



TENDER for the provision of:

LOT 3

**CLEANING AT TAMAR COURT EXTRA CARE HOUSING
SCHEME**

Invitation to Tender

Closing Date for Submissions:

TBC at Midday

Schedule TBC

Specification & Technical Requirements

SCHEDULE TBC: SPECIFICATION & TECHNICAL REQUIREMENTS

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1. COMMUNAL AREA CLEANING TAMAR COURT EXTRA CARE SCHEME

1.1 Description of Works

Tamar Court is an extra care housing scheme for older and vulnerable people. It consists of 65 self-contained flats located on three floors, and a number of communal and staff areas which includes a day care centre for people with dementia. Areas to be cleaned are –

- Foyer area
- Dining area
- Pamper room
- Public access toilets
- Two staff offices
- Staff rest area
- Staff shower area
- Laundry room
- Gardening room
- Day care centre (Wellness Centre)
- Three resident communal lounges
- Assisted bathroom
- Guest room
- All communal corridors
- Bin area

Due to the vulnerable nature of residents and day centre users the importance of hygiene is paramount with particular attention needed in the Wellness Centre, eating areas and shared facilities such as toilets and assisted bathrooms. At times cleaning as part of infection control may be required. The kitchen will be cleaned by the catering contractor on a daily basis but a six monthly deep clean will be required by the successful tenderer.

It is required that the cleaner(s) shall be on site for 30 hours per week. How the contract is staffed i.e. whether there is one dedicated cleaner, or two part time cleaners etc shall be up to the successful contractor to decide. There must be suitable and competent cover for holidays and illness etc.

The following works should be carried out by cleaning staff based at Tamar Court:

The Wellness Centre

DAY	TASK	NOTES
Monday to Friday In the Wellness Centre	<p>Daily</p> <ul style="list-style-type: none"> • Cleaning of ceramics and floors of W/C's x 3 in the wellness centre. • Replenish toilet rolls, hand towels and soap. • Clean mirror. • Remove rubbish bags left for collection by staff. • Sweep all hard floor areas. • Mop hard floor areas. • Polish coffee tables as necessary. • Hoover office. • Empty office bin. • Wipe down all hand rails in toilet • Wipe down paper towel holders • Wipe down door handles • Deep clean toilets with anti-bacterial wipes or spray <p>Weekly</p> <ul style="list-style-type: none"> • Wipe down all skirting's and ledges <p>Monthly</p> <ul style="list-style-type: none"> • Monthly steam clean of hard flooring 	<p>Staff on site will be responsible for the disposal to the Bin Store of contaminated clinical waste.</p> <p>Staff will clean down kitchen surfaces at the end of the day.</p> <p>Staff will wipe tables at the end of each service.</p>

All Other Areas

Monday to Friday In the Café	<ul style="list-style-type: none"> • Sweep hard floor area. • Mop hard floor area. • Check chairs in dining area and wipe clean as needed 	Chairs must remain on the floor and not lifted to the table tops.
Monday to Friday in the Staff area.	<ul style="list-style-type: none"> • Sweep and mop laundry room. 	On a Friday the condensers in the tumble driers need to be cleaned.

	<ul style="list-style-type: none"> • Sweep and mop staff room. • Wipe tables and kitchen surfaces. • Empty bin. • Cleaning of ceramics and floors of W/C. • Clean mirrors. • Replenish toilet rolls, hand towels and soap. 	
Monday to Friday in the Foyer area	<ul style="list-style-type: none"> • Sweep hard floor area. • Hoover carpeted areas. • Cleaning of ceramics and floors of W/C's twice daily, each clean to be recorded for public information. • Clean mirrors. • Replenish toilet rolls, hand towels and soap. 	
Monday to Friday in communal corridors	<ul style="list-style-type: none"> • Hoover all carpeted areas. • Cleaning of ceramics and floors of W/C's on all three floors. • Clean mirrors. • Replenish toilet rolls, hand towels and soap. • Sweep communal lounges on all three floors. • Mop hard floor areas as necessary (At least weekly). 	
Monday and Friday in the Spa Bathroom	<ul style="list-style-type: none"> • Sweep hard floor area. • Hoover carpeted areas. • Cleaning of ceramics and floors of W/C. • Replenish toilet rolls, hand towels and soap. • Clean mirrors. 	

Monday and Friday only	<ul style="list-style-type: none"> • Hoover stairs and stairwells. • Dust ALL skirting boards in areas as you go. • Wipe ALL window sills as you go. • Dust and polish piano. • Dust and polish foyer coffee tables. • Dust and polish Library area coffee tables. • Sweep and mop floor of the Pamper Room in the foyer. Empty rubbish bin. 	
Laundry Monday to Friday	<ul style="list-style-type: none"> • Towels from the hairdressers • Dining room linen • Bedding from the 2 x guest rooms as required 	Laundry only. Ironing is not required.
Monday to Friday in the Office in Foyer	<ul style="list-style-type: none"> • Empty bins • Hoover floor • Wipe down desks • Wipe ledges 	

Periodic and Ad-hoc Cleaning Tasks

Six Monthly	Carpet Cleaning	Communal corridors and offices
Six Monthly	Cleaning of soft furniture	Including cafe
Six Monthly	Deep clean of kitchen area	
Six Monthly	Cleaning of internal windows in the foyer area	Due to height this may require scaffolding

Weekly	Bin store sanitation	Clear all debris from the floor area, stack any larger items that have been left, let the site manager know of such items
Quarterly	Power wash the bin store	
Ad hoc	Cleaning as part of infection control	As and when necessary in response to outbreaks of infectious ailments.
Ad hoc	Guest room turnover	Strip and remake beds, clean bathroom, mirrors and internal window pane.
Ad-hoc	Emergency call out	For environmental cleans e.g. bodily fluids

Please note ad hoc cleaning tasks are indicative of the tasks that may be required but not exhaustive. Ad hoc cleaning should be requested via the Alliance Homes Contract Manager or Tamar Court Facilities coordinator

1.2 Sites Included In Contract

The lot specifically covers one site only which is the Alliance Homes Group extra care housing scheme Tamar Court, Tamar Road, Worle, Weston-super-Mare, BS22 6BU.

1.3 Frequency of Visits, Scheduling and Access Arrangements

The successful contractor will be required to provide an onsite cleaning service at Tamar Court 5 days a week (Monday to Friday) solely dedicated to the building, for a total of 30 hours per week.

Currently the Wellness Centre is cleaned before opening at 8.30am and therefore the cleaning staff are on site from approximately 7.30am to 1.30pm. However, Alliance Homes are open to the successful contractor planning their own schedule providing all work can and is completed as required.

Although line management will be through the contractor, cleaning staff will be required to play an active part in the multi-disciplinary team that runs Tamar Court. Taking instructions from the Alliance Facilities Coordinator for the building as and when necessary. Please note that the Wellness Centre is closed each bank holiday, and one extra day during the Christmas period which is either the 24th or 27th December depending on when Christmas day falls. Cleaning on these Bank Holidays and the extra day will not therefore be necessary in the Wellness Centre.

The schedule of activities, their frequency and estimated duration are set out in section 1.1 above. The Tamar Court Facilities Manager should be notified and agree to, any deviation from this due to unforeseen and unavoidable circumstances.

On site cleaning staff will be issued a key fob for access, which will be provided to the successful supplier during the mobilisation period. Storage space is available on site for equipment and materials.

1.4 Site Visit

All interested parties are invited to visit Tamar Court before submitting a tender. Two dates for the visits have been organised, these are **XXX and XXX 2024**. During the visits there will be a tour of the building and an opportunity to ask questions. Please submit your preferred date to attend through the portal, along with the name(s) of those attending. Please note we request no more than two representatives attend for logistical reasons and in order to minimise disruption. If the visits are oversubscribed, then we will try our best to make alternative arrangements.

2. GENERAL PROVISIONS

2.1. Invoicing and Payment Terms

Invoices shall be submitted monthly via the e billing service which will be set up prior to the contract commencing.

Providing that there are no discrepancies or queries, Alliance Homes aims to pay all invoices within 30 days.

2.2. Equipment & Cleaning Supplies

The contractor shall provide all the equipment and cleaning supplies necessary for the provision of the services. They shall maintain all items of equipment in good and serviceable condition and ensure that the technology used is kept up to date and refreshed from time to time, such as to ensure the highest quality services are maintained at all times throughout the course of the contract.

All equipment shall be at the risk of the contractor and Alliance Homes shall have no liability for any loss of or damage to any equipment unless the contractor is able to demonstrate that such loss or damage was caused or contributed to by any act, neglect or default of Alliance Homes.

2.3. Standard of Servicing & Repairs

The contractor shall warrant, represent and undertake for the contract period staff will:

- a) Be suitably skilled, experienced and qualified to carry out the services and related tasks assigned to them and possess all appropriate qualifications, licenses, permits, skill, experience necessary for them to discharge their responsibilities safely and conforming with all relevant laws.
- b) Be vetted in accordance with Good Industry Practise

Alliance Homes requires that Health and Safety and Environmental protocols be met, including, but not limited to, The Health & Safety at Work Act 1974, Working at Heights Regulations 2005, The Personal Protective Equipment Regulations 2002 and the European Council Directive 2001/45/EC. The Alliance Homes approved contractor standards are attached to this tender and must be agreed and adhered to at all times.

2.4. Delivery of Programmes

It is possible that a contractor fails in delivering the scope of work that they are contracted to achieve. The contract has ways of protecting Alliance Homes against loss associated with such failure, but this would not deal with the lack of progress in the programme that such a failure would cause. For this reason Alliance Homes will maintain the right to significantly vary the scope of the works in the first and subsequent years should such a material failure occur.

The performance of the contractor will be analysed on a monthly basis, should they fail to achieve satisfactory results in three consecutive months, and then the volume of work will be adjusted to suit their ability to deliver the programme. Any preliminary costs, overheads and profit levels would be adjusted pro rata to ensure that Alliance Homes does not loose as a result of such non-performance.

2.5. Account Management, Contract Management & KPI's

AHG will require the name and contact details (telephone and e-mail address at a minimum) of a dedicated account manager who will be responsible for the day-to-day management of this contract.

Contract review meetings will be held at quarterly at which performance levels will be discussed along with any other issues or topics deemed necessary and relevant.

It is anticipated that these meetings shall be held at the Alliance Homes offices unless otherwise specified by the Alliance Homes contract manager.

The performance of the supplier will be measured against a set of Key Performance Indicators at regular intervals. Alliance Homes propose to work with the successful supplier to develop a set of meaningful and appropriate KPI's.

2.6. Management Information

Alliance Homes require the supplier to be able to provide weekly reports of planned and ad hoc work undertaken and work scheduled for the following week. Additional information should be available as requested.

2.7. Mobilisation

After the contract has been awarded, but prior to the start date of the contract Alliance Homes and the successful supplier shall meet in person to discuss the mobilization of the contract and to confirm any outstanding issues or questions from either party. The date and time of this meeting shall be mutually agreed post contract award but it is anticipated that it will be held at the Alliance Homes Harbour Court offices in Portishead.

2.8. Price Benchmarking and Price Variation

The success of Alliance Homes' financial plan is dependent upon the delivering the programme within budget. It is essential that all works are undertaken within the budgets available and that yearly targets are achieved.

You are required to complete the attached pricing schedule which will be extended to include indicative business volumes by Alliance Homes.

You should describe in your contractor's proposals the methods you will use to achieve best value.

Alliance Homes business is cash flow driven and accurate detailed management information will be required on a regular basis.

Proposed contract price variations will only be considered between October and December as part of AHG budget setting process, with any price changes always taking effect from 1 April, the start of the AHG financial year. Such negotiations will be between the contractor, AHG Contracts Manager and AHG finance Team.