



User Guide

Cleaning Services

Ref: Y17028



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1 Introduction

KCS Professional Services on behalf of Kent County Council lead on the national framework for The Provision of Cleaning Services.

The framework, available nationally, is OJEU compliant in accordance with Public Contract Regulations 2015 and can be accessed by any public sector organisation including as educational establishments, colleges, universities, police, ambulance & fire services, NHS & NHS trusts, local government, housing associations and charities.

2 Framework Summary

The Framework has been established to allow public sector organisations to award Contracts for Cleaning Services, to deliver a clean, safe, orderly and enjoyable environment at all times for pupils, employees and visitors.

The Framework will be divided into two LOTs:

LOT 1 – Educational Cleaning Services

LOT 2 – Public Sector Building Cleaning Services

The framework period is for 48 months from January 1st 2019 – December 31st 2023

3 Using the Framework

Individual Contract Award

When selecting Suppliers under this Agreement, Individual Customers/Participating Authorities will select a Supplier based on the **Most Economically Advantageous Tender**. This is the result of a process as determined by the individual Customer/Participating Authority of declaring value from all Goods/Services covered by the Agreement. In the context of this Agreement one of the following methods of ordering will be used:

1 – Direct Award/Call Off

Ability to meet the need as determined by the Participating Authority and/or Customer by means of selecting the most appropriate Supplier based on one of the following criteria (not in any particular order):

- Ability to supply the required Service
- Total value of Order below £10,000
- Product or Service required is unique/exclusive to one Supplier
- Continuity of existing Goods and/or Services
- Current Architecture

While proceeding with a direct award option is fully compliant – the decision of whether this is the best value option for you is very much down to your own internal processes & procedures. As long as you & your internal organisation are happy with the choice and reasons behind it then it is a compliant option for you. Best value is not just based on price, for example if you have an existing relationship with a supplier on the framework and they are set up on your internal systems and have a full understanding of your requirements this could be of significant value to you as you do not have to go through the

process of setting up another supplier and starting a new relationship. There is also a cost to consider in conducting a Mini Tender. These costs, which include the cost in time taken to complete, can eliminate any potential savings you might make on the product/service itself.

2 - Further Competition or Mini Tender

A competition with the appropriate Supplier(s) to the Agreement from time to time to determine the most appropriate Supplier for a defined period of time.

In Order to adhere to The Public Contracts Regulations 2015 when re-opening competition under this Agreement the Customer/Participating Authority should follow the steps below:

- 2.1 The Participating Authority/Customer must invite all Suppliers on the Framework who are deemed capable of delivering the particular requirement.
- 2.2 The Participating Authority/Customer shall be responsible for formulating a specification/product brief containing full details of the work/products required.
- 2.3 The Participating Authority/Customer will send the specification/product brief to all Suppliers quoting the Framework Agreement reference number. A time limit should be set for the submission of fully completed tender responses.
- 2.4 Responses received must be kept in a secure place, unopened, until the designated closing date and time for final submissions has passed. Responses received after the specified date and time should be rejected.
- 2.5 The submitted response shall be evaluated in accordance with the criteria stated in the original specification/product brief. The headline criteria used must be the same as the headline criteria used for the original Agreement or part thereof, but the Participating Authority/Customer may change the weightings and add their own sub-criteria to apply.
- 2.6 The tenderers must be advised of the result in writing including brief details on where they scored points and where they did not

The headline criteria to be used at mini-tender stage shall be a combination of the following;

TABLE 2 – Stage 2	
Assessment Criteria	100% Weighting
Service Related Evidence Based Questions	70
Cost Analysis	30

Customers may add sub-criteria underneath these headings and add their own importance weighting that shall be relevant to their individual need.

Cascade

Ability to meet the need as determined by the Participating Authority by means of selecting the most appropriate supplier based on their original tender submission scoring. If no additional requirements are required of the original Agreement then the most appropriate supplier can be used, working downwards from the highest scoring supplier.

Conditions of Contract pertaining to Individual Orders

The Terms and Conditions of Agreement and the Call off Terms and Conditions (individual Contract) stated in Schedule Four in conjunction with Schedules Three, Five, Six, Seven, Eight and Nine, Ten, Eleven and Schedule Twelve- Suppliers Tender Response, shall apply to all Orders placed under this Agreement.

In any event the Contracting Authority takes no responsibility for the chosen contracting method of any Participating Authority, Authorised Participants or Individual Customers.

Further Competition

We can offer you support with your procurement, should you wish to undertake a Further Competition/ Mini Tender under the framework, and can manage the bids for you or you can use our Mini Tender Template which is located on our website www.kcs4ps.co.uk. We are also happy to review the documentation should you require this.

CONTRACTING AUTHORITY CONTACT DETAILS

Jenny Ware (Contract Manager)

jennifer.ware@kcs4ps.co.uk

Tel: 01622 236971

KCS (Kent County Supplies)

Unit 1, Aylesford Commercial Park,

New Hythe Lane,

Aylesford,

Kent.

ME20 7FE

Original OJEU contract ref: 2018/S 107-244103

OJEU Award Notice ref:

GDPR

The Commercial Services Group is committed to protecting your privacy. We take your privacy seriously and will only use any personal information that we collect from you, or that you provide, relating to the products and services you have requested from us, or whereby you make an enquiry about our products or services.

For more information on Commercial Services Group Privacy Notice click the link

www.commercialservices.org.uk/privacy.asp

To see the Privacy Notices of our trusted third party suppliers please visit their individual websites.

As the Contracting Authority for Framework (INSERT FRAMEWORK TITLE AND NUMBER) we have contacted all the framework suppliers and, where appropriate, we have issued contract amendment clauses to reflect changes in data protection legislation relating to GDPR.

However, we recommend that any Framework Users/Member Authorities should complete their own due diligence to ensure the Suppliers they are purchasing from can provide 'sufficient guarantees' that the requirements of GDPR will be met and the rights of data subjects protected.

4 Awarded Suppliers and Contact Details

CHEQUERS CONTRACT SERVICES- LOT 1&2

(All London, East Sussex, Hampshire, Kent, Medway, Surrey, West Sussex)

Marco Silva- Commercial Manager

020 8665 6746- marco.silva@chequerscontracts.co.uk

Units 12-15 Tait Road Industrial Estate, Tait Road, Croydon, CR0 2DP

CHURCHILL CONTRACT SERVICES LIMITED- LOT 1 & 2

(NATIONAL except for Channel Islands and Northern Ireland)

Jo Leggett- Senior Business Development Manager

07813 182004 Jo.leggett@churchillservices.com

Unit 1, 40 Coldharbour Lane, Harpenden, Hertfordshire, AL5 4UN

GRADE ONE COMMERCIAL CLEANING SERVICES LTD.- LOT 1 & 2

(All London, Essex, Hertfordshire, Kent, Medway, West Sussex)

Chelsey Mathews- Bid Coordinator

01634 828544 chelsey@grade-one.co.uk

Kings Lodge, London Road, West Kingsdown, Kent, TN15 6AR

SEECLEAR FACILITIES SOUTH EAST LIMITED- LOT 1 & 2

(Essex, London Boroughs, Greater London, East Sussex, Kent, Medway, Surrey)

Spencer Negus- Sales and Marketing Director

07482 176137 spencer@seeclearfacilities.co.uk

Unit 12, Eaves Court, Sittingbourne, Kent, ME10 3RY

ECOCLEAN SERVICES LIMITED- LOT 1

(Derbyshire, Leicestershire, Lincolnshire, Northamptonshire, Nottinghamshire, Rutland, Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk, Suffolk, All London, Scotland, Wales, Cleveland, Durham, Northumberland, Teesside, Tyne and Wear, Berkshire, Buckinghamshire, East Sussex, Hampshire, Isle of White, Kent, Medway, Oxfordshire, Surrey, West Sussex, Southampton, Bristol, Cornwall, Devon, Dorset, Gloucestershire, Isles of Scilly, Somerset, Wiltshire, Herefordshire, Shropshire, Staffordshire, Warwickshire, Worcestershire)

Jason Marcham- Business Development Director

07876 885658 jmarcham@ecoclean.co.uk

Stables 3, Howbery Park, Wallingford, Oxfordshire, OX10 8BA

JUST ASK ESTATE SERVICES- LOT 1 & 2

(Derbyshire, Leicestershire, Lincolnshire, Northamptonshire, Nottinghamshire, Rutland, Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk, Suffolk, London Boroughs, Greater London, City of London, Cleveland, Durham, Northumberland, Teesside, Tyne & Wear, Greater Manchester, Merseyside, Berkshire, Buckinghamshire, East Sussex, Hampshire, Kent, Medway, Oxfordshire, Surrey, West Sussex, Southampton, Bristol, Hertfordshire, Shropshire, Staffordshire, Warwickshire, Worcestershire, East Riding & Humber, North Yorkshire, South Yorkshire, West Yorkshire, North Lincolnshire)

Keith Keeley – Mobilisation Manager

0844 736 5956 keith.keeley@justaskservices.co.uk

Unit A19, Fair Oaks Airport, Chertsey Road, Chobham, Surrey, GU24 8HU

WETTON CLEANING SERVICES LIMITED- LOT 1 & 2

(Leicestershire, Northamptonshire, Cambridgeshire, Essex, Hertfordshire, Norfolk, Suffolk, All London, Berkshire, Buckinghamshire, East Sussex, Hampshire, Kent, Medway, Oxfordshire, Surrey, West Sussex, Southampton, Bristol, Wiltshire, Herefordshire, Shropshire, Staffordshire, Warwickshire, Worcestershire)

David Goddard- Senior Sales Director

020 7237 2007 David.goddard@wettons.co.uk

Estate House, 2 Pembroke Road, Sevenoaks, Kent TN13 1XR

5 Terms and Conditions

For a full set of our terms and conditions please visit our website, www.kcs4ps.co.uk or call 0808 281 9439.

6 Service level agreement

SERVICE LEVEL AGREEMENT (SLA)

6.1 Introduction

A 'local' Service Level Agreement (SLA) will be agreed between both the Supplier and the Customer. This will be based upon the requirements aspects of the 'Further Competition/Direct Award' and/or as a result of appointment of a Supplier determined by the Individual Customer as well as the outcomes of the due diligence process. It is vital that the SLA is designed to be flexible and reviewed and updated regularly.

The Contracting Authority will look to award to a number of Suppliers who will take the primary responsibility for meeting the Customer's needs, including the provision of equipment, Service, and the overall management. Where any Subcontractor or 3rd party is introduced into the relationship, this will be done with the formal agreement of the Customer organisation based on the full understanding that the primary responsibility remains with the Supplier.

6.2 Goods and / or Services

The Supplier's responsibilities under this Framework include, but are not restricted to,

- Accepting Orders from Customers
- Ensuring correct invoices are sent promptly
- Providing support to deal with any issues and enquiries from any Customer.
- Complying with agreed KPI's, reporting requirements and service levels as requested by the Customer and Participating Authority.
- Complying with the Contracting Authorities Management Information requirements

6.3 Key Performance Indicators

The Contracting Authority shall measure the performance levels of the Supplier(s) with whom it Contracts under this Agreement/Contract in line with the KPIs stated below.

No.	KPI	Target Score	Definition	Measured by	Service Credit (over a 3 month period, on the total order value of that timeframe)
1	Management Information (MI) reports	100%	Reports to be received by the 10 th of each month	Confirmation of receipt to be sent by the Contracting Authority	
2	Management Fee	100%	Invoices for the Management Fee to be paid within 30days of receipt.	Check by Finance on CODA	
3	Customer Complaints	0%	Customer complaints must not exceed 2% on the previous quarter.	Quarterly reporting to the Contracting Authority	Anything over 2%, on previous quarter, will have a service credit of 2.5% applied.
4	Invoice Queries	100%	All invoice queries to be responded to within 24hrs of them being raised.	Queries will be emailed to the relevant person and tracked by the Participating Authority	
5	Audits/ Self Monitoring	100%	Reports to be received quarterly	Contracting Authority	

A total percentage failure outside the agreed KPI parameter will instigate a formal review process that shall include the instigation of a series of actions to be undertaken in an agreed defined time based period in order to improve performance to the required levels.

If Supplier performance fails to improve following the completion of the defined period stated at the formal review The Contracting Authority may suspend or remove the Supplier from the Agreement.

In extreme cases, and where financial loss to the Contracting Authority and/or Participating Authority can be demonstrated, financial compensation will be sought.

6.4 Modifications

By mutual agreement the SLA and KPI may be modified during the Agreement/Individual Contract period.

7. Escalation Process

If you are unable to resolve an issue with the supplier contact the framework team or our Contract Manager at KCS Professional Services, who would be happy to help.

Framework Team

Phone: 0808 281 9439

Email: sales@kcs4ps.co.uk

Contract Manager

Phone: 01622 236971

Email: Jennifer.ware@kcs14ps.co.uk

Appendix A: Framework Weightings

The following tables detail the assessment criteria and weightings:

TABLE 2 – Stage 2	
Assessment Criteria	100% Weighting
Service Related Evidence Based Questions	70
Cost Analysis	30

Appendix B OJEU Notices

For OJEU information please visit our website www.kcs4ps.co.uk

Appendix C



CUSTOMER ACCESS AGREEMENT

Framework Y17028 The Provision of Cleaning Services

TO BE COMPLETED BY THE CUSTOMER

Before conducting any activity under this framework, please complete this form and return it (by email or post) to KCS Professional Services (the Contracting Authority)

AGREEMENT: I confirm that the organisation detailed below intends to participate in the above-mentioned framework agreement, and that in doing so will act in accordance with the guidance, instructions and contractual requirements as provided by the Contracting Authority and in accordance with the Public Contracts Regulations 2015.

Signature:	
Date:	
Printed name of person signing this form:	
Position:	
Name of Authority, Council, etc.:	
Address:	
Telephone:	
E-mail address:	
Product(s)/ Service(s) of Interest:	
Estimated Value	

To return this form, please email it to: Jennifer.ware@kcs4ps.co.uk

Cc

Julie.cripps@kcs4ps.co.uk

ACKNOWLEDGMENT of accessibility (To be completed by Contracting Authority):

Name:		Position:	
Signature:		Date:	

Please tick if you would be interested in receiving information on our other frameworks:

Energy Recruitment Software MFD's Furniture Office Supplies Food Supply

Vehicle Services Audio Visual/IT Managed Services Telephony Not Interested

APPENDIX D

Y17028 MONITORING FORM

The Provision of Cleaning Services	
Name and address of organisation purchasing products/services	
Name of awarded Supplier	
Date of purchase/contract	
Items leased/purchased and Lot used	
Total/estimated value of order/contract	£
Please give brief details of your experience using the Framework Agreement	

Please e-mail the above completed form to Jennifer.ware@kcs4professionalservices.co.uk

Please tick if you would be interested in receiving information on our other frameworks:

- Energy Recruitment Software IT/AV Furniture MFD's Office Supplies
Vehicle Services Audio Visual/IT Managed Services Food Supply Not Interested