



TENDER for the provision of:

LOT 1

**COMMUNAL AREA CLEANING, OFFICE CLEANING &
EXTERNAL WINDOW CLEANING**

Invitation to Tender

Closing Date for Submissions:

TBC

Schedule tbc

Specification & Technical Requirements

SCHEDULE TBC: SPECIFICATION & TECHNICAL REQUIREMENTS

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1. COMMUNAL AREA CLEANING

1.1. Description of Works

At each property attended, the following works should be carried out:

Entrance Areas – General info	<p>Safe and hygienic removal of all litter, refuse, and fouling from all specified areas, regardless of the degree of difficulty, all in accordance with the Health & Safety at Work Act 1974 and its amendments, the construction, design and management regulations 1994 and all other relevant safety standards and acts in force at the time. Place all litter and fouling into refuse sacks which should be sealed and removed from site as necessary. Dangerous items and/or sharps will be disposed of all in accordance with the relevant Health & Safety regulations applicable to the handling and disposal of such items. Remove any residue or staining left by any litter, deposits or leaves or fouling with an approved anti-bacterial solution.</p> <p>This item is to include removing all cobwebs from the part of the building being swept regardless of where the cobwebs are located.</p>
Entrance Areas – Sweep	<p>Use any broom considered necessary and appropriate and to the approval of the contract administrator to sweep all floor coverings and hard surfaces to remove any debris and leaving them clean and free of any deposits. This task where appropriate will include keeping clear all gully gratings within the area being swept.</p>
Entrance Areas – Mop	<p>Use a clean mop appropriate to the surface, mop each designated surface using an approved cleaning solution/agent in water.</p> <p>On completion of the task item provide a final rinse of the area either with a neutraliser as required or clean water if no neutraliser has been specified by the manufacturer of the cleaning solution/agent used. Wash/wipe clean all skirting associated with the areas to be mopped and this work is deemed to be included within this item. Remove any mark or stain on site to the approval of the contract administrator. A wet floor sign will be visible at all times until the floor is completely dry.</p>
Entrance Area – vacuum carpets	<p>Clear any debris and vacuum all carpeted floors and leave them clean to the standard as required under the contract and to the satisfaction of the contract administrator. This task item includes for all matting (including dust control, door entry, residents and any other matting) in the area being</p>

	<p>vacuumed. Remove all litter from each mat well and remove litter from site. Ensure that all vacuum cleaning equipment is regularly serviced, cleaned and emptied to ensure efficient operation with appropriate noise and dust control. Wash/wipe clean all skirting associated with the areas to be mopped and this work is deemed to be included within this task item.</p>
<p>Entrance Area – Wash Doors inside and outside.</p>	<p>Use whatever method deemed necessary to the approval of the contract administrator to clean doors and any associated glazed panels, framework and the like including any necessary graffiti removal. Cleaning doors shall include frames, door furniture (including brass furniture) and any glazing forming part of each door and adjacent glazed partitions. In addition to the programmed frequency of this item, remove any mark or stain on site to the approval of the contract administrator, Following washing, wipe all areas dry with a lint free absorbent cloth to ensure removal of all smudges and finger print</p>
<p>Stairways – sweep / mop / vacuum.</p>	<p>All work to be undertaken in accordance with the general standards set out within entrances</p>
<p>Corridors. outside stairwells. sweep / mop / vacuum.</p>	<p>All work to be undertaken in accordance with the general standards set out within entrances</p>
<p>Communal Areas – Cleaning, including Communal lounges</p>	<p>Use whatever method deemed necessary to the approval of the contract administrator to clean walls as necessary. Cleaning walls shall include all light switches, power points / sockets and window frames, also skirting boards to be wiped clean on every other visit. In addition to the programmed frequency of this task, leave them clean to the standard as required under the contract and to the satisfaction on the contract administrator. Ensure that all vacuum cleaning equipment is regularly serviced, cleaning and emptied to ensure efficient operation with appropriate noise and dust control. Carpets are to be shampooed twice a year. The contractor shall prior to undertaking the shampooing. Provide the contract administrator a programme laying out when each scheme is to be shampooed, the time frame for all schemes to be cleaned would be one calendar month from start to finish. At the completion of shampooing the carpet is to be left clean and free from stains. Provide details of method and materials used.</p>
<p>Communal Areas (internal areas) – window cleaning</p>	<p>Window cleaning to internal windows will include those in communal lounges, kitchens, and entrance halls and internal corridors. Ensure that windows are left free from smudges and finger marks.</p>

<p>Internal Lifts.</p>	<p>Sweep and/or brush lift cars using whatever method deemed necessary to the approval of the contract administrator to leave lift cars guide tracks and door opening free from all litter and surface deposits. Inspect all parts of the lift for damage or malfunction and report such instances immediately to the contract administrator and continue to report until remedied or advised accordingly by the contract administrator.</p>
<p>Lift – mop / wash internal surfaces</p>	<p>Use a clean mop appropriate to the surface. Mop each designated surface using an approved cleaning solution/agent in water. On completion of this task item, provide a final rinse of the area either with a neutraliser as required or clean water if no neutraliser has been specified by the manufacturer of the cleaning solution/agent used. Remove any mark or stain on site to the approval of the contract administrator. Wash all internal parts of each lift car. At the completion of this task all inner door surfaces, walls, panels, mirrors, ceilings, floors and handrails including the selector / alarm control panels will be free from all litter, fouling, deposits and shall be left clean. A wet floor sign will be visible at all times when the surface is wet and only removed when the surface is completely dry.</p>
<p>Toilet / bathroom / shower room where applicable</p>	<p>Clean all shower units, toilets, wash-hand basin and baths using an appropriate method to the surface being cleaned. This includes scrubbing and removing lime-scale from all areas including WC's, urinals, pipe work, bath/shower curtains, bath/shower panels, water cisterns/tanks, soap racks/dishes, wall surfaces (including tiled walls), mirrors, towel/hand rails, the inside and outside of doors and door frames, floor surfaces, heater units, light units, partitions and any other item within or associated with the toilet room.</p>
<p>Laundry / Drying Room</p>	<p>Inspect each laundry/drying room prior to carrying out any works to determine the extent of the services to be provided. Any scratching of enamelled, steel, or aluminium surfaces will be considered as non-performance by the contractor and without prejudice to any other right or remedy available to the employer: the contractor shall make good any damage by whatever means he deems necessary to the approval of the contract administrator to return the surface to its original condition. Polished floors will be maintained by monthly buffing, quarterly polishing and annual stripping. Wash/wipe clean all skirting associated with the areas to be mopped and this work is deemed to be included within this item. A wet floor sign will be visible at all times until the floor is completely dry.</p>
<p>Communal Block Cleaning Services to general needs units.</p>	<p>Provisionally carry out the following services to units specified for guidance. Use the above specification for the provisional pricing of general needs communal areas as per pricing schedule.</p>

1.2. Sites Included In Contract

The site list provided in Appendix 1 contains the addresses of the locations where the cleaning services will be required alongside the individual specifications and requirements.

1.3. Frequency of Visits, Scheduling & Access Arrangements

The frequency of visits required is provided in Appendix 1. Communal areas are required to be cleaned weekly, however specific dates and times of attendance will be the responsibility of the supplier to arrange.

The Alliance Homes contract manager should be provided with a copy of the suppliers proposed schedule and be notified of any deviations from this schedule due to unforeseen and unavoidable circumstances, along with a revised date and time.

Access will be via Key fob or key code, which will be provided to the successful supplier during the mobilization period. The supplier must ensure that all doors are left locked and secure on departure.

2. OFFICE CLEANING

2.1. Description of Works

At each property attended, the following works should be carried out:

External and Entrance Cleaning	<ul style="list-style-type: none">• Pick all litter, refuse and fouling from all specified areas, regardless of the degree of difficulty, all in accordance with the Health and Safety at Work Act 1974 and its amendments, the construction, design and management regulations 1994 and all other relevant safety standards and acts in force at the time. Place all litter and fouling into refuse sacks which should be sealed and disposed of appropriately.• Entrance doors to be cleaned including frames and adjoining windows, ledges etc. weekly but more often if required.• All flower beds to be cleared of litter and sundry rubbish on a weekly basis• Designated smoking areas to be cleared of rubbish, ashtrays emptied, and the area swept on a weekly basis• Cycle parking areas to be cleared of rubbish and the area swept on a weekly basis
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<p>Office Cleaning</p>	<ul style="list-style-type: none"> • Clean each office as directed on a daily basis, either before the office opens at 8am or after the office closes after 5:30pm. In some instances both a morning and evening visit will be required. For Martingale Way a midday visit will be required to clean toilets and high traffic areas. Inspect each office/room prior to carrying out the works to determine the extent of the services to be provided. Hours of attendance are to be agreed prior to start, but will be outside of normal office hours. Sites included in this schedule are detailed in section 6. • Clean all desks, tables, filing cabinets, litter bins, telephones, computer terminals and screens, printers, desk lamps, chairs, pipe work, mirrors, the inside and outside of doors and door frames, floor surface, heater units, light units, wall surfaces, high level ledges and cupboard tops, partitions and any other item within or associated with the office room. • Empty all litter from refuse bins and replace refuse sacks. Each litter/ refuse bin is to be cleaned every four weeks. Remove all litter and any bulk refuse present off the site to an approved disposal point. Maintain segregation of waste to ensure that recycling levels are maintained to the highest possible percentage given the constraints of the recycling contract and bins available on each site. • Polished floors will be maintained by monthly buffing, polishing and stripping but not to the detriment of abutting carpet, as directed by the contract administrator. • Spot clean carpets as required, then vacuum all floors as necessary also wash/wipe clean all skirting associated with the areas to be cleaned and this work is deemed to be included within this item. • Undertake to clean meeting rooms and clear away items of crockery etc. and wash up or place in a dishwasher. Tables and chairs etc. are to be re-arranged to their original positions. • Cleaning walls shall include all light switches, power points/sockets and window frames. • In addition to the programmed frequency of this task, remove any mark or stain on sight. Following wipe walls, light switches, power point/sockets and window frames dry with a lint free absorbent cloth.
<p>Kitchen and tea-point cleaning</p>	<ul style="list-style-type: none"> • Inspect each kitchen prior to carrying out the works to determine the extent of the services to be provided. • Clean all work top, tables, benches, cookers, oven, hob, extractor hoods, cabinet fronts, litter bins ash trays, telephones, sink units, draining boards, drying racks, soap racks/dishes, chairs, pipework, mirrors, the inside and outside of doors and door frames, floor surfaces, heater units, light units, wall surfaces (including tiled walls), partitions and any other item within or associated with the kitchen. • Fill dishwashers with dirty crockery etc. and start washing programs every evening. Apply notices to inform staff that the

	<p>machines are in operation. Maintain the required levels of rinse aid and salt in the dishwashers to ensure effective operation.</p> <ul style="list-style-type: none"> • Every morning empty dishwashers and replace cutlery, glassware and crockery in designated cupboards and drawers. • Any scratching of enamelled, steel or aluminium surfaces will be considered as non-performance by the contractor and without prejudice to any other right or remedy available to the employer, the contractor will make good any damage using whatever method he deems necessary to return the surface to its original condition. • Empty each cupboard and clean all shelves, doors, sides, tops, bottoms, and ledges four times per year. On completion of this task item, anti-bacterial solutions shall be applied to all cupboard surfaces. • Polished floors will be maintained by monthly buffing, quarterly polishing and annual stripping. This should not be to the detriment of any abutting carpet. • Microwave ovens and Fridges in staff kitchens to be cleaned once a month to an agreed schedule.
<p>Toilet/ Bathroom/ Shower Rooms where applicable</p>	<ul style="list-style-type: none"> • Clean all shower units, toilets, wash-hand basin and baths using an appropriate method to the surface being cleaned. This includes scrubbing and removing lime-scale from all areas including WC's, urinals, pipe work, bath/shower curtains, bath/shower panels, soap racks/dishes wash hand basins, taps, toilet panels, water cisterns/tanks, soap racks/dishes, wall surfaces (including tiled walls), mirrors, towel/hand rails, the inside and outside of doors and door frames, floor surfaces, heater units, hand dryers (including drainage apertures), light units, partitions, ledges, radiators, and any other item within or associated with the room. • Where installed, change automatic air freshener canisters every 60 days, and the batteries in these, every 180 days. • Any scratching of enamelled or aluminium surfaces will be considered as non-performance by the contractor and without prejudice to any other right or remedy available to the employer, the contractor will make good any damage by whatever means he deems necessary and to the approval of the contract administrator to return the surface to its original conditions. Empty all litter from refuse bins and replace refuse sacks. • Spare toilet rolls and hand wash to be maintained in the supplied storage areas in the toilets. • Wash/wipe clean all skirting associated with the areas to be mopped and this work is deemed to be included within this task item. Polished floors will be maintained by monthly buffing, quarterly polishing, and annual stripping.
<p>Lifts– sweep</p>	<ul style="list-style-type: none"> • Sweep and/or brush lift cars using whatever method he deems necessary to the approval of the contract administrator to leave

	<p>lift cars, guide tracks and door openings free from all litter and surface deposits.</p> <ul style="list-style-type: none"> • Inspect all parts of the lift for damage or malfunction and report such instances immediately to the contract administrator and continue to report until remedied or advised accordingly by the contract administrator.
Lift– mop/wash internal surfaces	<ul style="list-style-type: none"> • Use a clean mop appropriate to the surface. Mop each designated surface using an approved cleaning solution / agent in water. • On completion of this item, provide a final rinse of the area either with a neutraliser as required or clean water if no neutraliser has been specified by the manufacturer of the cleaning solution/agent used. Remove any mark or stain on site to the approval of the contract administrator. • Wash all internal parts of each lift car. At the completion of this task all inner door surfaces, walls, panels, mirrors, ceilings, floors and handrails including the selector/alarm control panels will be free from all litter, fouling, deposits and shall be left clean.
Lift – Wash External Parts	<ul style="list-style-type: none"> • Wash all external parts of each lift surface. • At the completion of this item, leave clean all outer door faces, frames, surrounds, indicators, control panels, call buttons and an area of no less than 1 meter running parallel to each side and top of each edge of the lift door opening on each floor. Wipe dry all areas with a lint free absorbent cloth. Apply a light protective sealer coat to each stainless steel and aluminium surface on completion of this task item.
One off cleans	<ul style="list-style-type: none"> • There will be times when 'one off' clean-up will be required, this could be clearance of blood, bodily fluids, faeces etc, the contractor will be expected to deal with such issues, a separate order will be raised to cover this works and the contractor will invoice via the monthly invoicing system.

2.2. Sites Included In Contract

The site list provided in Appendix 1 contains the addresses of the locations where the cleaning services will be required alongside the individual specifications and requirements.

2.3. Frequency of Visits, Scheduling & Access Arrangements

The frequency of visits required is provided in Appendix 1. Office locations are required to be cleaned daily.

The Alliance Homes contract manager should be provided with a copy of the suppliers proposed schedule and be notified of any deviations from this schedule due to unforeseen and unavoidable circumstances, along with a revised date and time.

Access will be via Key fob or key code, which will be provided to the successful supplier during the mobilization period. The supplier must ensure that all doors are left locked and secure on departure.

3. KITCHEN & BATHROOM SUNDRIES

3.1. Requirement

The contractor shall supply and deliver the sundry supplies required for the kitchens and bathrooms in several of the Alliance Homes locations to which they already provide the cleaning service.

This includes, but is not limited to, products such as toilet rolls, kitchen roll, washing up liquid and dishwasher tablets. A list of the expected products required, and associated volumes can be found in Appendix 1.

It will be the responsibility of the contractor to maintain sufficient stock at each site, with units being taken from this stock as and when required. Alliance Homes will not place orders or notify the supplier of required volumes etc.

3.2. Sites Included In Contract

This service should be provided at the following sites:

- 40 Martingale Way Portishead, BS20 7AW.
- Sub Station, 1 St Andrews Parade, Weston-super-Mare. BS23 3SS
- Weston Court, Oldmixon Crescent, Weston-super-Mare BS24 9AU

3.3. Product Safety & Recall

The contractor and Alliance Homes contract manager shall agree the specific products and/or brands to be supplied during the mobilisation period of the contract. Where a change is required to the product(s) being supplied, these should be agreed in advance by both parties.

Where required, COSHH data shall be provided with products alongside handling and usage guidelines.

In the event of a product recall, the supplier shall inform the Alliance Homes contract manager immediately along with full details of the product/batch affected, and the actions required to be taken. The supplier will also be required to liaise with the Alliance Homes health and safety officer in such an event.

4. EXTERNAL WINDOW CLEANING

4.1. Products / Description of Works

Window cleaning will include all external windows, and in the case of offices specified in section "OFFICES" of Appendix 1, internal windows, glazed walls, and glazed canopies. Where required due to the height of the building the supplier must provide allowance for a reach and wash (telescopic poles) to achieve the required standard. Windows, frames and cills are to be cleaned monthly leaving glass clear and free from smudges.

Gutter clearing and cleaning will include cleaning the outside of the PVCU guttering, cleaning of soffits and fascias to all building types e.g. Bungalows, Houses, Maisonettes and Flat blocks. Where required due to the height of the building the supplier must provide allowance for a telescopic pole gutter vacuum to achieve the required standard. Start and finish photographs will need to be taken for works assigned to guarantee quality of works and customer reference.

Appendix 1 provides the property details which includes locations, building type, floors etc. however, tenderers are encouraged to undertake site visits to view the properties so that they fully understand the scale of the requirement.

There are three high rise schemes that will require cleaning quarterly. It is AHG group recommendation, due to access restrictions, that these sites are cleaned using abseiling equipment, however, Alliance Homes will consider alternative suggestions but suppliers will be required to visit all sites to ensure that their proposed method is achievable, The securing bolts on buildings are NOT to be used to abseil the structure, Contractors will provide their own frames and equipment for this work.

Tamar Court independent living scheme will require monthly external and internal window cleaning (see site Appendix 1). Also included will be resident's balcony windows which includes patio door clean/windows and the balcony glass. A list will be available for those residents wanting this service on the notice board just outside the main office area. Twice per year the main atrium windows on the inside will need cleaning - this will be overseen by the site manager working with the contract supervisor and scaffold will be needed for this works

Any identified hazards or repairs the provider notices throughout the operation of this contract must be notified immediately by telephone and backed up with an email at the end of each working day. This will be to the nominated contact in the cleaning schedule or the contract manager detailed separately in the contract.

4.2. Equipment

The contractor shall provide all the equipment necessary for the provision of the services and 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.

Tenderers should be aware that where anchor bolts are in place, these are not tested or certified by Alliance Homes, and therefore should not be used or relied upon. The successful contractor is responsible for using their own equipment and maintenance of such equipment.

4.3. Sites Included In Contract

The site list provided in Appendix 1 contains the addresses of the locations which the window cleaning services will be required alongside the individual specifications with regards to floor levels and number of units. We would strongly recommend that suppliers, especially those invited to submit bids in the second stage, undertake site visits to the exterior of the sites to gain a detailed understanding of the requirements.

4.4. 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.

4.5. Frequency of Visits, Scheduling & Access Arrangements

The frequency of visits required is provided in Appendix 1, however, specific dates and times of attendance will be the responsibility of the supplier to arrange.

The Alliance Homes contract manager should be provided with a copy of the suppliers proposed schedule and be notified of any deviations from this schedule due to unforeseen and unavoidable circumstances, along with a revised date and time.

Access to properties (where required) will be via swipe fob (which will be supplied) or security code (again this will be supplied).

4.6. Equipment

The contractor shall provide all the equipment necessary for the provision of the services and 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.

Please note that there may not be access to a power supply and/or hot water depending on the property. The contractor shall be able to provide the necessary alternative equipment should this be the case e.g battery powered hoovers.

4.7. Standard of Servicing & Repairs

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

- c) 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.
- d) 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.

4.8. 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 lose as a result of such non-performance.

4.9. 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 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 office in Portishead 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.

4.10. Management Information

Alliance Homes require the supplier to be able to provide weekly reports of properties completed and properties scheduled for the following week. Additional information such as vehicle tracking should be available as requested.

4.11. Invoicing and Payment Terms

Invoices should be submitted by e-billing. An e-bill will be set up with Alliance Homes finance and the supplier will submit their bill monthly.

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

With regards to the supply of sundries, the contractor will be required to provide a monthly statement as part of their overall invoice, which details by site:

- Product description & product code
- Number of packs delivered to site
- Pack size i.e. number of individual units contained in each pack
- Unit cost

4.12. 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 offices in Portishead.

4.13. 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.