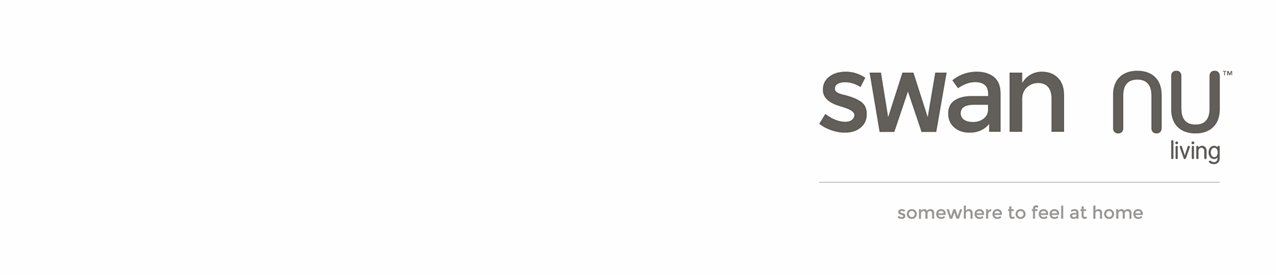
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Invitation to Tender for the Provision of Window Cleaning for Swan Estates and Blocks

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# Introduction

This document has been produced to provide information regarding the tender for Swan Housing Association Ltd (and its subsidiary companies) for the Provision of Window Cleaning for Swan Estates and Blocks. This is designed to provide suppliers with sufficient information to produce a tender proposal including pricing, technical and functional capabilities.

## The information pack

The information pack is the collection of documents which are provided to potential suppliers. This includes:

* Invitation to Tender
  + Appendix 1 – Swan’s Standard Terms and Conditions
  + Appendix 2 – GDPR Agreement
* Window cleaning pricing document
* Window Cleaning ITT Evaluation

## Background

Swan Housing Association was first formed in 1994 and provides high-quality and affordable homes to rent and buy.

Today, we operate in Essex and East London and locally manage over 11,000 homes, with plans in place to deliver over 10,000 new homes as part of our ambitious ten-year growth strategy.

At Swan, we are committed to growth and innovation in delivering excellent services. We are one of the UK's leading regeneration housing associations and boast a host of award-winning schemes. Efficient and enterprising, we deliver new, high quality housing across all tenures.

Under NU living, our in-house developer, we are building homes that are environmentally, socially and economically sustainable. Not least among its innovative projects is high quality modular housing built in our own factory under our NU build brand. This commercial acumen means that generated income produces gift aid to make a real difference to local communities in the provision of affordable homes, care and support.

Swan Housing Association Limited is registered as an exempt charity under the Co-operative and Community Benefit Societies Act 2014 (Registered Number: 28496R) and with the Homes and Communities Agency (Registered Number: L4145).

With a focus on helping the local communities we work in Swan has gathered a wide variety of customers well beyond the typical “tenants” of a traditional housing association.

As part of Swan’s corporate strategy, we will continue to grow our property portfolio and as a result from time to time additional window cleaning service may be required.

Within the Swan Housing Group are the following organisations and offerings:

**Swan Housing Association Ltd** – ([www.swan.org.uk](http://www.swan.org.uk)) the central and traditional housing association element of Swan, providing social housing and associated support services to various communities around Essex and London. In addition to social housing, Swan Housing Association also manages some leaseholders (note that these are managed differently to Hera Management Services’ leaseholders). Swan Housing Association’s Unique Reference Number for use on the Government digital marketplace is: 10017590.

**Nu-Living** ([www.NuLiving.co.uk](http://www.NuLiving.co.uk)) Under the Nu Living brand we have private customers and prospective customers looking to buy houses and flats ranging from shared ownership to luxury apartments.

**Nu Build** ([www.nubuild.co.uk](http://www.nubuild.co.uk)) – Performs the actual building work as well as construction of our innovative new modular housing offering.

**Swan Care and Support** ([www.swancareandsupport.org.uk](http://www.swancareandsupport.org.uk)) – The Care and Support teams provide nursing, support and in-home care to customers both privately and through contracts with NHS trusts and other organisations. Customers receive regular in-home visits by trained staff to carry out various activities. Swan also provide a service to several NHS trusts to help people no-longer in need of hospital treatment but unable to look after themselves where at-home support is provided. In addition, Swan provide more than 300 Keyworker rooms to three hospitals and their staff on both long and short-term lets. Swan Care and Support also provides three foyers to help young people and provide ongoing as well as a 24/7 rapid response services to support these customers.

**Hera Management Services** ([www.heramanagementservices.co.uk](http://www.heramanagementservices.co.uk)) - Provide building and estate management services covering assets owned by Swan as well as other authorities, organisations and individual landlords.

**The Swan Foundation** – ([www.swanfoundation.org.uk](http://www.swanfoundation.org.uk)) Obtains donations and grants from individuals, organisations and grant giving entities and seeks to provide updates and information on the money provided back to those customers. Social residents and customers of Swan can apply for grants to use for various means.

# Instructions to Tenderers

Swan is re-tendering for the provision of its window cleaning service for all its sites across Essex and East London, further details of which are contained within this document.

This Tender is also simultaneously being advertised on the Governments ‘Contracts Finder’ website in accordance with the Public Contracts Regulations 2015 requirements. For the purpose of this invitation to tender, all documentation will be available as determined by the Proactis portal information. Tenders will be evaluated on the basis of the information contained in this invitation to tender:

Information about Swan including our financial statements can be found on Swan’s website.

## Submitting your response

This is an electronic tendering process utilising the Proactis e-procurement platform, as such tenders can only be submitted through this platform.

Swan reserves the right not to accept all or any tenders.

**Note:** The tender return date is as determined by the Proactis Portal information Tenders received subsequent to this deadline will be excluded from consideration.

To validate your tender submission suppliers are required to fully complete and submit the following electronic documents;

* Window Cleaning Pricing Document
* Written Submission based on Assessment of Quality Section
* Documents stated in Policy & Arrangements Section

Note: You may wish to state that failure to submit all documents stated will invalidate your tender

## Questions

If you have any questions, please direct these through the Proactis portal.

Questions will be answered as quickly as reasonably possible and a copy of the question and response may be provided to all bidders.

## Assessment

Responses will be assessed using a scoring mechanism (see Excel spread sheet ‘Window Cleaning 19 ITT Evaluation’) for this procurement process.

Weighting will be applied across the following key areas:

* Cost: 80%
* Quality of Service: 20%

## 

## Overview & Scope

The key drivers for the award of this contract are:

• Cost

• Quality of service

# Assessment – Cost (Overall Weighting Value 80%)

## Basis of Pricing Model

Bidders will note from the ‘Window cleaning pricing document’ that the are three key types of cleaning methods, these are as follows:

**Traditional Methods**

An operative uses an applicator to apply the soap to the windows, then using a squeegee to clean the glass. A micro-fibre cloth then used to wipe down the frames and sills.

**Reach and Wash Method**

An operative uses purified water, which is kept in a holding tank in the van.

This is fed through a hose to a water fed pole to clean the windows.

Windows are left wet, but will dry clean, as purified water used.

**Abseil Method**

An operative uses ropes to access the high-level windows.  The ropes are rigged at the top of the building, and the abseiler can safely come down the rope, cleaning the windows as he goes towards the floor.

**Note**: Bidders are required to individually price on a cost per clean basis for each individual address contained within the ‘Window cleaning pricing document’. Irrespective of cleaning method used bidders must include for the cost of cleaning all associated window framing including transoms, mullions, sills, etc as part of the cost per clean. This also applies to any canopies and the like contained within the ‘Window cleaning pricing document’. Column K of the ‘Window cleaning pricing document’ indicates number of canopies to be included.

**New properties**

From time to time Swan may add additional properties to the window cleaning schedule and the successful supplier will be required to provide price details which shall be pro rata based on like for like properties already contained within the schedule.

Pricing forms 80% of the weighting.

## Price Reviews

Prices for this project will be fixed for the duration of the contract and will not include for any pricing review.

# Assessment – Quality of Service (Overall Weighting Value 20%)

Detailed below are those critical items that will form the assessment for quality of service under this tender submission. Please provide your written response, section by section to those critical items detailed below on how you meet these criteria. Maximum of 1500 words per section (the number of words does not include policies provided)

## Delivery of service – 20% of Section

Please state how you will guarantee both the quality and delivery of service to ensure that the works have been completed to schedule and standard. What quality regime do you propose to implement.

Swan and its residents have high expectations in terms of service delivery. Standards and Customer Satisfaction is at the heart of everything we do. Please describe how you foresee an exemplary service being delivered. (Limit 1500 words)

## Experience – 20% of Section

Please state how you will support Swan throughout the life of the contract, highlighting specific examples of working in partnership and contract management for the delivery of high quality of resident’s services. (Limit 1500 words)

## Social Value Section – 20% of Section

You are required to provide details of your approach to how you will support Social Value including specific examples for Swan. (limit 1500 words)

## Health and Safety – 20% of Section

Please provide a copy of your Health and Safety Policy and also as part of your submission describe your approach to Health and Safety specific for the Swan project based on the methods and property profile outlined in the pricing document. (Limit 1500 words)

## 

## Consolidated Billing/Reporting – 20% of Section

Payment submissions is to be in the form of either monthly, quarterly, bimonthly and 6 monthly invoicing, based on the frequency as determined in the pricing document.

You are required to submit as part of your tender sample invoicing that denotes the above.

The method of submission should be sufficient for the calculation of charges in relation to service charge recovery. (Limit 1500 words)

## Swan Values

Swan have a very important set of values which we spend time and effort helping and ensuring both staff and suppliers work by:

* I am innovative
* I want to make a difference
* I am enterprising
* I believe in our social purpose

## Policies. Arrangements and Governance

Swan Housing Association pride themselves on setting high quality standards for supplier management.

As part of your tender application, you are required to provide the documentation as listed below:

* Company Insurance

Please provide a copy of your company’s Employers Liability Insurance and Public Liability Insurance Certificate.

**Please note**: Our minimum requirements for level of cover is £5m for Employers Liability and £5m for Public Liability.

* Restrictive Practices (include details of the company if involved in restrictive practices under the terms of the Competition Act 1998) – where not applicable please provide a statement to this effect.
* Equalities Policy (where a Policy isn’t in existence please provide a supporting statement of the company’s approach to Equalities and Diversity matters).
* Discrimination (include details of any findings of unlawful discrimination by the company in the last 3 years) – where not applicable please provide a statement to this effect.
* Modern Slavery Act 2015. If you are a supplier who has an annual turnover greater than £36m then you are required by Law to provide a statement of compliance and a link to your website that demonstrates this. If your annual turnover is less than £36m please provide a statement on letterheaded paper that confirms that your organisation does not support or deal with any business knowingly involved in slavery or human trafficking and that your own business operations are and will continue to remain human trafficking and slavery free.
* CSR (where a Policy isn’t in existence please provide a supporting statement outlining your approach to Corporate and Social Responsibility).
* General Data Protection (please provide a copy of your data protection policy or a supporting statement.) Please note: the successful bidder will be required to complete a GDPR Agreement before commencement of contract (copy enclosed for reference)
* Bribery Act 2010 (compliance with the UK Bribery Act 2010) where not applicable please provide a statement to this effect.

**NOTE**Documents referred in this section are a pre-requisite of this tender. Any supplier failing to provide the necessary document will have their tender invalidated