

HOUSING MANAGEMENT ADVISORY BOARD – 20 MARCH 2024

Report of the Landlord Services Manager

COMMUNAL CLEANING CONTRACT RE-TENDERING UPDATE

1. PURPOSE OF REPORT

To present the board with progress being made in procuring a new communal cleaning contract.

2. ACTION REQUESTED

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

3. BACKGROUND

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). Only one company submitted a price to carry out the service, based upon a specification drawn up by the council and so the 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. That contract ended on 31 December 2023.

4. THE RE-PROCUREMENT AND TENDER EVALUATION 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 Because only one price being submitted when the existing contract was procured through a framework, we decided to procure the new contract 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 was significantly more complex and lengthy than it would have been 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 The deadline to submit tenders expired mid-November 2023 and the evaluation process took place over the following two weeks. The evaluation panel comprised officers and a member of HMAB.

4.6 Ten tenders were received, including one from the contractor, Spotlight Cleaning Services Ltd, that had been carrying out the cleaning service from the outset of the contract.

4.7 The tender evaluation process was extremely rigorous and objective and comprised two principal elements: first there was the price tendered, which in this procurement comprised 40% of the total marks available and, second, the quality-based element comprising set questions (as set out in appendix B to this report) that all companies tendering had to complete and which carried the remaining 60% of the total marks available. The two elements were then combined to give an overall score based on that 60:40 split.

5. AWARD OF CONTRACT AND MOBILISATION OF THE NEW SERVICE

5.1 The company that came top from that process is called **aAFD Services Ltd** and, although a national organisation, is locally based in Coalville. It already serves a number of local authorities with its cleaning service.

5.2 The price tendered for the first year is £103,546.62 and is (as is the existing contract) subject to an annual uplift based on inflation and increases in the national living wage. When applied to rents from 1 April 2024, tenants receiving the service will see a very small reduction in their weekly service charge.

5.3 Because of the rules governing the procurement process it was not possible to carry out a seamless transfer of contracts between 31 December 2023 and 1 January 2024. We entered into a short-term contract, therefore, with Spotlight Cleaning Services in order to provide continuity of service until the new contract begins.

5.4 The period between awarding and signing the contract and the service actually beginning is commonly called the 'mobilisation' period, a time when we hold meetings with the new contractor to put in place all arrangements that will ensure that the service begins on a certain date and is able to be delivered immediately and in compliance with the contract specification, which is attached to this report as appendix A.

5.5 At the time of writing this report contracts have been signed and the mobilisation process has begun. The first meeting with the contractor took place on 25 January 2024 and was attended by all those on the evaluation panel, including the HMAB tenant member. The meeting concentrated on the contractor meeting tenants' expectations of the service, delivering the specification and the preparation and production of cleaning schedules.

5.6 Further mobilisation meetings are scheduled to take place in February and the new service provided by aAFD Services will start on 1 March 2024. Subjects still to be discussed include matters of contract monitoring, the handling of residents' comments, compliments and complaints, contract monitoring meetings and inspections.

5.7 We are planning to issue a number of communications of the new service via our website, social media and in the next edition of next edition of *Your Homes Matter*.

6. RECOMMENDATION

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

Andrew Staton
Landlord Services Manager
8 February 2024

Appendix A:

Specification for the new communal cleaning contract cleaning service

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 used for the tender evaluation process

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