

Bid Pack

**Guidance**: you need to customise thisbid pack to suit your procurement. Guidance or text that you need to amend/delete is highlighted in yellow – only amend/delete these parts. **Delete** or **amend** text as appropriate, prior to publishing. At publication there must be no yellow highlighting left.

Attachment 3 – Statement of Requirements (Deep Cleaning Only)

Contract Reference: Insert Salesforce Procurement Reference and Procurement Title

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Customer Guidance – Please ensure you keep to the following formatting to align to the Bid Pack

* Arial Font
* Headings remain in 16pt
* Sub Headings in 14pt
* Body of document in 12pt

# 1. PURPOSE

* To appoint a Supplier to deliver Deep Cleaning Services in accordance with the Government Guidance: [COVID - 19 Cleaning in non-healthcare settings](https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings), and [Working safely during coronavirus (covid 19)](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres?utm_campaign=11570866_Is%20your%20workplace%20COVID-19%20secure%3F%20N%2FO&utm_medium=email&utm_source=YPO&dm_i=G5Z,6W04Y,W3UM9N,RNX2S,1) . The Department of Business Energy and Industrial Strategy has also released new [‘COVID-19 secure’ guidelines](https://www.gov.uk/government/news/new-guidance-launched-to-help-get-brits-safely-back-to-work) to UK employers to help them get their businesses back up and running and workplaces operating as safely as possible.

# 2. BACKGROUND TO THE CONTRACTING AUTHORITY

* Please provide brief, relevant, background information regarding your organisation/department.

Why do you need this service?

# 3. DEFINITIONS

|  |  |
| --- | --- |
| Expression or Acronym | Definition |
| PPE | Personal Protective Equipment |
| COSHH | Control of Substances Hazardous to Health |
| Insert acronym | Insert an unambiguous meaning, for the purposes of this procurement, to avoid disputes later on. |

# 4. SCOPE OF REQUIREMENT

Responsibilities of the Contracting Authority

**Delete or add as appropriate**

* Providing reasonable access times.
* Providing access to first aid facilities.
* Providing secure space for the storage of materials and equipment.
* Accepting deliveries of materials on behalf of the supplier
* Providing the use of toilet and washroom facilities.
* Providing electricity, hot water and other similar services necessary for the provision of the cleaning service.

Please provide a detailed outline of the requirement stating what is in and out of scope:

* be specific on what is to be included;
* what is excluded (please also specify any responsibilities, impacting on the Supplier’s ability to delivery, that will be met by the Authority); and
* what is optional and what is mandatory.

# 5. THE REQUIREMENT

* To carry out deep cleaning using as a minimum the recommended methods and practices set out in the government guidance document [COVID - 19 Cleaning in non-healthcare settings](https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings) **and the** BEIS [‘COVID-19 secure’ guidelines](https://www.gov.uk/government/news/new-guidance-launched-to-help-get-brits-safely-back-to-work) on getting back to work.

The appointed Supplier will be responsible for:

* Providing all equipment, PPE and materials to carry out the entirety of the deep clean in line with the government guidance.
* The safe storage and disposal (where applicable) of all cleaning equipment, PPE and materials used by their cleaning staff.

# 5.1HEALTH AND SAFETY

The appointed supplier shall:

* Ensure all staff wear the recommended level of PPE in regard to the area they are cleaning as outlined in the government guidance.
* Meet all the relevant legislation, for example Health and Safety in the Workplace, Electricity at Work Regulations 1989 and Control of Substances Hazardous to Health (COSHH). Health and Safety Executive [Risk at Work Personal Protection Equipment (Covid 19)](https://www.hse.gov.uk/toolbox/ppe.htm)
* To avoid delay in work being carried out the supplier shall provide the Buyer/Contracting Authority copies of all method statements and risk assessments 24hrs prior to any work being carried out.
* Provide advice for safe systems of work and compliance with legislation applicable to this service and appropriate to the organisation.

# 6. MANAGEMENT INFORMATION/REPORTING

The appointed supplier will be responsible for:

* Upon completion of the deep clean, provide written evidence in the form of a certificate or notification on company letter headed paper that demonstrates the service has been completed and carried out in full compliance with the government guidance on cleaning in response to COVID 19.

# 7. QUALITY

The appointed supplier will be responsible for:

* Completing quality inspections to ensure that work schedules are being completed to the required standard.
* Providing the appointing customer with copies of any documentation relating to quality/standard checks.

# 8. PRICE

Please insert any specific information relating to price and how you would like the Potential Bidder to price the goods/services. A separate attachment will be drafted using the information provided within this section.

Prices are to be submitted via the e-Sourcing Suite [Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

# 9. STAFF AND CUSTOMER SERVICE

Appointed suppliers will be responsible for:

* Providing a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
* Ensuring staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
* Ensuring that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.
* The payment of wages.
* All administration and costs relating to staffing for example annual leave and sickness absence.
* The organising and producing of staff work schedules to suit the needs of the organisation in line with the government guidance on COVID 19 Cleaning.
* These work schedules shall include method statements and risk assessments in relation to the role the staff are employed to carry out.
* Risk Assessments and Method Statements shall be available upon request from the Buyer/Contracting Authority.
* All staff training costs.
* Ensuring staff are trained in the efficient and safe use of equipment, materials and best working practices in line with Health and Safety in the Workplace Act [and working safely during Covid 19](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19) and any other relevant regulation/legislation associated with the work that is to be carried out, for example COSHH.

# 10. SERVICE LEVELS AND PERFORMANCE

The Authority will measure the quality of the Supplier’s delivery by:

Please provide information of the required service levels and/or KPIs that the Potential Bidder will be expected to achieve and against which the Supplier’s performance will be assessed. Ensure that service levels are measurable, relevant, and drive contractual performance. Please insert in text and include SLAs/KPIs in table form.

|  |  |  |  |
| --- | --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | Insert ‘service area’ detail e.g. – Delivery timescales | [Insert description of KPI/SLA ensuring it is *S.M.A.R.T* eg – Deliveries to be received within 3 working days from order issue] | Insert required target e.g. – 98% |
| 2 |  |  |  |

Insert details of any mechanisms to incentivise delivery and/or compensate for poor Supplier performance such as service credits.

Insert details of any exit strategy to be applied where poor Supplier performance requires early termination of the Contract.

# 11. SECURITY AND CONFIDENTIALITY REQUIREMENTS

Please insert any specific security requirements, vetting and/or accreditation in relation to both the Supplier’s staff and their systems.

Please identify any confidentiality/security restrictions regarding the content of this Statement of Requirements and/or the results/deliverables of the Contract.

# 12. PAYMENT AND INVOICING

Insert details of required invoicing schedule.

* Payment can only be made following satisfactory completion of the deep clean, and receipt of written evidence in the form of a certificate or notification on company letter headed paper that demonstrates the service has been completed and carried out in full compliance with the government guidance on cleaning in response to COVID 19.
* Each invoice must include a detailed elemental breakdown of work completed and the associated costs.
* Invoices should be submitted to: Insert Invoicing address
* Insert any specific requirements the Supplier must adhere to in relation to your organisation’s purchase to pay process.

# 13. CONTRACT MANAGEMENT

Please include details that will impact on the Supplier regarding their attendance and/or responsibilities in relation to contract review meetings or progress reporting.

Attendance at Contract Review meetings shall be at the Supplier’s own expense.

# 14. LOCATION

* The location of the Services will be carried out at Insert location and address or create a building information annex.