* product code
* product description
* units delivered
* Value and VAT
  1. **Delivery - General**
     1. Delivery will be required to various City Council establishments including schools throughout Stoke-on-Trent.
     2. The appointed supplier will be required to provide all deliveries within 2 working days for orders placed before 5.00pm (Monday to Friday).

3.4.3 Deliveries must be made to the exact location required. Ground floor deliveries or deliveries to central reception are not acceptable, unless stated otherwise.

3.4.4 The appointed supplier must ensure that sufficient labour is sent with the delivery. Under no circumstances, will Council staff be allowed to help in the off-loading or siting of products.

3.4.5 It is a requirement that delivery charges will not apply to this contract.

3.4.6 For each delivery made a copy of the signed delivery note/proof of delivery note must be left with the establishment and a copy retained by the appointed supplier. **For Civic Cleaning and School** **Cleaning** - a copy of the delivery note must also be sent electronically to the City Cleaning Office and Civic Cleaning Office. (Please note this is not a requirement for School Kitchens.

3.4.7 If a member of staff at an establishment is not available to check through the delivery, then they will sign the delivery note as ‘unchecked’. On these occasions the council will have 48 hours in which to report to the appointed supplier any shortfalls or breakages relating to the order. The appointed supplier will then be required to sort out the relevant problem at no extra cost.

3.4.8 For School Cleaning and School Kitchens Cleaning where a part delivery of an order is made, the outstanding products must be delivered within 48 hours and invoiced as one order.

3.4.9 Part Orders for Civic Cleaning may not be accepted, contact with the office should be made prior to any incomplete delivery to see if it will be accepted or if the order should be delayed until complete. **Please note** - for Civic Cleaning delivery notes should not show any pricing.

3.4.10 All service personnel must wear company uniforms and display an identification badge.

* 1. **Delivery – Schools**

3.5.1 As well as all information contained in point 3.4 above, the following additional information applies to schools deliveries.

3.5.2 A distinction will need to be made as to whether the delivery is for the school caretaker (school cleaning) or the school kitchen, as each has their own separate requirements.

* + 1. Deliveries to school kitchens and school caretaker (school cleaning) can only be made between certain hours, as follows:

Schools : **8.00am–2.00pm - Deliveries for School Kitchens**

**8.30am-2.30pm - Deliveries for School Cleaning**

Children’s Centres /

Youth and **Delivery times vary based on establishment**

Adult Centres and

Community Centres

3.5.4 There may be restricted access during break time/lunch time, but this will vary from school to school.

* + 1. The successful supplier is required to ensure that vehicles are driven with extra care on all premises and particularly when crossing school playgrounds.
    2. Drivers must be DBS checked.
  1. **Return of Goods**
     1. It is a mandatory requirement that any goods ordered/delivered in error be returned free of charge. No re-stocking charges will be allowed.

**3.7 Advice Service to Customer Base**

3.7.1 It is a requirement under this contract that the appointed supplier is able to provide help and advice on a free of charge basis as follows:

3.7.2 By telephone as to the suitability of cleaning materials from their range to best meet the requirements of establishments.

* + 1. By visiting individuals in person and giving advice on the most suitable cleaning materials from their range for the establishments concerned
    2. The supplier will be in a position to source multiple manufacturers’ ranges and help support the various establishments’ unique requirements.
    3. The supplier will be able to support the various establishments with free of charge wall charts and product manuals i.e. manuals containing details of the correct dosage required, safety clothing required to use a particular product and COSHH sheets etc. These requirements will be determined with each directorate once the contract has been let.

3.7.6 The successful supplier shall undertake an audit, when required, to assess that products are being used correctly and to their most effective, that contracted products are being used and that no non-contracted products are being used.

* 1. **Product Training**

3.8.1 The City Council requires the successful supplier to arrange product training as and when required, free of charge, throughout the term of the contract. This is to be on-site, i.e. City Council/school premises. At times to be arranged by both parties.

* + 1. All training will include the distribution of certificates of competence (provided free of charge by the supplier), which should include the following information:
* Name of candidate
* Training undertaken
* Date of training

Any training will be free of charge.

**3.9. Dosage Systems / Dispensers**

3.9.1 Various dosage systems are already in operation around the City.

The successful supplier will be required to organise any changeover of dosage systems with the current contractor and produce a mobilisation plan for the seamless changeover of equipment with the relevant City Council officers, at no extra charge.

* + 1. There are various toilet roll holders / paper towel dispensers & soap dispensers supplied free of charge in use around the City.

The successful supplier is required to organise any changeover of the dispensers with the current contractor and produce a mobilisation plan for the seamless changeover of equipment with the relevant City Council officers, at no extra charge.

**3.10 Contract Items / Non-contract items**

3.10.1 The Pricing Schedule (Appendix 2) includes a list of the most significant products. The list is not exhaustive and other products may be added to produce a definitive list of contract items for the council. Non-contract products are products not on the contract list that are not purchased on a regular basis. The distinction between contract and non-contract products should be stated in the management information requested. Dependant on the quantities being ordered, non-contract items may be added to the core list and products not being purchased may be taken off the core list.

3.10.2 When finalised no amendments should be made to the contract item list without prior agreement with the client.

* Alternative products for School Kitchens and School Cleaning must be approved by the Supplier Management Officer City Catering & Cleaning.
* Alternative products for Civic Cleaning must be approved by the Operations Manager (Civic Cleaning).

3.10.3 On receipt of an order for a non-contract item, where a contract alternative is available the successful supplier will contact the requisitioner and offer the contract listed product.

3.10.4 Where a change to an order is required, i.e. change from non-core to a core item the successful provider will not despatch the item in question until an accurate revised order has been received.

3.10.5 No order should be accepted, processed or delivered without a purchase order number as payment will not be possible without a valid order number.

**3.11. Accounts**

3.11.1 The Council will have one major account number with the supplier. Each Council establishment will have its own sub-account number within the major account.

**3.12. General Product Requirements**

3.12. As part of this agreement suppliers should not attempt to up sell products not listed against the contract unless a valid business case has been submitted to the Council’s designated officer.

**3.13. Contract Management Review Meetings**

* + 1. The successful supplier will be required to supply a dedicated account manager who will attend the contract management review meetings.

3.13.2 These will usually be held on a quarterly basis but may be more frequent during the mobilisation period.

3.13.3 There may be a need to meet with each individual directorate contact. This will be determined at mobilisation stage.

3.13.4 The appointed supplier will provide, on a quarterly basis, two contract usage reports, one for contract items and one for non-contract items.

These will be split further into details for the Council as a whole and details for each individual sub-account number and will contain the following information:

* Item Code
* Item Description
* Sales this quarter by volume
* Sales this quarter by value (£)
* Cumulative sales from contract start date by volume
* Cumulative sales from contract start date by value (£)

The above usage reports should be sent to the Council’s designated officer (Corporate Procurement)