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Tender

Provision of a Framework for (Lot 1) Decontamination and Deep Cleaning and (Lot 2) Hoarding Support Service

Isle of Wight Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-084590

Procurement identifier (OCID): ocids-h6vhtk-05f99f

Published 18 December 2025, 4:13pm

Scope

Reference

DN797493

Description

The Authority invites response to this Invitation to Tender (ITT) from suitably qualified suppliers ("Suppliers") to be part of the Authority's Framework for the provision of (Lot 1) Decontamination and Deep Cleaning and/or (Lot 2) Hoarding Support Service.

This Procurement is being set up utilising the structure of a Framework Agreement in accordance with Section 45 of the Procurement Act 2023

Potential Suppliers should note that this is a non-exclusive Framework Agreement and that no guarantee can be given with regard to the volume or value of work under either of the lots.

The Framework will consist of two lots. Lot 1 will be Decontamination and Deep Cleaning. Lot 2 will be Hoarding Support. Suppliers can bid for any combination of lots (one or both).

Commercial tool

Establishes a framework

Total value (estimated)

- £192,000 excluding VAT
- £230,400 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2030
- 4 years

Description of possible extension:

12m at the sole discretion of the Authority

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

- 90000000 - Sewage, refuse, cleaning and environmental services
- 98000000 - Other community, social and personal services

Contract locations

- UKJ34 - Isle of Wight

Lot constraints

Description of how multiple lots may be awarded:

- (i) Both Lots will have a maximum of three suppliers. They will be ranked in order of highest tender score (1), next highest (2) and 3rd highest tender score (3). The tender score will be the combined score of price and quality as set out further on in this ITT document.
- (ii) When the Service Area have a new requirement for (e.g.) decontamination and deep cleaning, or a hoarding support service at a property, the process in full will be:
 - a. Service Area contact Supplier #1 to ask if they have capacity for the requirement within the required timescale.
 - b. If they do, the Supplier has 48 hours to attend the relevant site, confirm capacity (assuming the job is as it was described initially) and also to confirm quote value. The quote value must align with the scope of pricing provided within the original tender submission.
 - c. Supplier #1 will be expected to provide a quotation within 24 hours of the initial request. If they do not provide this within 24 hours, then the Service Area will approach the Supplier ranked #2 for a quotation.
 - d. The Authority must approve the quotation which is likely to take approximately one week.
 - e. On acceptance of the quotation, the Supplier is to begin the Service requirement within 72 hours (3 days).
 - f. If the relevant Supplier does not have capacity and/or cannot meet the timeframe then the Service Area goes to Supplier #2 on the list, and so on.

(iii) It is important to note that the Authority intends to place orders with the Supplier(s) as and when required under both lots although there is no guarantee of value or volume of orders. Both lots are an ad hoc service.

Lot 1. Decontamination and Deep Cleaning

Description

The Authority requires the supplier to carry out a Decontamination and Deep Cleaning service at the properties of individuals supported by Adult Social Care. A high standard of decontamination and deep cleaning will be required, with a focus on soil, dust, dirt, stains, marks and odours, aiming to reduce or eliminate harmful microorganisms (bacteria, viruses, fungi, etc.) and other contaminants from surfaces. The deep clean will include, but not be limited to sharps disposal, removal and cleansing of bodily fluids, infection control and removal of any bio-hazardous materials to ensure that the property is left clean, looking well-cared for, bright and of pleasing appearance.

Lot value (estimated)

- £144,000 excluding VAT
- £172,800 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Hoarding Support Service

Description

Hoarding support service will be required in the home of individuals supported by Adult Social Care (including those who have learning disabilities and/or poor mental health), at various locations on the Isle of Wight. The support required may include emotional support as well as physical help to reduce large amounts of belongings in the individual's homes, (this can range from clothes and furniture, food wrappers and packaging).

Lot value (estimated)

- £48,000 excluding VAT
- £57,600 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Maximum number of suppliers

Maximum percentage fee charged to suppliers

0%

Framework operation description

- (i) Both Lots will have a maximum of three suppliers. They will be ranked in order of highest tender score (1), next highest (2) and 3rd highest tender score (3). The tender score will be the combined score of price and quality as set out further on in this ITT document.
- (ii) When the Service Area have a new requirement for (e.g.) decontamination and deep cleaning, or a hoarding support service at a property, the process in full will be:
 - a. Service Area contact Supplier #1 to ask if they have capacity for the requirement within the required timescale.
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 - c. Supplier #1 will be expected to provide a quotation within 24 hours of the initial request. If they do not provide this within 24 hours, then the Service Area will approach the Supplier ranked #2 for a quotation.
 - d. The Authority must approve the quotation which is likely to take approximately one week.
 - e. On acceptance of the quotation, the Supplier is to begin the Service requirement within 72 hours (3 days).
 - f. If the relevant Supplier does not have capacity and/or cannot meet the timeframe then the Service Area goes to Supplier #2 on the list, and so on.
- (iii) It is important to note that the Authority intends to place orders with the Supplier(s) as and when required under both lots although there is no guarantee of value or volume of orders. Both lots are an ad hoc service.

Award method when using the framework

Without competition

Contracting authorities that may use the framework

Establishing party only

Participation

Particular suitability

Lot 1. Decontamination and Deep Cleaning

Lot 2. Hoarding Support Service

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

15 January 2026, 11:59pm

Tender submission deadline

29 January 2026, 2:00pm

Submission address and any special instructions

<https://procontract.due-north.com/Opportunities/Index?v=2> please register free of charge, and search reference DN797493

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

6 March 2026

Award criteria

| Name | Description | Type | Weighting |
|-------|----------------|-------|-----------|
| Price | Price per hour | Price | 75% |

| Name | Description | Type | Weighting |
|---------|---|---------|-----------|
| Quality | Method Statement Criteria - LOT 1 and LOT 2 individually Weighting (1) Methodology 10% (2) Staff, Resources and Training 5% (3) Management 2.5% (4) Health and Safety 2.5% Method Statement Criteria - LOT 1 and LOT 2 individually Weighting (5) Social Value 2.5% (6) Climate Environment and UNESCO Biosphere Impact 2.5% | Quality | 25% |

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Isle of Wight Council

- Public Procurement Organisation Number: PGYX-7387-YJXG

County Hall

Newport

PO30 1UD

United Kingdom

Contact name: Lucy Chandler

Email: lucy.chandler@iow.gov.uk

Region: UKJ34 - Isle of Wight

Organisation type: Public authority - sub-central government