

CABINET

23 APRIL 2020

CLEANING CONTRACTORS

Cabinet Member(s): Cllr Simon Clist, Cabinet Member for Housing and Property Services, Cllr Nikki Woollatt, Cabinet Member for the Working Environment and Support Services.

Responsible Officer: Andrew Busby, Group Manager for Corporate Property and Commercial Assets.

Reason for Report: For Cabinet to review the results of the tender exercise for the corporate cleaning that includes offices, leisure centres and public conveniences.

RECOMMENDATION:

- 1 To award the cleaning contract to supplier(s) for Lots 1,2,3,4 and 6 to Supplier B; and
- 2 Not to award a contract for Lot 5 at this time.

Financial Implications: The tendered Lots were established to incorporate essential cleaning requirements as detailed in this report. The financial results of the tender exercise can be met from the budget available in the 2020/21 financial year.

Budget and Policy Framework: This cleaning contract will be met from existing operational budgets. It is necessary to clean the working environment to comply with the legislation set out under the Health and Safety at Work Act 1974.

Legal Implications: This provides a robust framework for managing and controlling the service levels of our preferred provider(s) carrying out our cleaning requirements who will be managed via our standard terms and conditions, including the tender evaluation for quality. The performance of the contract shall be monitored on a monthly basis through a series of reports and formal meetings, which will have Health and Safety as a priority standing agenda item.

Risk Assessment: As part of the contract award the contractor(s) will be required to provide a suitable and sufficient risk assessment taking into consideration the dynamics of each site, mobile and lone working. The assessment will consider the risks to their employees, Mid Devon employees and customers in all of the service delivery areas to the community. All cleaning consumables used during the service provision will have been subject to a Control of Substances Hazardous to Health (COSHH) assessment. All of the outsourced services will be carried out in accordance with the Councils Code of Conduct.

Equality Impact Assessment: There is no negative impact to equality as existing staff would be protected under TUPE regulations.

Relationship to Corporate Plan: Property assets are linked to the delivery, vision and priorities of the Council. The way that the Council manages its land and property assets has a direct impact on the quality of services delivered, as well as maximising the value derived from our property holdings for the on-going contribution in

balancing the Councils budget. To maximise the value derived from all Council property for its stakeholders, by delivering an efficient and fit for purpose corporate property solutions service.

Impact on Climate Change: Quality questions form 60% of the tender return, bidders are required provide a quality statement on how their service delivery model makes provision for its environmental impact. Scope 3 emissions will be reduced as the service delivery model will be more efficient.

1.0 Introduction

A project team was created with the aim of completing the task of rationalising and tendering a Corporate Cleaning solution across our estate.

- 1.1 The tasks included but were not limited to, cleaning lots which grouped together activities and business unit requirements. Corporate Property & Commercial Assets (CPCA) have collated cleaning specifications and fiscal data from business units which formed the basis of the tender.
- 1.2 The lots initially include the Corporate Sites, Leisure Dry Side and HRA stock, these may need further breakdown dependant on the capability, and the Council have ensured SMEs were in a position to bid.
- 1.3 The project team considered the grouping of activities to determine the correct packages ensuring that they did not exceed the capabilities of suppliers.

2.0 Vision and Objectives

The project was a financial and service quality requirement designed to let new contract(s) or use existing framework cleaning contract(s) to deliver consistent, value for money cleaning services to the council. These contract(s) are designed to improve the working conditions and extend the life of assets and their fixtures and fittings. The new contract(s) will provide the opportunity to reduce reporting lines for the various activities and afford the responsible person for cleaning services time to monitor and manage cleaning activities across the estate.

- 2.1 This will in turn ensure the expectations of our internal customer are met and the assets receive a reliable service provision.
- 2.2 The aim of the cleaning tender was designed to future proof the cleaning services across the council, reducing costs and improving quality year on year for the life of the contract(s) let. Successful completion of the tender has provided the council with options to improve service delivery, consistency and economies of scale for both cleaning services and cleaning consumables.

2.3 Existing Cleaning Arrangements

2.31 Corporate cleaning is presently completed by a combination of directly employed staff with 7 post holders, 2.44 FTE out of the 3.62 FTE posts budgeted for from the 19-20 financial year and third party service providers. This solution does not provide an economic cleaning provision to a standard that removes the risk to employees and customers in the corporate assets of operating in an environment that is not clean. The current delivery model is disjointed and costly in repeat cleans of the same areas to cover for poor quality.

2.32 There are regular gaps in this provision which create frustration to our internal and external customers, this approach creates uncertainty which increases the risk element.

2.33 Window cleaning, gutters, roads and pathways are presently completed on an ad hoc basis which is not efficient or cost effective, and a number of service providers are used for these services which does not give an economy of scale that is commensurate with a viable and economic solution.

2.34 Voids cleaning is currently completed by a service partner, there has been more than one provider in recent years which has led to inconsistencies in the service delivery. The voids cleaning process forms part of a two week timeframe from the stock being empty to the premises being occupied again. The process requires a pre void clean price based on an inspection prior to the exit of the present occupier; this may involve needle sweeps/collection and disposal of needles, blood/faeces/body fluids/fat/grease and large amounts of filth. The number of cleans required depends on the number of voids the current average is 280 per year, this could be higher or lower.

2.35 Mid Devon Leisure operates in excess of 100 hours each week, 362 days per year, inclusive of non-participating spectators 1,023,126 visits were recorded in 2018/19. With high levels of footfall through the facilities cleaning is a significant factor and forms part of the daily duties for the front line staff; whilst Duty Officers check the standards and walk the facilities continuously throughout the operational hours. The majority of these duties are completed by the lifeguards during their rotations on and off of poolside duties.

2.36 Best practice guidelines are that rotation cycles away from the poolside environment are necessary to maintain maximum vigilance during the duty period, where observation of the bathers is the primary duty. Infection control dictates, the priority for the lifeguard team is ensuring the wetside (swimming pools, changing and toilet facilities) areas are cleaned and maintained as this is the highest risk area of infection and contamination, this work stream will be retained as a leisure activity.

2.37 Cleaning of the dryside areas (receptions, courts, halls, meeting/training areas, saunas, toilets and public walkways), including the replacement of consumables during operational hours is completed by the lifeguards.

2.38 The specific timings for duties is based on customer flow in order to minimise disruption to the consumer.

Their duties also include:

- Support to the fitness gym and class studios
- Dealing with instances of unplanned contamination
- Faecal incidents
- Spillages of food/drinks
- Litter picking
- Equipment maintenance
- Property checks
- Health & safety record keeping
- Retail stock management.

Dryside cleaning is regularly noted as being below standard by the users, and periodic cleaning can currently only be undertaken once per week due to lifeguard duty priorities.

2.39 Carlu Close offices, toilets and shower facilities are presently completed by a third party service provider. This solution has had a number of service providers who have found it a difficult environment to operate in and have not been capable of completing the required security element, ensuring the site is secure post cleaning activities.

2.40 This has produced a service delivery model that is not value for money or delivered to a standard that removes the risk to employees and customers in the corporate asset.

3.0 Scope of the Cleaning Contract

Internal Stakeholders

- Mid Devon Leisure
- Building Services (HRA)
- Waste Depot

3.1 The above business areas will be affected with changes in working practices around the delivery and procurement of consumables, cleaning services and the introduction of periodic cleaning activities. It is the aim of the project team to award contract(s) commencing in the 2020/21 fiscal year.

4.0 Project Benefits

4.1 The tangible benefits are that the Cleaning Service provision will operate in a safe and compliant manner in future years; an outsourced cleaning provision will provide innovation, an industry best practice standard of cleaning by subject matter experts, which will improve the working environment.

4.2 Outsourcing cleaning services affords the council the time to concentrate on our core competencies; the management of the cleaning and janitorial resources payroll, employee benefits, sick leave and other HR tasks are completed by the strategic service partner(s).

4.3 The service partner(s) will be able to make adjustments based on the council needs, if the business requires more cleaners during a busy time, the

company will be able to provide it, if the business requires fewer, and the company will also allow you to scale back.

5.0 Scope of Lots

The scope of the Lots that have been tendered are as follows:

- **LOT 1** - Project - Office Building Cleaning and Public Conveniences– to Include: Phoenix House - Old Road - Pannier Market - Chapels - Common Room (Westfield Road) - Amory Park
Office - Empty bins, clean desks & chairs, hoover floors, clean windowsills, clean blinds (high levels, door frames, vents, lights)
Kitchens – Empty bins, clean sides, clean white goods, hand towels, mop/hoover floors
Toilets – Clean toilets, clean sinks, replenish toilet rolls and hand towels, wipe partitions, wipe window sills, mop floor
Public Areas – Hoover floors and stairs, clean banisters, clean windowsills, lift doors, glass banisters
- **LOT 2** - Project – Window Cleaning Internal & External and Gutters – to Include: Phoenix House - Carlu Close - Old Road - Exe Valley Leisure Centre - Culm Valley Leisure Centre - Lords Meadow Leisure Centre - Pannier Market - Bus Station – Amory Park
- **LOT 3** – Specialist Voids Cleaning_– HRA Stock
Builders Clean - Hoover floors, carpet cleaning, clean windowsills, clean blinds (High Levels, door frames, vents, lights)
Kitchens - Clean sides, clean white goods, mop/hoover floors
Toilets – Clean toilets, clean sinks, wipe walls/partitions, wipe window sills, mop floor
Living Areas – Hoover floors and stairs, clean banisters, clean windowsills

Externals – Cleaning of doors, windows, rain water gutters.
- **LOT 4** – Project – Play areas, roads and pathways
- **LOT 5** – Project – Leisure Dry Side
- **LOT 6** – Project – Carlu Close – A separate lot is require due to future relocation and the operational nature/difficulties this site presents. To ensure the current SME service provider is able to compete, Lot 1 will be for office cleaning as a standard for all sites and a separate Lot for Carlu that will allow the council to have contract options upon award.

6.0 Financial Information

6.1 An indicative budget of circa £155k had been identified based on current run rates, this will have a separate cost control sheet, once the initial assessments and any consultant costs have been agreed. The cleaning contract will deliver value for money by improving efficiencies as well as the standard of cleaning across the whole portfolio.

LOT	Location	Tender Description Breakdown	Costs £
Lot 1	Phoenix House	Materials	873.86
		Library – Subcontractors	840.00
	Office Cleaning	Staffing	28,800.37
		Subcontractors	25,435.28
	Public Conveniences	Materials	4,912.42
		Staffing	17,803.78
	Cemeteries	Materials	1,084.33
		Subcontractors	55.00
	Amory Park	Subcontractors	800.00
		Common Room	Staffing
		Subcontractors	100.00
Total LOT 1			£83,118.47
Lot 2	Phoenix House Old Road	Subcontractors	1,568.33
		Subcontractors	350.00
	Total LOT 2		
Lot 3	VOIDS	Subcontractors	23,426.54
		Total LOT 3	
Lot 4	Play Areas, Roads and Pathways	Subcontractors	8,089.75
		Total LOT 4	
Lot 5	Leisure Dryside	Staffing	24,402.00
		Materials	4,950.00
		Total LOT 5	
Lot 6	Carlu Close	Subcontractors	9,315.00
		Total LOT 6	

TOTAL	155,220.09
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6.2 The tender outcome is attached to this report as Annex A in Part 2.

7.0 Procurement

7.1 The council followed procurement process timetable below for the award of the contract(s):

Publish Procurement Initiation Notice (PIN)	17 December 2019
Publish Contract Notice (contains link to contract documents)	24 January 2020
Expression of Interest	24 January to 03 February 2020
Publication of ITT	24 January 2020
Site visits encouraged	12 February to 13 February
Clarification questions to be submitted by	25 February 2020
Clarification responses to be issued by	27 February 2020
Submission of ITT	12.00 noon - 28 February 2020
Evaluation	02 March to 06 March 2020
Decision	26 March 2020
Standstill period	27 March to 08 April 2020
Contract Award	26 March 2020
Contract Award Notice	25 April 2020
Lead time for delivery	08 April to 15 April 2020

7.2 Specifications were provided for suppliers to price against and the associated business units where consulted. Annex B has been attached to this report to show the specification on a corporate building and Annex C has been attached to show the specification for cleaning housing voids.

7.3 The initial contract term is one year with an option to extend for a further 2 years at a time for a potential contract term of 5 years. The contract cost for year 1 is shown on Annex A.

8.0 Conclusion

The project was delivered under the guidance of the procurement and property services teams, both with sufficient knowledge in the field of procuring/tendering soft services. The project has adopted an agile approach to procuring the latest cleaning techniques to both save money and improve the quality of the working environment within Council property.

Contact for more Information: Andrew Busby, Group Manager for Corporate Property & Commercial Assets.

Circulation of the Report: Group Managers, Cabinet, Leadership Team.

List of Background Papers: None