

Cleaning and Hygiene Maintenance Contract

For Cabinet on 11 March 2021

Summary

Lead Member: Councillor Tom Dawlings, Portfolio Holder for Finance and Governance

Lead Director: Paul Taylor, Director of Change and Communities

Head of Service: Denise Haylett, Head of Facilities and Community Hubs

Report Author: Caroline Britt, Democratic Services Officer

Classification: Public Document (Part Exempt)

Wards Affected: All

Approval Timetable	Date
Management Board	Wednesday, 20 January 2021
Finance & Governance CAB	Tuesday, 16 February
Cabinet	Thursday, 11 March 2021

Recommendations

Officer recommendations as supported by the Finance and Governance CAB:

1. That Cabinet agrees to award the new Cleaning and Hygiene contract to the preferred provider for a three-year term from 1 May 2021 with the option of two annual extensions.

1. Introduction and Background

- 1.1 The current Cleaning and Hygiene Maintenance contract has been in place for three years and concludes on 1 May 2021. This contract is to undertake the cleaning and hygiene maintenance for several operational properties in line with a detailed specification for each site.
- 1.2 There is an option of 2 annual extensions to this contract; however, I have taken the decision to go out to tender in view of making possible savings and to optimise performance in this competitive market.
- 1.3 The tender document allocated 50% of the marks to quality and 50% to price.
- 1.4 The term of the contract is 3 Years with the option of 2 annual extensions

2.0 Basis of Contract

- 2.1 Each compliant submission will be assessed and scored using the Invitation to Tender award criteria

Provisional Key Dates for Tender:

Issue Invitation to Tender:	29 January 2021
Deadline Invitation to Tender Returns:	26 February 2021
Tender Evaluation:	1 and 2 March 2021
Tender Contractor Interviews:	3 March 2021
Award Contract:	12 March 2021
Commence Contract:	1 May 2021

- 2.2 A Teams Meeting along with a virtual tour of sites was held on 10 February 2021. Contractors were then asked to submit questions via the Portal so that all responses of these questions were then submitted to all contractors who attend the invite.

Next Contract

- 2.3 A fully compliant tender was undertaken in line with current legislation.
- 2.4 There were 96 Expressions of Interest in the contract from which we received 18 on time submissions. 18 opted out of the process, and there were 60 no responses.
- 2.5 2 submissions qualified for interview following evaluation of cost and quality on the remaining 18 submissions. (See Exempt Appendix A).

- 2.6 The contractors to be interviewed were identified based on their overall score in the cost and quality evaluation. In the tender document we had committed to interviewing the top two contractors following evaluation as a minimum but reserved the right to interview more if it was deemed appropriate.
- 2.7 The preferred provider identified in Exempt Appendix A scored the best overall, taking both cost and quality into consideration. The budgets for 2021/2022 which were recently agreed by Full Council on 24 February 2021 allowed for a total of £306,770 for cleaning, hygiene services and window cleaning.
- 2.8 This report asks that the preferred provider be awarded the new contract commencing 1 May 2021.

Background for the preferred provider

- 2.9 The preferred provider has a growing number of Kent operations, particularly in the Tunbridge Wells where they already have an existing workforce working with several clients in and around the area. Their local clients include: East Kent and West Kent County Councils, Medway Council, Jones Lang LaSalle (JLL), South East Coast Ambulance and AXA.
- 2.10 The preferred provider has over 40 years' experience of delivering cleaning services across the UK and within their bid they demonstrated the wide-ranging benefits for TWBC portfolio. Their previous experience and commitment to delivering an excellent service within the public sector will make them a perfect partner for TWBC.

3.0 Options Considered

- 3.1 Option 1: Not accept any of the tenders.
- 3.2 Option 2: Award a new contract to the winning tenderer at the revised budget of £265K per annum (£1.325M for the 5-year term) which offers the Council an improved quality service.
- 3.3 Option 3: Do nothing: This would lead to the Council having no cleaning or hygiene undertaken at all operational sites and public conveniences.

4.0 Preferred Option and Reason

- 4.1 Option 2.2 above is the preferred option selected. This procurement process has enabled the Council to assess the current market and obtain proposals from a wide range of interested parties.

Recommendation from Cabinet Advisory Board

4.2 The Finance and Governance Advisory Board were consulted on 16 February 2021 and agreed the following:

That the recommendations to Cabinet as set out in the report be supported.

5 Implementation

5.1 If approved by Cabinet, the Contract Award Notices will be issued after expiry of the call-in period.

6 Appendices and Background Documents

Exempt appendices (if any):

- Exempt Appendix A: Tender Evaluation Matrix

7 Cross Cutting Issues

A. Legal (including the Human Rights Act)

The procurement process appears to be compliant with the Regulations. Legal can draft and prepare engrossments of the contract for completion.

Lucinda MacKenzie-Ingle, Team Leader, Contracts & Commissioning

B. Finance and Other Resources

The Covid pandemic has put significant pressure on the revenue budget, meaning that cost savings will need to be found. Contracting for cleaning at a lower cost will help bridge the budget deficit going forward.

Jane Fineman, Head of Finance, Procurement & Parking

C. Staffing

There are no direct staffing issues.

Denise Haylett, Head of Facilities and Community Hubs

D. Risk Management

Risks associated with this contract will be covered in the contract offered.

Denise Haylett, Head of Facilities and Community Hubs

E. Environment and Sustainability

No impact has been identified.

Denise Haylett, Head of Facilities and Community Hubs

F. Community Safety

No impact has been identified.

Denise Haylett, Head of Facilities and Community Hubs

G. Equalities

No impact has been identified.

Denise Haylett, Head of Facilities and Community Hubs

H. Data Protection

No impact has been identified.

Denise Haylett, Head of Facilities and Community Hubs

I. Health and Safety

Health and Safety is associated with this contract will be covered in the contract offered.

Denise Haylett, Head of Facilities and Community Hubs

J. Health and Wellbeing

No impact has been identified.

Denise Haylett, Head of Facilities and Community Hubs