



Invitation to Quote

The provision of a comprehensive solution for
Office Cleaning
at Wellingborough Homes.

Date	18/02/2019
Deadline for receipt of quote proposals	14:00 on 15/03/2019
Supplier name	

Background

Wellingborough Homes was created in 2007 after a Large Scale Voluntary Transfer (LSVT) to own and manage Wellingborough Council's housing stock. The original portfolio consists of 4,484 housing units. We are the largest landlord in the Borough of Wellingborough.

With around 4,700 homes in ownership and 105 employees we're the largest local landlord within the Borough of Wellingborough. We manage more than 80 per cent of the social housing stock within Wellingborough and the 15 surrounding villages.

Who we are and what we do:

We are a locally based Housing Association in and around Northamptonshire with a commitment to:

- Develop a diverse range of new homes to meet local needs.
- Work with our customers to provide great homes and value for money services.
- Invest in communities where it supports our customers and protects our business

Wellingborough Homes is a not for profit housing association.

Our Mission and Objectives

Our mission is "***Working successfully with our customers and communities to provide great services and high quality living environments***".

Our Strategic Corporate Objectives which support our mission are:

- Produce and use effective, high quality, accurate and timely data
- Ensure investments generate optimum social and financial value
- Reduce costs and drive efficiency
- Ensure operational performance is maintained at a high level

Our Strategic Corporate Objectives are underpinned by six key strategies:

- Asset and Development Strategy
- Treasury Management Strategy
- Value for Money Strategy
- Customer and Community Involvement Strategy
- Tenancy Management Strategy
- Organisational Development Strategy

Our Values

Our style of work, and the values our team members express every day, are key to our success. We expect anyone working for us or on our behalf to live our values of:

Respect:

We will treat each other and anyone who deals with us with respect and recognise everyone as an individual.

Trust:

We will be open and honest with our colleagues, customers and external partners and we will deliver on the commitments that we make.

One Team:

We will be one team, working collaboratively, listening and communicating clearly with our customers to deliver great services.

Empowered:

We will be bold, progressive, seek to empower our customers and be confident in the decisions we make.

Efficient and Effective:

We will work efficiently and effectively, continuously looking for ways to improve and deliver value for money



RESPECT



TRUST



ONE TEAM



EMPOWERED



EFFICIENT &
EFFECTIVE

For further information about Wellingborough Homes please refer to our website at www.wellingboroughhomes.org/

Description of Work

Wellingborough Homes is seeking a suitable proven contractor to undertake cleaning services at:

- Our offices at 12 Sheep Street, comprising the 4th Floor and part of the 5th floor, Wellingborough, NN8 1BL
- Our Depot at 54 Denington Road, Wellingborough NN8 2QH

All works to be in accordance with the specifications that follow.

Contract and Duration

This document and the acceptance by Wellingborough Homes and the contractor will form a service level agreement and contract between both parties.

CONTRACT PARTICULARS

The Works – cleaning services to Offices and associated facilities at 12 Sheep Street and the Depot at 54 Denington Road.

Employer – Wellingborough Homes.

Date of commencement – to be agreed but not expected to be earlier than 1st April 2019.

Completion – the duration will be for a period of 1 year – with expected completion to be 31st March 2020, with a possible year on year extension based on receipt of satisfactory service in previous year.

Payment – the contractor to submit invoices (normally in the value of 1/12 of the annual cost for each site) on a calendar monthly basis to be received by the 15th of the month, works will be inspected by the employer within 7 days and payment will be made 14 days after that inspection, notwithstanding this payment will be made for satisfactory works within 21 days on receipt of invoice.

VAT – Prices quoted within this document are **EXCLUDING VALUE ADDED TAX** but invoices should be presented including VAT.

Insurance and Liability of contractor – personal injury or death – the contractor shall indemnify the employer against any expense, liability or loss and claim whatsoever in respect of personal injury or death of any person arising out of or in course of or caused by the contractor carrying out or having carried out the works and is to provide and maintain adequate insurance provision in the sum of £2 million for any one occurrence or series of occurrences arising out of one event.

Liability of contractor – damage to property - the contractor shall be liable for and indemnify the employer against any expense, liability or loss, and claim for damage to any property real or personal where the damage arises out of the neglect or accident caused by the contractor carrying out or having carried out the works. The contractor shall take out and maintain adequate insurance for this provision.

Termination of the contract by employer – the employer reserves the right to terminate the contract by giving notice to the Contractor where the Contractor:

- becomes insolvent or has a winding up order or a bankruptcy order made against him, or has appointed an administrator or receiver.

- commits an offence under the Prevention of Corruption Acts 1889 to 1916, or any subsequent amendment to the Act
- commits an offence whereby the Principal of the Contractor has received a custodial sentence: such as fraud, theft, assault or similar.
- causes such that the reputation and name of Wellingborough Homes is brought into disrepute.
- continually fails and/or without reasonable cause to undertake the works satisfactorily and/or to a satisfactory standard

Break Clause - Each Party shall have the right to reduce the duration of the Contract Period by giving the other Party 13 weeks' notice to that effect, or lesser time if agreed by both parties.

Contractors obligations

To undertake the works in a proper, safe and professional manner to the satisfaction of the employer.

Equipment & Cleaning Materials and Consumables

The Contractor is to find, provide and supply all equipment, plant and/or appliances and cleaning material of any kind and every kind whatsoever, for the proper execution of the works.

The Contractor to provide proof of complaint certification/testing of all equipment.

All cleaning products are to be environmentally friendly.

The Contractor shall provide toilet rolls, paper towels, air fresheners, dishwashers powder/tablets, dishwashing liquid and all other consumable items as part of the contract.

At present there are approximately 114 staff at Sheep Street and 32 at the Depot. Facilities comprise:

- 4th Floor at 12 Sheep Street comprises reception area, managerial and operational offices, which are mainly open plan with a number of individual offices and a separate staff kitchen and rest room, and separate toilet facilities.
- 5th Floor at 12 Sheep Street comprises reception area, individual offices, Boardroom and Training Room, staff kitchen and restroom.
- The Depot comprises of offices, meeting rooms, toilet facilities and kitchens on both floors, as well as a warehouse, which is not to be included as part of the cleaning contract.

Health and Safety

Provide for all costs incurred in complying with all Safety, Health and Welfare Regulations appertaining to all work people (including those employed by

nominated Sub-Contractors) employed on the works. All staff employed on the work must have received adequate training. All plant shall be checked daily. Provide for approval to Wellingborough Homes with a copy of health and safety policy and all risk assessments, prior to commencing works

Office Working Hours

The offices are open from 8.00am through to 5.00 pm Monday through to Friday with the exception of public holidays. The contractor will not be able to undertake cleaning works to the offices during these hours. At present the cleaning is undertaken in the evening, with cleaners commencing works after 5.00pm.

Confidentiality

The contractor should be aware that the Association deals with matters relating to the tenants of their homes and there may be items within the offices that are in view of others relating to the tenants and other matters that are of a confidential nature. Such matters must remain confidential and the contractor or his operatives must not discuss or disclose any items of confidentiality that they may become aware of. Such disclosure will be considered a breach of trust and the contract will be cancelled immediately.

Office Security

Cleaning staff will be responsible for securing the properties after they leave, including setting the burglar alarm [instruction will be given by WH] There may be times that the Board Room on the 5th Floor at 12 Sheep Street is used for evening meetings, when this occurs the attendees to the meeting will ensure the property is secured should the meeting finish after cleaners have left.

Operatives

The Contractor shall supply to the employer full details of the names of all of those intended to be employed on sites. It is necessary that Wellingborough Homes agree to operatives being employed on the sites prior to commencement.

Incompetent Operative

The Contractor shall, at the request of Wellingborough Homes, immediately remove from the works any person employed by him who may, in the opinion of Wellingborough Homes, be incompetent or misconduct him/herself and such person shall not again employed on the works without the permission of Wellingborough Homes.

Uniforms and Identification

Operatives shall be suitably uniformed. The uniform shall have the contractors logo/name in such a position whereby the operative can be identified as an employee of the contractor. All operatives are to carry means of photographic identification that may be dual branded with the logo of the employer and the contractor.

Notification of works completed

The contractor will by Monday 12 noon notify the employer of the areas completed on the previous weeks programme. Where works are found to be defective the contractor shall return to site within 2 hours to rectify.

Reporting defects, safety issues and concerns

Report on the next working day, or immediately in the matter of an emergency the following (the list is not exhaustive):

- safety concerns or issues
- potential anti-social issues i.e. rubbish left in communal areas of flats
- any damage or repairs required that were noticed or were apparent whilst undertaken the works
- where the contractor sees and becomes concerned about the health, welfare and safety of a tenant/resident

All reports relating to individuals will be treated as confidential, as such the contractor, and contractors staff should not be deterred from bringing forward these concerns.

Training

From time to time Wellingborough Homes run training courses for their staff that may be suitable for the contractors staff to attend, the contractor will be offered the opportunity to attend on a non-gratis basis.

Key Performance Indicators

Wellingborough Homes to monitor performance and to agree Key Performance Indicators (KPIs) with the Contractor prior to the commencement of the Contract.

Timescales

We are looking to have a solution implemented by 1st April 2019.

The table below sets out the proposed timetable for the procurement, from the date of the invite to quote to the signature of the Contract Documents. WH reserves the right to vary the timetable.

• Issue of ITQ	18/02/2019
• Visit sites	04/03 to 05/03/2019
• Deadline for submission of clarification questions	08/03/2019
• Quotation submission deadline via the Delta electronic procurement portal	14:00 15/03/2019
• Quotation evaluation	18/03 to 19/03/2019
• Contract Award	22/03/2019
• Commencement of Services	01/04/2019

Please also **submit details of two referees** with your proposal.

Quotations will not be opened until after the submission deadline (see above) and will be evaluated by

- Alan Miller – Facilities Manager
- Hannah Hassall – Facilities Co-ordinator
- Karen Willoughby - Procurement Manager

Wellingborough Homes is not obliged to accept the lowest quotation.

Standards

Further information regarding areas to be cleaned and standard is set out below to assist the contractor in providing a quotation.

CLEANING TO OFFICES

1. 4th and part 5th Floor, 12 Sheep Street.

Managerial and operational offices located on the fourth floor and part of the 5th floor. There is an entrance lobby on the 4th floor with lift access. The offices on the 4th floor are mainly open plan with a small number of individual offices and a separate staff kitchen and rest room, and separate toilet facilities. The 5th floor comprises of mainly individual offices with a kitchen/rest area.

2. The Depot

Offices, meeting rooms, toilet facilities and kitchens on both floors, as well as a warehouse, which is not to be included as part of the cleaning contract.

ITEM	Frequency 12 Sheep Street	Frequency The Depot	Frequency Both Sites
General cleaning to include; <ul style="list-style-type: none"> ● full vacuum and sweep of all flooring/stairs ● mopping of all flooring/stairs ● dusting ● wipe down of all stair nosings ● wipe down with anti-bacterial agent frequently handled i.e. bannisters, door handles, handrails etc. ● spot wipe to remove 	Daily	Twice Weekly	

<p>fingerprints and where possible other marks</p> <ul style="list-style-type: none"> • removal obvious finger mark from glass • wipe down all counter tops, work surfaces window boards/ ledges and the like • wipe down all desk counters tops and the like • spot clean spillages and light staining • remove any chewing gum from stairs and floors • dust light fittings. • wipe down all light switches and sockets where present • wipe edges (strings) of staircases • clear cobwebs • thoroughly clean and disinfect toilets, wash hand basins and W.C's etc. • thoroughly clean and disinfect kitchen/food preparation areas, sinks, worktops and the like, including microwave oven • empty waste bins etc. • clear rubbish and waste 	Daily	Twice Weekly	
<p>Cleaning to;</p> <ul style="list-style-type: none"> • glass to office partitions and desk partitions 	Monthly on a fixed day		
<p>Cleaning to:</p> <ul style="list-style-type: none"> • internal glass of windows 			Quarterly
<p>Cleaning to:</p> <ul style="list-style-type: none"> • All Carpeted areas cleaned 			6 Monthly

QUOTATION INSTRUCTIONS

Intending contractors should visit both sites to obtain all necessary information so as to satisfy themselves as to the following and allow accordingly.

1. the extent and practicability of the works;
2. the general location of the buildings, accessibility and working space available;
3. conditions which may prevail on and adjacent to the site during progress of the works;
4. facilities for the storage of materials and similar.

PRICING AND COST SUMMARY

Important Please Note:

The costs of cleaning consumables are to be included in the quotation for the works.

- the provision of consumable items as required, i.e.; paper hand towels, toilet rolls, air fresheners, hand soap, dishwasher powder and other similar items.
- Contractor to ensure an adequate back up supply available on site at all times for example toilet rolls and hand towels.

Offices

Site	Average Weekly Cost excl. VAT £	Annual Cost excl. VAT £
4 th & part 5 th Floor at 12 Sheep Street, Wellingborough, NN8 1BL		
The Depot, 54 Denington Road, Wellingborough, NN8 2QH		
Total (£)		

Dayworks

General

Where unforeseen items appear or where the Contractor is asked to undertake works that are in addition to the contract, such works will be:

- Valued at an agreed price **or**
- Pro-rata to the rates inserted within the Specification **or**
- In accordance with the following charges (commonly called dayworks), that are made up of one or more of the following costs,
 - An hourly labour rate (see Labour Rate)
 - Material costs (see Materials)
 - The hire of any specialist equipment (see Direct Charges).

Labour Rate

All accepted dayworks will be paid at the rates quoted within this section by the Contractor. Rates shall include for all Head Office staff, site supervision staff, overheads, travelling time, time lost through inclement weather, bonus or incentives, any wage increases, tool money, holidays with pay and public holidays, sick pay, National Insurance, third party and employers insurance, all other costs of employing labour and all other charges whatsoever which the Contractor may require as no adjustment to the rates will be allowed. The Contractors rates shall be stated in the schedule below.

Materials

Payment in respect of materials especially purchased for the dayworks shall be charged at cost. Where materials are supplied from the Contractors stock, payment shall be at the current prices plus justifiable charges for handling. The percentage addition upon the materials shall include for any overhead charges on cost and profit, small quantities, and handling charges. The percentage shall be stated on the schedule below.

Direct Charges

Direct Charges for the hire of any specialist equipment essentially and specifically incurred for the dayworks. The percentage addition upon direct charges shall allow for any overheads (on cost) and profit. The percentage shall be stated on the schedule below. An invoice from the provider of the hired equipment shall be required to prove costs.

Operative (Labour) Hourly Rate		£
Material Percentage Addition	%	
Direct Charges Percentage Addition	%	

Other costs

Please also provide

Hourly rate for specialist cleans	£
Daily rate for specialist cleans	£
Emergency callout rate for out of hours	£

Additional items to improve service

Contractors are invited, to insert below any additional items of work that should be included to the above to give an improved first class service. The items listed are required to be costed separately in order that a fair comparison can be made, if costs are nil write NIL.

Insert below any item of work that will enhance the specification to give an improved first class service, there is no obligation to complete this section.	£
OFFICES - ENHANCEMENT TO SERVICE – Total	£

All quotation proposals submitted on or before the latest date for receipt in accordance with the timetable set out in this Invitation to Quote (ITQ) document will be evaluated as set out below:

Checking for Validity and Completeness

Validity: A valid quote is one that is received in accordance with the Instructions to Quote. Validity will involve checking against the Associations Contract Procedures and Financial Regulations (see **Appendix 1** - Extract from Wellingborough Homes Financial Regulations). Quote submissions that do not satisfy this requirement will be eliminated and not considered further.

Completeness: A complete quotation will include all documents and information required in accordance with the Instructions. Completeness will be established by checking against a checklist of all the financial and non-financial submissions required included in the submission.

Instructions to Suppliers

Please submit your quotation and any associated documentation (maximum of three documents) via the Wellingborough Homes e-procurement portal Delta and in accordance with all of the instructions, requirements and specifications set out in this document.

Please note: only quotations submitted via the Delta e-procurement portal will be considered.

Disclosure of information

All information supplied by Wellingborough Homes in connection with this invitation to quote must be treated as confidential and should not therefore be disclosed to any third party. Wellingborough Homes will treat any information supplied by firms during this tendering process in the strictest confidence.

Validity of offer

You must offer your quotation for acceptance for 60 days from the deadline for quotation submission.

Please note that by submitting a quotation response for consideration you are confirming that, as an officer for the company/organisation that you represent, you have read and understood the quotation documents

Amendments to Quotation

If we need to amend any quotation documents before the closing date, we will write to you with any changes. If we extend the deadline for quotation responses, we will advise you.

Wellingborough Homes reserves the right, in its absolute discretion, to cancel or suspend this quotation process at any time and for any reason. If we need to do this we will notify you in writing as soon as reasonably practicably.

Wellingborough Homes is not responsible, and will not pay for any expenses or losses you incur during, but not limited to, the quotation preparation, site visits, and post-quotation clarification meetings.

Information and questions

If you need us to clarify this document or if you have further questions regarding the quotation process, in the first instance please contact us via the Delta Messaging Centre associated with this quotation exercise, or if necessary email: procurementteam@whomes.org.

We will try to respond to reasonable requests for further information within the timescale of the quotation.

Wellingborough Homes reserves the right to advise all other quotations of material questions and the answers supplied without disclosing the source of the enquiry.

If you experience difficulty using the e-procurement Delta portal please ring the Help Desk on 0845 270 7050.

Submission of quotation

All quotation proposals **must** be submitted via the e-procurement Delta portal. This quotation exercise will close at 14:00 on **15th March 2019**

No quotation will be accepted if received after the above date and time.

Appendix 1: Extract from Wellingborough Homes Financial Regulations **Acceptance of tenders**

Every tender must comply with the following procurement rules as outlined in our Financial Regulations

The Association will not be bound to accept the lowest or any tender.

No tender will be accepted unless it is addressed to the responsible officer and in accordance with the instructions to tenderers.

Confidentiality

Each invitation to tender shall require those tendering to give a written undertaking, which shall become a condition of the contract, that the amount of the tender has not been calculated by agreement or arrangement with any person other than the Association, and has not been communicated to any person other than the Association, and will not be so communicated until after the award of the contract.

Disqualified Tenderers

Subject to the paragraph below, the Association shall have the power to disqualify from submitting further tenders to the Association any tenderer, who in its opinion has:

- (i) consistently failed to submit tenders when invited to do so;
- (ii) withdrawn tenders unreasonably;
- (iii) failed to provide a satisfactory service in the past; or,

- (iv) been in breach of any contract with the Association and shown that they have consistently communicated with other tenderers in formulating tenders;
- (v) attempted to influence or bribe any Board or Committee member (including a co-optee) or any staff member or any person connected with any of the foregoing in order to gain an unfair advantage over other tenderers.

Where the contract in question is to be procured in accordance with the OJEU Regulations, the Association may only disqualify a tenderer from submitting a tender for that contract on the grounds for exclusion set out in the Regulations.

Declared Interests

There is a requirement for any tenderer to make the Association aware of any known relationships of a business or private nature where there is a 'close connection', as defined by the Association's Conflict and Disclosure of Interest Policy, with staff or Board Members.

Properly Constituted Tenders

Each section of a tender must be separately priced and include reasonable and consistent rates.

Tenders which do not comply may be rejected as not being properly constituted.

Alteration of Tender Figure

In all cases where a nationally recognised form of contract is to be used then the appropriate nationally recognised Standard Code of Practice in relation to errors on tender documents shall apply.

Otherwise where examination of tenders reveals errors or discrepancies which would affect the tender figure(s) in an otherwise successful tender, the tenderer is to be given details of such errors and discrepancies and will be asked to correct any:

- (i) error which can be corrected by saying which of two conflicting figures (for example multiplier or product, or carried forward or brought forward) is right;
- (ii) obvious omissions, for example failure to insert any price where a space for a price is provided.

Should the tenderer refuse to make suitable corrections, the tender evaluation officer(s) may make the necessary corrections and inform the tenderer accordingly, who will be given the opportunity of confirming or withdrawing the corrected tender sum.

In each case the tender award decision must be based upon the corrected tender figures.

Nominated Sub-contractors and Suppliers

Any successful nominated subcontractor or supplier shall enter into a contract with the principal contractor and shall:

- (i) indemnify the principal contractor against his liabilities under the main contract in relation to the works and goods included in the subcontract; and,
- (ii) comply with any conditions in the main contract which specify arrangements for the engagement of nominated contractors or suppliers.