

**SUPPLIER RESPONSE**

**Standard Selection Questionnaire**

for the

**Provision of Cleaning Services at   
the Council’s Corporate Estate,  
Communal Areas in Housing and   
at the Luton Cultural Trust’s Premises**

**Reponses to be submitted by noon on 27th April 2018**

**Overview**

This Standard Selection Questionnaire (SQ) is being issued by Luton Borough Council (LBC) that is looking to engage one, two or three organisations to provide cleaning services for the LBC corporate Estate, in communal areas of Council Housing and in properties managed by Luton Cultural Trust. This SQ will be used to draw up a list of suitably qualified organisations who will be invited to tender.

The following information is made available to prospective Bidders on condition that it is used only by them for the purpose of expressing interest and for no other purpose whatsoever. LBC has taken all reasonable care to ensure that the information provided in this document is true and accurate. However, LBC reserves the right to amend or vary any information contained herein by means of a written notice.

**Introduction**

Luton Borough Council (LBC) wishes to tender the Corporate Cleaning Contract for a three year period with a provision to extend the contract for an additional period up to two years, dependant of the successful contractor’s performance.

The Tender will be in three Lots – one for the cleaning services for the LBC Corporate estate, one for the Buildings being run by the Luton Cultural Trust, and one for the communal areas in Council housing. Appropriate qualified and capable suppliers will be invited to bid for these Lots, and may submit a response to one, two or three Lots.

The successful contractor(s) will be responsible for the delivery of the service, for ensuring the uninterrupted use of the building facilities and the safety, security and wellbeing of all the building users.

The current cleaning services are provided by a third party and this will be the fourth time the cleaning contract has been tendered since its original format of a DSO in-house cleaning service.

The vision for the Council is to work in partnership with the successful contractor(s) to deliver a first rate cleaning service to all is building occupiers and internal clients.

The Council will welcome any suggestions from the successful contractor(s) to improve the efficiency or quality standard of the cleaning service that may reduce the overall cost in delivering the service.

The current cleaning staff will be subject to T.U.P.E. The Council is expecting the incoming contractor(s) to take this element of the contract very seriously by ensuring the process is undertaken in a tactful and communicative manner, where staff are kept fully informed. The contractor(s) would be expected to demonstrate this request in their mobilisation plan and the specific ITT question that relates to TUPE.

**Customer**

Luton is a large and growing town around 30 miles to the north of London. Luton Council is a unitary Council covering an area of approximately 16.74 square miles (43.35 km2) and the current population of Luton is estimated at 220,000.

The Council employs approximately 3,000 people based in a variety of locations such as offices, schools, nurseries, crematorium, parks pavilions, community centres, sports centres, day care, residential, police station, hospital, etc. These locations are located across the Borough.

The Luton Cultural Trust is an independent organisation that operates the Museums, Libraries and cultural & community centres on behalf of the Council.

Luton Council’s housing team operate across a range of properties, including individual houses, flats in low and high rise buildings and a caravan site. The communal areas in approximately 460 properties will be cleaned under this contract.

A full list of the properties to be cleaned in each Lot is provided in Annex 1.

**Scope**

The following services are currently included in the contract:

* Lot 1 – Cleaning of all corporate buildings as listed in the full specification, to include (but not limited to) offices, communal areas, receptions, toilets, kitchens, lifts, porches, store areas and any such area itemized in the ITT specification.
* Lot 2 – Cleaning of Luton Cultural Trust properties – the Central Library, Leagrave Library, Stopsley Library, Stockwood Discovery Centre, Wardown Museum and five community centres..
* Lot 3 – Cleaning of communal areas in low-rise and high rise blocks of flats, sheltered housing, temporary accommodation owned or managed by the Council, communal facilities on a caravan site, and officer touch down bases.
* The specifications must be read in conjunction with the Form of Contract, Detailed Specification and Quality Standards.
* Provision of all consumables in toilets and kitchen areas, this includes toilet rolls and toilet roll holder, hand soap and dispenser, paper towels and paper towel holders, industrial blue paper towel and holder.
* Provision of bacterial wipes (or similar) for office areas, refuse sacks for waste bins and toilet brushes.

The following services will be included in the contract as “optional extras” under a schedule of rates that will be called off as and when required:

* External window cleaning, both the internal & external elevations (unless specifically requested).
* Periodic deep cleans.
* One-off cleans which could be a result of an office move or building works.
* One-off large bodily fluid emergency clean.

The following services are not included within scope:

* Cleaning of car parks, foot paths or steps other than those areas that form part of a porch clean specification.
* Cleaning of private tenanted areas at Kingsway Central Depot.
* Empting of recycling bins unless itemized in specification.

The successful contractor(s) will be expected to provide suitably qualified, trained and vetted staff to manage and deliver the cleaning contract and be responsible ensuring that Employment Law and Health & Safety requirements are followed, and Data Barring Service (DBS) checks are carried out where specified. They will provide and maintain all equipment, consumables, PPE and safety equipment, cleaning materials, uniforms and mobile phones as required by the cleaning staff.

**Contractual Period and Value**

It is intended for the contracts to be for an initial period of three years with an option to extend for a further two years, by mutual agreement depending on performance. The working assumption is that the total value would be around £1.1m per annum across the three contracts combined.

**Delivery Addresses**

At the Council and Cultural Trust buildings, housing properties and other addresses as specified in Annex 1, according to the requirements of the Customer.

Please note that the Council is reviewing its property portfolio with regards to Corporate Estate; the vision for the council over next five years being to reduce the estate. Therefore there will be contract variations during the life of the contract to remove or replace some buildings from the contract. Unfortunately there is no definite plan of buildings and release dates at the moment, as soon as they become available we will inform the cleaning contractor(s).

**Support Disciplines & Services Required**

The successful bidder(s) must provide a regular cleaning service to LBC, Cultural Trust and Housing buildings as specified. Most addresses are located in and around the town centre and are either owned or ‘leased in’ by LBC.

The successful contractor(s) will be responsible for the delivery of the service, for ensuring the uninterrupted use of the building facilities and the safety, security and wellbeing of all the building users.

**Standard Selection Questionnaire Process**

This SQ must be completed through Luton Borough Council’s e-Procurement Portal.

<https://www.luton.gov.uk/Business/Doing%20business%20with%20the%20council/Pages/Procurement-e-tendering-portal.aspx>

If your organisation is not already registered with Due North, please complete a supplier registration by clicking on the “Register as a Supplier” button and entering your organisation’s details. Once registered, you will be able to search for current opportunities and complete the SQ form. If there are any issues with the e-Procurement Portal, please contact the Due North Supplier Helpdesk on [ProContractSuppliers@proactis.com](mailto:ProContractSuppliers@proactis.com) or 0330 005 0352

SQs submitted will be evaluated as described below to produce a short list of up to five organisations who will then be invited to tender. There will be a briefing and clarification meeting for the shortlisted bidders on 15th May 2018, including an opportunity to visit a sample building from each Lot.

Following the initial evaluation of ITTs submitted, we will invite the top three bidders to attend a supplier information event, which will include the opportunity to ask further clarification questions on the scope of the engagement. This will also include an informal interview of key staff (maximum 5 people). These sessions will be held on 12th June 2018.

**Procurement Timetable**

| **Activity** | **Date** |
| --- | --- |
| Issue of OJEU Notice and Standard Selection Questionnaire | 28th March 2018 |
| SQ Clarification Questions Deadline | 26th April 2018 |
| Submission Deadline for SQ | Noon on 27th April 2018 |
| Evaluation of SQ and selection of bidders to invite to tender | w/c 30/4/2018 |
| Invitation to Tender issued to top 5 bidders | 9th May 2018 |
| Shortlisted bidders invited to visit a sample of buildings included in the three Lots | 15th May 2018 |
| ITT Clarification Questions Deadline | 4th June 2018 |
| Submission Deadline for ITT | Noon on 5th June 2018 |
| Top suppliers invited to present their proposed solutions | 12th June 2018 |
| Final evaluation and issue of “Intention to Award” notices | w/c 18th June 2018 |
| Alcatel period ends | w/c 25th June 2018 |
| Contract Award | 1st July 2018 |

Potential Service Providers are advised that the above timetable is indicative only and may be subject to change without prior notice.

The Customer reserves the right to decline to make an award for its service requirements, or to abandon or cancel the further competition process. The Customer will not be responsible for any costs or expenses incurred as a result of following this course of action.

**Evaluation Criteria and Scoring Methodology**

All organisations must complete the mandatory questions in Parts 1 and 2 of the SQ. The lead (or only) partner must also complete Part 3 of the SQ. Any partners or major subcontractors must also complete and submit Parts 1 and 2 of the SQ, and identify the lead partner of their submission.

The SQ contains several Pass or Fail questions, and any organisation failing one of these responses will be rejected. In addition, if the evaluating officers, acting reasonably, consider that an SQ is fundamentally unacceptable on any issue, then regardless of other merits or its overall score, and regardless of the weighting scheme, that SQ may be rejected.

Please complete the required SQ information through the e-Procurement Portal.

Then complete the following quality questions, which will be evaluated as shown. Upload your responses to the portal before the closing date.

**Quality Questions**

Responses to the following questions will be used to evaluate the suitability of the organisation to deliver the support requested and to draw up a short list of a maximum of five organisations who will be invited to tender.

| **Ref no.** | **Question** | **Max Points** | **Weighting** |
| --- | --- | --- | --- |
| 8.3 (a) | Please describe and provide recent examples of your organisation's knowledge and understanding of the corporate cleaning sector. | 5 | 25% |
| 8.3 (b) | Please confirm that you able to provide the full range of services required, as described above. Please provide details of resources available in your organisation and the relevant expertise and knowledge in these fields. | 5 | 30% |
| 8.3 (c) | Please confirm if you are intending to form a partnership to deliver this contract. If so, please provide details of the other organisations involved. If not, please respond N/A. | 5 | 5% |
| 8.3 (d) | Please confirm if you are intending to subcontract any services. If so, please provide details of the other organisations involved. If not, please respond N/A. | 5 | 5% |
| 8.3 (e) | Please provide two recent, relevant examples that demonstrate your approach and experience of working in an integrated way with clients and other stakeholders / advisors to ensure that optimum cleaning strategies are established and delivered. | 5 | 15% |
| 8.3 (f) | Please describe your organisation's quality assurance and professional development approach to ensure that the level and quality of services is maintained throughout the contract period. This will include management of subcontractors / partners if relevant. | 5 | 20% |

**Scored Award Criteria**

An evaluation team will appraise the responses provided against the criteria below to give a weighted score. These scores will then be moderated by the evaluation and procurement teams.

The weighted score for each question will be calculated by taking the final score then multiplying it by the question weighting before dividing it by the maximum available score.

|  |  |  |
| --- | --- | --- |
| **QUESTION RESPONSES** | **DESCRIPTION** | **SCORE** |
| Excellent response with requirements being met and exceeded in some areas. Showing a comprehensive understanding and the ability to deliver to a high standard. Evidence relating to the proposed services shows high quality. | Outstanding | 5 |
| Good response with requirements being met with nothing other than a few minor exceptions which are acceptable to the evaluation team. Reasonable understanding and the ability to deliver to a high standard. Evidence in relation to the proposed services shows good quality. | Very Good | 4 |
| Acceptable answer with requirements being met in parts but not fully. A reasonable understanding to have the ability to deliver the service. Evidence to show that the services is just suitable for the purpose but has not met the standard expected. | Acceptable | 3 |
| Poor response where some requirements are being met but there are some large exceptions. Concerns that the services proposed would not be suitable for use. | Cause for Concern | 2 |
| Target requirements are only met on a few occasions. Low standard response. Major concerns that the services proposed would be suitable for use. | Unsatisfactory | 1 |
| Answer does not meet the requirements at all. No evidence that the services would be suitable. | Wholly Unsatisfactory | 0 |

The selection of suppliers to be invited to tender will be made on the basis of the highest total weighted scores achieved against the award criteria. A tender may be rejected that significantly fails to satisfy any specific criterion, i.e. scores of 0-1, even if it scores relatively well against all other criteria.

In the event of two Tenderers having the same weighted score, the Tenderer with the highest weighted score for Q8.3 (b) will be selected.

**Reponses to Quality Questions**

**8.3 (a) Knowledge and Understanding (25%)**

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| --- |
| Please describe and provide recent examples of your organisation's knowledge and understanding of the corporate cleaning sector *(Max 1,500 words)* |
|  |

**8.3 (b) Range of Services (30%)**

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| --- |
| Please confirm that you able to provide the full range of services required, as described above. Please provide details of resources available in your organisation and the relevant expertise and knowledge in these fields. *(Max 1,750 words)* |
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**8.3 (c) Partnerships (5%)**

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| --- |
| Please confirm if you are intending to form a partnership to deliver this contract. If so, please provide details of the other organisations involved. If not, please respond N/A *(Max 500 words)* |
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**8.3 (d) Subcontracting (5%)**

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| --- |
| Please confirm if you are intending to subcontract any services. If so, please provide details of the other organisations involved. If not, please respond N/A. *(Max 500 words)* |
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**8.3 (e) Reference Sites (15%)**

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| --- |
| Please provide two recent, relevant examples that demonstrate your approach and experience of working in an integrated way with clients and other stakeholders / advisors to ensure that optimum cleaning strategies are established and delivered. *(Max 1,000 words)* |
|  |

**8.3 (f) Quality Assurance (20%)**

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| --- |
| Please describe your organisation's quality assurance and professional development approach to ensure that the level and quality of services is maintained throughout the contract period. This will include management of subcontractors / partners if relevant. *(Max 1,250 words)* |
|  |

**Confidentiality**

Subject to the exceptions set out below, information made available to Potential Service Providers by the Customer is solely for the purpose of this procurement and Potential Service Providers shall not (or allow anyone else to) copy, reproduce, distribute or pass information to any person at any time and shall comply with the following:-

a. Potential Service Providers shall not use the information for any purpose other than for the purposes of submitting or deciding whether to submit a Tender;

b. Potential Service Providers shall at all times treat information as confidential; and

c. Potential Service Providers shall not discuss information or any aspect of this procurement or their Submission with interested stakeholders, nor make any media statement in relation to such matters without the express consent of the Customer in writing;

Potential Service Providers may only disclose, distribute or pass information to another person associated with their Submission if:-

a. this is done for the sole purpose of enabling a Tender to be made and the person receiving the information undertakes in writing to the Potential Service Provider to keep the information confidential, or

b. the Potential Service Provider obtains the prior written consent of the Customer in relation to such disclosure.

If a Potential Service Provider requests further information by way of a clarification, the Customer reserves the right to disseminate such information to the other Potential Service Providers unless it is or contains data that is considered commercially sensitive with respect to the Potential Service Provider who raised the request for clarification.