

**Report to** Executive  
8 April 2009  
**Report of** Head of Asset and City Management  
**Subject** Tender Evaluation Criteria for the Building Cleaning  
Contract

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### **Purpose**

To consider the recommendations made by Head of Asset and City Management and endorsed by Contracts Working Party at their meeting on 27<sup>th</sup> March 2009.

### **Recommendations**

1. The use of the tender evaluation criteria as set out in the attached report.
2. The approval of the weightings described in this report.

### **Financial Consequences**

None

### **Strategic Priority and Outcome/Service Priorities**

The report helps to meet the strategic priority “Aiming for excellence – ensuring the Council is efficient in its use of resources, is effective in delivering its plans, is a good employer and communicates effectively with its customers, staff and partners” and the service plan priority re-provide the serviced delivered by CityCare by 31 March 2010.

### **Contact Officers**

Carol Marney

01603 213463

### **Background Documents**

Contracts Working Party – Item 5c – 27 February 2009

# Report

## **Tender Evaluation Criteria for the Building Cleaning Contract**

### **1. Background**

Tenders are due to be sent out in mid April for the provision of building cleaning. This covers the cleaning of the administrative buildings, neighbourhood offices, all public toilets and parks changing rooms. The duration of the new contract will be four years with options to break after two and three years.

It is necessary to establish the criteria for evaluation at an early stage in order to inform tenderers and to ensure that the process is fair and comprehensive.

### **2. Quality/Price Ratio**

Tenders will be evaluated on both quality of service offered, and price. It is important to decide upon the correct ratio between quality and price. If quality is much more important than price then a ratio favouring quality such as 75/25 might be employed. This could result in awarding the contract to the highest priced tender. If price is much more important than quality then the ratio could be reversed to 25/75. The likely outcome is that the lowest price will win.

Due to the current financial situation it is necessary to emphasise the need to award the tender within budget. A ratio of 40/60 gives more weight to the pricing element but still allows quality to influence the award decision.

The recommended ratio is 40/60.

### **3. Quality Criteria**

The quality criteria are separated into six areas which are stated in table 1. Each of the areas will be evaluated using a series of pre-determined questions. These are set out in Appendix 1. The scores will relate to how complete an answer is given eg.

- Full marks for evidence that shows the company can meet our requirements fully
- Lower marks for partial evidence that the company can meet our requirements
- No marks where there is a failure to demonstrate ability to meet our requirements.

Contracts Working Party recommend that if a tenderer fails to score in any of the quality categories this will result in automatic exclusion from the tender process.

Each category has a weighting which contributes to the overall quality score. CWP have approved the weightings as laid out in table 1.

**Table 1 – Quality v Price**

<b>Quality Criteria</b>	<b>40/60 Score %</b>
Management Structure and Quality of Resources	10
Method Statements to Deliver and Achieve Key Aims	10
Quality Management, Quality Systems and Monitoring	5
Equality and Diversity	5
Health and Safety and Risk Assessments	5
Environmental Considerations	5
<b>Price</b>	60
Total	100

**4. Detailed questionnaire and guidance**

For information the following document is attached:

- **Appendix 1**

Tender Evaluation Questionnaire for the Building Cleaning Contract

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Tender Evaluation Criteria for the Building Cleaning Contract – **Appendix 1**

**Norwich City Council**

**Tender for the Cleaning of Administrative Buildings and  
Public Toilets**

**Tender Evaluation Questionnaire**

**April 2009**

## **Section A – Management Structure and Quality of Resources**

This Section will allow the Council to evaluate the Tenderers' proposed management structure and quality of resources to be applied to the organisation of the Contract. The Council will assess whether Tenderers have applied sufficient resources, including staffing, skills, experience, management and support systems in their Tender to deliver the required Standard of Service.

Each of the questions will be evaluated on the competence, thoroughness and relevance of responses. It is up to the Tenderer to submit evidence that will enable the Council to assess the following:-

A1	Demonstrate in both written and diagrammatic form your ability to provide a management and supervision structure with suitably qualified, locally based staff with sufficient experience to carry out all the duties associated with the service elements comprising the Contracts.
A2	Provide details of how you will organise the workforce to carry out the Service and provide flexibility to accommodate and/or respond to competing demands in different service elements whilst still managing the required standard of service.
A3	Provide curricula vitae of the person proposed as the Contract Manager.
A4	Provide details of your communication and IT systems and how you will forward information/liase with the Council's Supervising Officer.
A5	Tenderers shall supply a detailed start up and mobilisation plan and programme for the first ten weeks of the contract that will ensure the successful commencement and subsequent running of the Cleaning services including how you will ensure a smooth transfer for staff transferring from the current contractor under TUPE. The start up programme shall detail the training plan that will be adopted for all employees prior to commencement.
A6	Provide details of the allowance made and the means of determination to provide adequate cover for holidays, sickness and any other absences.
A7	Provide details of induction training and packages including length, duration and content to ensure that all operatives engaged on work associated with the Contract are aware of their legislative and contractual obligations.

## **Section B – Method Statements**

Tenderers shall submit detailed Method Statements as required under the Specification. Each Method Statement will illustrate the way in which the Contractor proposes to clean individual units/areas across all premises.

Method Statements should be working documents that staff are able to read and follow to achieve the required quality standards.

They should include the following areas and any other areas that the tenderer considers to be of significance:

- Frequency of Cleaning
  - Methods of Cleaning
  - Offices
  - Public Areas
  - Stairways
  - Toilets
  - Public Toilets
  - Changing Rooms
  - Window Cleaning
  - Grease traps in catering facilities
- Storage, control and use of cleaning equipment and materials
- Minor Repairs (Public Toilets)
- Lone Working
- Security of Buildings

## **Section C Quality Management, Quality Systems and Monitoring**

The Council believes that the control of Services and Service Delivery characteristics can only be achieved by close control of the process that delivers the Service. A bad service experience cannot be repaired on a promise of non-reoccurrence in the future. Customer assessment on any non-conformity will become a vital part of the process.

The Council's customers are the focal point of its quality system. Customer satisfaction will only be assured when there is a definable quality process. Therefore the Contractor will be responsible for establishing and maintaining a policy for service quality and customer satisfaction. Commitment to, and development of, an effective operational quality system is therefore seen as essential.

The following are the key quality areas required by the Council. Each of these key quality areas will form a part of the Council's Tender Evaluation Process. Tenderers are therefore requested to satisfy and complete each area to enable the Council to evaluate quality submissions correctly.

The Tenderer is to submit proposed methods of obtaining and documenting a quality management system to achieve: -

C1	Provide details of your internal and routine monitoring systems and any performance indicators to be employed (independently of any systems employed by the Council) to ensure that the Required Standards are continuously achieved.
C2	Provide details of your pro-active management control procedure to show an achieved level of service.
C3	Provide details of your system to handle service failure including how you will interface with the Council with respect to complaints made directly to the Council for Service Delivery.
C4	Provide details of how you will receive, record and register complaints direct from staff and the public and what analysis and follow-up action you will perform.
C5	Provide details of the generation of quality control statistics and reporting to the Council
C6	Provide evidence of the overall commitment to quality including the name and status of the person responsible for the quality management system.
C7	Confirm your understanding and acceptance of how your monitoring system will feed into the Rectification and Default system as specified in section ...

## **Section D - Equality and Diversity**

In accordance with employment law and good managerial practice the Council takes steps to promote equality of opportunity in respect of its employment practices and its Service Delivery.

It is considered that, through the maximum use of all human resources, the cost benefit implications for the Council are enormous in terms of having lower staff turnover, improved work performance, increased service output and a highly motivated and dedicated workforce.

It is the intention of the Council to:-

- ensure that the workforce reflects the Community we serve; and
- Identify the special needs of both the workforce and the recipients of the Service.

In order for the Council to assess the extent to which a Contractor similarly complies with legislation and good practice already in place or underway it will be necessary for the Tenderer to provide certain information.

The Tenderer must submit proposals of how the following will be demonstrated throughout the contract:-

D1	The monitoring of the workforce, including applicants, in order to ensure that the workforce profile in regard to ethnicity, gender, age and disability reflects that of the population served.
D2	That other policies are regularly reviewed to ensure compliance with the equalities policy, legislation, and best practise in particular those relating to Recruitment & Selection, Disciplinary, and Grievance
D3	Clear reference in employment documents to Disciplinary and Grievance procedures.
D4	Training provided for employees on equality issues
DE5	The operation of 'Family Friendly'/'Work-life Balance' practises e.g. in relation to maternity, paternity, and part-time employment issues.
D6	How will the tenderer show an awareness of service delivery needs within a diverse client group (e.g. disability access issues and access to services and information for ethnic minorities) and how these needs will be addressed.
D7	Proposals regarding Union consultation and recognition
D8	Demonstrate evidentially the organisations commitment to supporting the development of its employees in line with its business aims and objectives.



## **Section E - Health and Safety Arrangements and Risk Assessments**

The aim of this assessment is to evaluate each company in its application and observance of the requirements of the Health and Safety at Work Act 1974. This is especially with regard to company health and safety arrangements for safe systems of work relative to each part of the operation.

The Tenderer shall supply proposals for a safe system of working including a working proposal of how their procedures apply to the specification. It is up to the Tenderer to submit evidence that will enable the Council to assess the following:-

E1	The Contractor's proposed safe working arrangements for each element of the Service.
E2	Show how sufficient resources have been allocated to implement and monitor health and safety procedures together with the availability of safety equipment and facilities.
E3	Does the planned maintenance of machinery and equipment accord with the manufacturers' instructions?
E4	Submission of COSHH Assessments
E5	Submission of Risk Assessments and action plans arising from the Risk Assessments
E6	The standard of training given to operatives relative to the tasks they are required to undertake.
E7	The name of the person who will ensure that the health and safety procedures are carried out and how the policy and procedures are conveyed to all employees.
E8	Submission of RIDDOR reporting arrangements.

## **Section F – Environmental Considerations**

Tenderers are required to submit proposals to allow the Council to evaluate the proposed commitment to, and the ability to comply with, both the Council's Environmental Strategy, Procurement Strategy Guidance and the requirements of the Environmental Protection Act and/or other relevant environmental legislative requirements and/or environmental regulations.

The council is strongly committed to sustainability and has a corporate procurement strategy which identifies sustainability as a key priority in all purchasing of goods and services. The strategy states that "procurement of goods, services and works must take account of the environmental, social and economic well being of the community". These factors should be considered throughout all procurement and should be built in to specifications, evaluation of tenders and contract management.

Procurement decisions should seek to reduce the impact on the environment through using whole life costing to evaluate the end-to-end costs. Waste should be minimised and consideration must be given to recycling." It also states "Procurement decisions should take account of the long-term maintenance and upkeep requirements. When sourcing materials, consideration should be given to future requirements where small additional quantities may be required but transport costs (both financial and environmental) may be high. These potential needs should be identified and considered at the beginning of the procurement process".

The procurement strategy further identifies sustainability with particular regard to:

- Community Enterprise and the LEGI (Local Enterprise Growth Initiative) programme
- Balancing support of the Buy Local scheme whilst ensuring compliance with EU Laws and not discriminating based on location
- The use of Fair Trade products
- The principles of Reduce, Reuse and Recycle
- Environmental considerations in buildings such as installing energy efficient products
- Eliminating the use of products that have been tested on animals such as cleaning materials
- The use of Recycled products such as Paper for printers and copiers
- Reducing energy consumption
- Reducing CO2 emissions

It is up to the Tenderer to submit evidence that will enable the Council to assess the following:-

F1	Tenderer's proposals on efficient use of energy, electrical equipment and vehicles specific to this contract.
F2	Tenderer's proposals for achieving sustainable working practices throughout the operations including the timescales.

F3	Provide details of any environmentally friendly policies you may employ and how these can be interwoven into the Key Aim of the Contract Specification and the Council's Environmental Strategy..
F4	What measures you propose to minimise noise pollution in places of work.
F5	Details of the chemicals and cleaning agents and control measures that you propose to use on this contract with specific reference to their effect on the environment.
F6	Tenderer's proposals on reporting to the authority and frequency of reporting statements

## **Section G – Price**

Tenderers are required to submit their costs to allow the Council to evaluate the cost of the service to be delivered. Tenderers shall note that due to the provisional items and transition required to deliver a holistic quality output driven service the Council will seek verification from the successful Tenderer prior to entering into a final contract on the exact service to be delivered within the costs supplied and the evidence and information supplied in sections A – G of this document.