



**Invitation to tender for the provision of
Cleaning Services to the
Scottish Public Services Ombudsman**

September 2013

Introduction

The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about organizations providing public services in Scotland and deals with complaints about councils, the National Health Service, housing associations, most water and sewerage providers, the Scottish Government and its agencies and departments, colleges and universities, prisons, and most Scottish public bodies. He is an independent public official appointed by HM The Queen on the nomination of the Scottish Parliament.

The Ombudsman is inviting tenders for the provision of cleaning services.

Details of the Ombudsman's team are available at:

<http://www.spsso.org.uk/who-we-are>

The Ombudsman's most recent Annual Reports by sector, is available at:

<http://www.spsso.org.uk/sector-specific-information>

Service being procured: Cleaning Services

The Ombudsman's powers

The SPSO is responsible for considering complaints about the providers of public services under the Scottish Public Services Ombudsman Act 2002 which came into force in October 2002.

Project Specification (Detailed specification available in appendix 1)

The Services Provider will provide the Ombudsman with cleaning services for the office at 4 Melville St Edinburgh.

Cleaning services are detailed as follows:

- Floors and staircases be swept / mopped / vacuumed
- Surfaces to be dusted / cleaned / polished
- External signs and all internal brass to be polished
- Crockery / kitchen ware to be collected & washed
- Kitchens to be cleaned & disinfected
- Toilet areas to be cleaned & sanitised
- Bathroom consumables to be supplied and replenished
- Dust high ledges, skirtings and furniture
- Waste bins to be emptied and disinfected
- Cardboard to be assembled and left for collection by recycling company
- Rubbish to be placed in trade waste bags and left for collection on appropriate days
- Finger marks to be removed from wall / doors etc
- Elevator to be cleaned and polished
- Risk assessment and COSHH manuals to be kept up to date & on site
- Quality assurance checks of work done, and records kept

Additional Information

The Ombudsman is inviting tenders for cleaning services **for an initial period of twelve months**, with the option to renew annually for a further 2 years, to provide the organisation with the services detailed above.

Bidders must be aware of and take account of the confidentiality requirements of section 19 of the SPSO Act. A copy of section 19 is attached at Appendix 2.

Project timetable

The timetable for this project is as follows:

Invitation to tender issued	16/10/2013
Deadline for submission of tenders	06/11/2013
Evaluate tenders	13/11/2013
Appoint supplier	15/11/2013

The successful bidder may be instructed to carry out work for the Scottish Public Services Ombudsman at any time after appointment.

Tender Submissions

Tender submissions **must** include:

1. A detailed response to the Project Specification detailing the specifics of areas of the office to be cleaned and the frequency of that cleaning.
2. Details of the bidder's experience relating to similar work and proposed personnel to service.
3. A breakdown of costs for the work detailing costs per person per hour and all consumables. (The total cost of the contract including VAT)
4. Summaries of relevant work carried out for two clients (with contact details), who would be willing to provide the Ombudsman with a reference.
5. Requirement in terms of payment e.g. monthly invoice/payment periods.
6. Before the award of the contract the preferred bidder may be asked to provide a copy of the organisation's professional indemnity or public liability insurance cover. If production of either of the above would cause you difficulty, you should indicate this now.
7. The standard terms of the contract regarding termination.

Administration of tender

Contracts and Procurement Policy

This invitation to tender (ITT), tendering process and the eventual contract are being managed in accordance with the Ombudsman's Procurement Policy. This is available to view online at

<http://www.spsso.org.uk/class-6-how-we-procure-goods-and-services-external-providers>

This policy has four main aims which are to ensure that:

- Our tendering policy is transparent and objective
- Legal advice is taken on the contracts as appropriate
- We are as open and transparent as possible about the contracts we enter into
- Good record keeping is maintained

Bidders should be aware that the general presumption of the Ombudsman is that any information provided in a tender can be disclosed in the event of an information request being made for that information, unless the tender makes it clear which information the bidder considers should not be disclosed.

Tender conditions

1. Suppliers are invited to submit a tender, including all expenses, for providing the services as described in this document. If the costs are not fixed for the duration of the contract, the review points and basis of the review should be clearly detailed.
2. Potential suppliers must meet their own costs of responding to this tender and any costs they incur in responding to this tender.
3. Prices quoted must be held firm for at least 45 days from the closing date for tenders
4. The supplier must be willing for the response to this invitation to tender to form part of the contractual relationship with the Scottish Public Services Ombudsman.

Making a tender

A full response to this tender must be addressed by email to eblows@spsso.org.uk or in hard copy or on CD Rom by post to:

Elaine Blows
Facilities Administrator
Scottish Public Services Ombudsman
4 Melville Street
EDINBURGH
EH3 7NS

Arrive no later than 12.00 noon 06/11/2013

Your submission must be clearly marked "Response to Cleaning Tender" in order to ensure the contents are not opened before the deadline.

Assessment of tenders

The assessment of tenders will be undertaken by an evaluation panel. The panel will consider all tenders against the specification set out above and will make a decision on the basis of how closely tenders meet the requirements set out in this invitation and Project Specification, particularly the ability to demonstrate experience of:

The decision will also take account of:

In addition the panel will consider which tender represents best value for money (in terms of whole life costs) to the Ombudsman.

If a tender does not substantially conform to the tender requirements it will not be considered further.

Appendix 1

Entrance, Reception Area & Interview Rooms, Storage, Corridors, Stairs & Circulation

	Daily	Monthly
Vacuum entrance floor mat, all hard floors & carpeted areas, paying attention to edges.	✓	
Reception coffee table to be dusted with a damp cloth and polished dry, magazines to be placed neatly.	✓	
Wastepaper bins to be emptied, and bin liner replenished as required – waste to disposal point.	✓	
All clutter free desks (and around items where possible) are to be dusted with a damp microsoft cloth and polished dry – removing coffee stains & finger marks.	✓	
Polish clean glass, smear free, removing finger marks up to 6ft .	✓	
Brass polish finger plates, kick plates, stairs, letter box and logo plate, as required.	✓	
Elevator to be polished with relevant steel cleaner, mirror to be cleaned and polished smear free.	✓	
Any chair seats, arms and lower legs to be wiped clean free of dust.		✓
Reception area, upholstered furnishings to be lightly vacuumed.		✓
Fixtures and fittings, ledges, windowsills and skirting to be damp wiped. All hard surfaced (horizontal and vertical) and exposed surfaces to be free of dust. Remove black marks and scuff marks from walls and floor where appropriate.		✓
Fire extinguishers to be dusted and damp wiped. Dust in between stair railings and wash all white paint work on each landing.		✓
All doors, and their handles and finger plates, to be spray cleaned, damp wiped and dried.		✓
Waste bins are to be cleaned and sanitised, inside and out, where appropriate.		✓
High dust, up to 6ft, all areas including light fittings and pictures where possible.		✓

Appendix 1

Accommodation areas (each level): Open Plan Offices, Enclosed Offices, Meeting Rooms & Large Boardroom

	Daily	Monthly
Vacuum all carpeted areas paying attention to edges and under desks. Vacuum chair upholstery, as required.	✓	✓
Wastepaper bins to be emptied, bin liners replenished as required – waste to disposal point.	✓	
All clutter free desks (or around items where possible) are to be dusted with a damp cloth and polished dry – removing coffee stains & finger marks. No chemical use.	✓	
Spot clean/polish any glass panelling on any interior doors, tables or furnishings.	✓	
Spot clean carpet stains with pro-clean as required – advise client if entire carpet needs cleaning.	✓	
Dry wipe computer monitor with microsoft cloth and dust the hard drive as required. Sterilise telephone handsets and receiver.	✓	✓
Fixtures and fittings, ledges, windowsills and skirting/s to be dusted/damp wiped. All hard surfaces (vertical/horizontal) and exposed surfaces to be free of dust and debris.		✓
Upholstered furnishings to be lightly vacuumed as required.		✓
High level dusting – up to 6ft – to remove webs, dust from tops of doors & pictures.		✓
Chair & table legs and desk drawers/cabinets damp wiped or as appropriate - check spillages.		✓
Waste bins are to be cleaned and sanitised, inside and out, where appropriate.		✓

Appendix 1

Kitchens & Drink prep areas (All Levels)

	Daily	Weekly	Monthly
Appliances (fridge, kettle, toasters, microwave, water dispenser) are to be spray cleaned and damp wiped down externally.	✓	✓	
Appliances (fridge & microwave) are to be wiped down internally removing spillages.			
All, non- recycle, waste bins to be emptied and replenished, fully cleaned and sanitised externally. Damp wipe surrounding area to remove splash marks.	✓	✓	
Check and clean inside the bin, as required.			
Collect cups from kitchen and load dishwasher or wash by hand as required. Un-load and dry, checking stains are removed, locating cups to kitchen cupboard.	✓		
Run cycle on dishwasher, to remove grease build up.			✓
Wash and sanitise all drink/food prep area and dry wipe all hard surfaces including kitchen table.	✓		
Sinks, draining boards and taps to be thoroughly cleaned and dry buffed to shine.	✓		
Hard floors are to be brush vacuumed, washed with detergent to degrease and sanitise.	✓		
Check cupboard units, handles, drawers - spot clean as required.	✓		✓
Check inside cupboard units and drawers, clean as required.			
High level dusting – up to 6ft – to remove webs, dust from tops of doors & pictures.			✓
Fixtures and fittings, ledges, windowsills and skirting/s to be dusted/damp wiped. All hard surfaces (vertical/horizontal) and exposed surfaces to be free of dust and debris.			✓
Remove out of date food from fridge and sanitise all interiors, polish dry all exteriors.			✓

Appendix 1

Toilets & Shower Room – All areas

	Daily	Weekly	Monthly
All waste bins to be emptied and replenished, fully cleaned and sanitised, inside and out. Damp wipe surrounding area to remove soap splash marks.	✓		
Disinfect and wipe seat area with colour coded cloth and cover lid, paying attention to the back of the toilet seat area and all flushable handles. Dry wipe and polish with a new cloth until fully sanitised.	✓		
Use toilet cleaner in bowl, brush and leave overnight. If chemical is stronger, flush.	✓		
Tiled wall surfaces to be damp wiped and dried.	✓		
Spray clean sink, with a new colour code cloth, to disinfect taps and all hard surface areas and polish dry	✓		
Check & replenish soaps, toiletries and all janitorial materials (toilet paper etc) as required	✓		
Sweep/brush vacuum and wash all floor area with disinfectant	✓		
Disinfect and polish all glass and mirrors to a shine Disinfect and dry door handles	✓		
Remove dust and sanitize all dispensers and skirtings			✓
Cubicle wall, partitions and doors to be spot cleaned as required			✓
Polish and sanitise all light fittings and fixtures including pipe works			✓

Appendix 1

Ground Maintenance

	Monthly	Bi-Annual
Check front and rear external areas for build-up of rubbish and sweep brush area, collecting debris and bagging this for disposal Sweep or wash front entrance steps, removing dust and debris, as required.	✓	
Discuss with client additional requirements to remove weeds and jet washing the stone slabs and walls, removing dirt accumulation.		✓

Rubbish disposal

	Monday 6.45	Thursday 6.45
Bag all black rubbish bags in grey council bags and store at rear basement exit until collection days, where the grey bags are put out by the front gate for collection overnight	✓	✓
Collect all empty boxes/cardboard from each level, unfold and tie bundles together with tape provided. Store in plant room.		✓

Services included

All cleaning materials and laundry
All cleaning equipment & maintenance
Hand-drier Service

Janitorial supplies – includes:

Toilet Paper
Hand towels
Hand Soap
Dishwasher tablets
Washing up liquid

Additional services available on demand

Carpet cleaning
Window cleaning
Sanitary Disposal
Feminine Hygiene
External Jet washing
Full Event cleaning

Appendix 2

Section 19 of the Scottish Public Services Ombudsman Act 2002

19 Confidentiality of information

(1) Information obtained by the Ombudsman or any of the Ombudsman's advisers in connection with any matter in respect of which a complaint or a request has been made must not be disclosed except for any of the purposes specified in subsection (2) or as permitted by subsection (3).

(2) Those purposes are—

(a) the purposes of—

(i) any consideration of the complaint or request (including any statement under section 11),

(ii) any investigation of the matter (including any report of such an investigation),

(b) the purposes of any proceedings for—

(i) an offence under the Official Secrets Acts 1911 to 1989 alleged to have been committed in respect of information obtained by the Ombudsman,

(ii) an offence of perjury alleged to have been committed in the course of any investigation of the matter,

(c) the purposes of an inquiry with a view to the taking of any of the proceedings mentioned in paragraph (b),

(d) the purposes of any proceedings under section 14.

(3) Where information referred to in subsection (1) is to the effect that any person is likely to constitute a threat to the health or safety of patients, the Ombudsman may disclose the information to any person to whom the Ombudsman thinks it should be disclosed in the interests of the health and safety of patients.

(4) In relation to information disclosed under subsection (3), the Ombudsman must—

(a) where the Ombudsman knows the identity of the person to whom the information relates, inform that person of the disclosure of the information and of the identity of the person to whom it has been disclosed, and

(b) inform the person from whom the information was obtained of the disclosure.

(5) It is not competent to call upon the Ombudsman or the Ombudsman's advisers to give evidence in any proceedings (other than proceedings referred to in subsection (2)) of matters coming to the knowledge of the Ombudsman or

advisers in connection with any matter in respect of which a complaint or request has been made.

(6) A member of the Scottish Executive may give notice in writing to the Ombudsman with respect to—

(a) any document or information specified in the notice, or

(b) any class of document or information so specified,

that, in the opinion of the member of the Scottish Executive, the disclosure of the document or information, or of documents or information of that class, would be contrary to the public interest.

(7) Where such a notice is given nothing in this Act is to be construed as authorising or requiring the Ombudsman or any of the Ombudsman's advisers to communicate to any person or for any purpose any document or information specified in the notice, or any document or information of a class so specified.

(8) Information obtained from the Information Commissioner by virtue of section 76 of the Freedom of Information Act 2000 (c. 36) is to be treated for the purposes of subsection (1) as obtained in connection with any matter in respect of which a complaint or request has been made.

(9) In relation to such information, subsection (2)(a) has effect as if—

(a) the reference in sub-paragraph (i) to the complaint or request were a reference to any complaint or request, and

(b) the reference in sub-paragraph (ii) to the matter were a reference to any matter.

(10) In this section and section 20 references to the Ombudsman's advisers are to persons from whom the Ombudsman obtains advice under paragraph 10 of schedule 1.