

HOUSING MANAGEMENT ADVISORY BOARD – 8TH NOVEMBER 2023

Report of the Landlord Services Manager

COMMUNAL CLEANING CONTRACT RE-TENDERING UPDATE

1. PURPOSE OF REPORT

To present the board with progress being made to procure a new communal cleaning contract.

2. ACTION REQUESTED

The board is requested to note and invited to comment upon this report.

3. BACKGROUND

- 3.1 In 2019 a contract was procured through a framework (put simply, this is an organisation that carries out much of the initial tendering process on behalf of those who are members of the framework). A contract was awarded to Streetwise Environmental to provide cleaning services to the 267 blocks of flats owned by the council and which serve nearly 1,500 tenants and leaseholders.
- 3.2 The decision to provide contact cleaning services to these blocks arose out of two successive tenant satisfaction surveys (2016 and 2018) which both showed low levels of satisfaction over the cleanliness of communal areas.
- 3.3 After consultation with residents in early 2019 over the preferred frequency of cleaning, services were scheduled either on a fortnightly or a calendar monthly basis.
- 3.4 The current year's contract value is approximately £104,000. Tenants pay either £1.05 or £2.27 per week depending on the frequency of cleaning.
- 3.5 The contract started on 30 December 2019 and ends on 31 December 2023.
- 3.6 Streetwise Environmental sub-contracted the service to Spotlight Cleaning Services, a company based in Nottingham, from the outset. Streetwise Environmental was an arms-length company created by Rushcliffe Borough Council. In the summer of 2022 Rushcliffe Borough Council took back in-house the services carried out by Streetwise Environmental though for us and our residents, nothing actually changed since Spotlight Cleaning Services continued to carry out the actual work.
- 3.7 Members were advised of the current contract management process in an answer to a written question at the board's meeting on 6 September 2023.

4. THE RE-PROCUREMENT PROCESS

- 4.1 The re-tendering process started in summer with an internal review of the current specification. The revised specification is attached to this report as appendix A.
- 4.2 The new contract is being procured through an open tendering process using our procurement partners, STAR Procurement, to manage the tender.
- 4.3 We decided to tender for a two-year contract with the option to extend for two additional one-year terms.
- 4.4 Owing to the total value of the initial two-year term, the tendering process is significantly more complex and lengthy than it would be for a lower-value contract. It [process] must follow what were EU procurement rules; these rules were patriated into UK law as part of the country's withdrawal from the European Union.
- 4.5 At the time of writing the report the tender document (known as the 'invitation to tender') is being finalised before being opened.
- 4.6 In order to try to encourage tenders being submitted, local cleaning companies will be advised of the tender and how to submit one through the STAR Procurement Portal.
- 4.7 The tender is anticipated to be open for four weeks, during which time we will be making ourselves available for potential contractors to inspect some of our blocks in order to gain an understanding of the nature of work required.
- 4.8 It is possible that the tendering process might mean that the current contract has to be extended for a short period beyond 1 January 2024 in order that a new contractor can carry out all preparatory work required before the service can be started. Discussions will take place with Spotlight Cleaning Services over this possible short extension.
- 4.9 Once the tender process has closed tenders will be evaluated against criteria set out in the invitation to tender and which are attached as appendix B to this report. Questions are weighted so, for example, greater weight is given to the response to section B than to the responses in section E.
- 4.10 All tenders have to satisfy rigorous qualification criteria, such as (but not limited to):
 - overall ability to deliver the contract successfully;
 - meeting customer expectations;
 - technical ability to perform the contract;
 - professional ability to perform the contract (including health and safety compliance, disputes, prosecutions/convictions etc);
 - financial ability to perform the contract (including annual turnover, insurance cover, tax liabilities being met, bankruptcies etc);
 - monitoring and achieving quality control of the work.
- 4.11 The evaluation will be based on a 60:40 split of quality against cost.
- 4.12 Once the tenders have been evaluated the contract will be awarded and the preparation for starting the contract will begin.
- 4.13 Members will be updated on the procurement and contract award either verbally or in a further written report at forthcoming meetings of the board.

5. RECOMMENDATION

The board is requested to consider the report and make any comments.

Andrew Staton
Landlord Services Manager
2 October 2023

Appendix A: specification for the contract cleaning service tender 2024-2025

CHARNWOOD BOROUGH COUNCIL

COMMUNAL CLEANING SPECIFICATION

Standard of clean to communal areas and internal bin stores (where present)

NB: "Wash/Clean" means remove all dirt, dust, grease, cobwebs, bodily fluids and any other foreign object or coating e.g. stickers, paint, and any other substance not normally associated with the surface or object being washed or cleaned. Scrubbing (**NOT** merely buffing) of surfaces is expected to achieve this.

Every fortnight or month (scheme-dependent)

- All floors, stairways and steps are to be swept, with any litter and detritus removed and disposed of;
- The floors stairways and steps are to be washed with **hot water**;
- All floors and staircases must be mechanically scrubbed clean with suitable detergent and left disinfected;
- Surfaces may be contaminated with urine or other bodily fluids and should be cleaned to eliminate any residual odours;
- A fragrance is to be included in the detergents used;
- The finish is to be **dry**, streak/swirl- free, with no remaining residues;
- Where necessary all walls should be wiped or washed down and dried up to a height of five feet to ensure they are free from grime and dirt accumulation. Dirt and marks above five feet must be spot-cleaned and removed;
- Where necessary all light switches, sockets, light fittings and similar fixings should be wiped clean;
- Clean all woodwork or metalwork or equivalent to stairs, including stair strings, half or quarter landings, treads, risers, newel posts, balustrades, spindles and hand rails;
- Wash down and clean all architraves, skirting boards;
- Wash down and clean all internal window frames and sills / doors and frames including latches levers and any other attached furniture, excluding the doors to individual tenant dwellings.

Every three months (all blocks, in addition to all the above)

- Clean and dry all communal windows internally and externally
- Wipe, wash down and dry all walls up to a height of five feet to ensure they are clean of grime and dirt accumulation. Dirt and marks above five feet must be spot-cleaned and removed;
- Clean all light switches, sockets, light fittings and similar fixings.

Additional requirements

Any hazards (including but not limited to) abandoned furniture, fire hazards and obstructions to the means of escape should be reported back to an authorised officer of the council immediately.

Any additional work items identified or variations to the requested works should be reported back to an authorised officer of the council.

The contractor shall monitor, supervise and control the works thoroughly at all times and shall nominate a project manager/supervisor during the contract period.

The contractor will be responsible for the costs of purchase, maintenance, insurance (where applicable) and replacement of all equipment and materials necessary to fulfil the terms of this specification.

The contractor is to make its own provision for hot water, electricity, washing and lavatory facilities.

Appendix B: Quality assessment criteria

Section	Sub-section	Quality description
A	Contract delivery	
	A1	Overall delivery of the service generally
	A2	Methodology and approach
	A3	Quality control of the work
	A4	Meeting customer expectations
	A5	Health and safety risk assessments and method statements
B	Project plan	
	B1	Project plan and ability to meet key milestones
	B2	What you require of the council to fulfil the terms of this contract
C	Environmental responsibility	
	C1	Commitment to local resourcing and minimisation of environmental consequences of fulfilling the contract
D	Safeguarding	
	D1	Vulnerable adults and children encountered in fulfilment of the contract