**Chelmsford College**

**Invitation to tender for**

**Building Cleaning Services**

**MultiQuote Ref: CA15531**

**01 September 2025 to 31 August 2028**

 **(with optional 2 x 12-month contract extensions to 31August 2030)**

**1 INTRODUCTION**

* 1. Chelmsford College is looking for a single service provider to deliver Building Cleaning Services to its 2 campus sites, the campus sites include:
* **Princes Road Campus**, Princes Road, Chelmsford, Essex, CM2 9DE

Opening times:

* + 08:00 – 19:00, Monday, Wednesday and Friday
	+ 08:00 – 21:00, Tuesday and Thursday
* **Moulsham Street Campus**, 102 Moulsham Street, Chelmsford, Essex, CM2 0JQ

Opening times:

* + 08:00 – 19:00, Monday to Friday

The Moulsham Street Campus includes the following buildings:

**Dovedale Nursery**

Dovedale Nursery is opened and closed by the site team and operational during the following times:

* + 08:00 – 18:00, Monday to Friday

**Dovedale Sport Centre**

Dovedale Sports Centre is opened and closed by the council staff and site team and is

operational during the following times:

* + 08:30 – 23:00, Monday, Tuesday and Thursday
	+ 08:00 – 22:00, Wednesday and Friday
	+ 08:30 – 17:00, Saturday
	+ 08:30 – 21:00, Sunday

At present, the College has sole use of the Dovedale Sports Centre during the following times:

* + 08:30 – 16:30, Monday to Friday

The Council have sole use of the sports centre during the evenings and all day Saturday and Sunday. The Dovedale Sports Centre is currently being refurbished, upon completion of the refurbishment, the Council will have the additional use of a small self-contained area of the sports centre 9am-1pm Monday to Friday, the cleaning contractor will be responsible for cleaning this area during the cleaning shift. Cleaning takes place once daily by the Day Janitor and once in the evening by the cleaning team during the pm cleaning shift.

* 1. Chelmsford College require a single service provider for their Building Cleaning Services contract from 1st September 2025 for an initial period of 3 years with a possible 2 x 12 month contract extensions to 31 August 2030.
	2. Suppliers should also be aware that there are upcoming development/refurbishment works due to take place at Dovedale Sports Centre which was built in the 60s. The sports centre is used by the college during the day and handed over to Chelmsford Council during evenings and weekends. The are plans to develop the Dovedale Sport Centre commencing June 2025. The redevelopment is expected to take 16 weeks to complete. Where possible, the College has included details of future works the successful Supplier will not be required to deliver any additional cleaning requirements during this contract period. Any new cleaning requirements will be discussed with the successful Supplier in advance and added as a contract variation.
1. **BACKGROUND TO THE REQUIREMENT**

The College currently has 2 Building Cleaning Services contractors. One contract has rolled over to an annual contract due to expire 31 July 2025, the second contract is due to expire 31 July 2025.

1. **SCOPE**

**3.1 INCLUDED IN THE CONTRACT**

This contract is for the management and provision of a building cleaning services for the college to be provided to the following areas:

|  |  |
| --- | --- |
| **Building** | **Square Metres** |
| Moulsham Street campus | 7348 SQM |
| Dovedale Nursery | 287 SQM |
| Dovedale Sports Centre | 1480 SQM |
| Princes Road Campus | 5845 SQM |

 Plans for the sites are provided in section 6, ‘Annex 1 – Site Plans’

**3.2 EXCLUDED FROM THE CONTRACT REQUIREMENTS**

**• Materials & Equipment**

The College will provide as free issue clear sacks, bin liners and black sacks.

**• Washroom Consumables**

The College will provide as free issue toilet tissue, hand soap and paper towels where required.

**• Workshops**

The College Workshops are cleaned by the staff.

**• Deep Cleaning/Periodic Cleaning schedule**

Deep cleaning is carried out by an external contractor.

**• External Window Cleaning**

The inside and outside surface of all external windows are not included in the Cleaning Contract.

**4 THE REQUIREMENTS**

**4.1 MANDATORY REQUIREMENTS**

**Cleaning Contract Weeks and Times of Cleaning**

The contract is required to operate for 40 - 52 weeks a year which includes the operatives holiday entitlement. During the 40 weeks term-time regular daily, weekly cleaning tasks take place throughout all the College buildings and should be cleaned to the standards detailed in Annex 2 – Output Specification. For 12 weeks a year, non-term time, High Level cleaning and the majority of admin and office areas are the only areas in the College which are cleaned as normal and should be cleaned to the standards detailed in Annex 2 - Output Specification. Deep cleaning is carried out by an external contractor in all the other areas.

Moulsham Street Campus:

* + Dovedale Nursery; located within the Moulsham Street Campus site, requires cleaning twice daily by the Day Janitor and once in the evening by the cleaning team during the pm cleaning shift.
	+ Dovedale Sports Centre; located within the Moulsham Street Campus site, requires cleaning twice daily by the Day Janitor and once in the evening by the cleaning team during the am cleaning shift.

In general, the main cleaning shift takes place between 05:30 – 08:30 Monday to Friday and 18:00 – 20:00 Monday to Friday

Princes Road Campus:

* In general, the main cleaning shift takes place between 18:00 – 20:00 Monday to Friday

**Day Janitorial Cleaning Requirements**

Day Janitors are required, in addition to the main daily clean to provide a following service for 52 weeks a year at each main site:

Moulsham Street Campus requires 1x Day Janitor, working the shift times/days:

* + 10:00 – 17:00, Monday to Friday
		- Dovedale Nursery; located within the Moulsham Street Campus site, requires cleaning twice daily by the Day Janitor.
		- Dovedale Sports Centre; located within the Moulsham Street Campus site, requires cleaning twice daily by the Day Janitor.

The duties of all Day Janitors include inspection and spot cleaning of corridors, stairs, toilets (including replenishment of consumables), responding to spillages and other incidents which may include bodily fluids covering all sites buildings.

Princes Road Campus requires 1 x Day Janitor, working the shift times/days:

* + 10:00 – 17:00, Monday to Friday

The duties of all Day Janitors include inspection and spot cleaning of corridors, stairs, toilets (including replenishment of consumables), responding to spillages and other incidents which may include bodily fluids covering all sites buildings.

**Materials & Equipment**

The Cleaning Contractor is responsible for the provision of all equipment and materials necessary to undertake the contract. It is expected that the Contractor shall, at all times, maintain (for each site) an inventory of equipment, materials and chemicals sufficient for the proper provision of the service. This inventory should be easily accessible to the Cleaning Contractor's staff and the College. The College will provide free of issue, clear sacks, bin liners and black sacks.

**High Level Cleaning**

High level cleaning is required to be carried out during the Summer Break by the cleaning contractor throughout the College. High level cleaning is defined as above 1.8 metres and should be cleaned to the standards detailed in Annex 2 – Output Specification.

**Kitchen and Refectory Areas**

The main kitchen areas are not cleaned as part of the Building Cleaning Contract. However, the cleaning contractor is required to clean the kitchen floors and dining areas at the Moulsham Street Campus during the PM cleaning shift.

**Workshops / Food Technology / Hair & Beauty Salons**

The Cleaning Contractor is required to provide the following clean to each of the areas as detailed below –

* Hair & Beauty Salons – All areas apart from workstations and emptying the bins.

No equipment should be cleaned in any of the above areas. The College Workshops are cleaned by the staff.

**Hazardous Materials**

The Cleaning Contractor shall ensure that all hazardous materials or equipment whether provided by the College or by itself are kept under proper supervision whilst in the College’s premises otherwise under the tenderer’s control. All such materials shall be properly and clearly labelled in accordance with the Classification, Packaging and Labelling of Dangerous Substances Regulations 1984 and shall not be left unattended during the course of any work except when properly stored. For these purposes hazardous materials shall include any substances generally considered to be hazardous or notified to the Cleaning Contractor in writing by the Service Manager.

Notice should be taken of The Control of Asbestos Regulations 2012 and with any other applicable statutory requirements in accordance with the recommendations of the Asbestos Research Council and its Environmental Control Committee. Particular regard shall be paid to the prevention of any health hazard. Should any asbestos material be discovered, or suspected, during the course of the service provision, the Service Manager must be advised immediately.

The Cleaning Contractor must fully comply with all provisions of the COSHH Regulations. Cleaning Contractors working on behalf of the College retain the legal duty to ensure that the activities of their own employees meet the requirements of the regulations. An inventory of substances to be used and their safety data sheets, as well as any related protection measures must be provided prior to the Commencement of Contract.

**Environmental Management**

The Cleaning Contractor must carry out the service in an environmentally sound manner. The Cleaning Contractor will not use, without the consent of the College any substances which, by general consent, are deemed harmful to the micro or macro environment.

In agreement with the College, precise working instructions on environmental protection in carrying out the service shall be produced and displayed in the buildings in a way that they can be consulted by cleaning staff at any time.

The Contractors Service Manager/Supervisor on site shall be sufficiently trained in the field of environmental issues in carrying out the service.

**Health and Safety**

The Cleaning Contractor shall comply with all Health and Safety Regulations, Legislation etc. These include, but are not limited to the following:

* Management of Health and Safety at Work Regulations 1999
* Control of Substances Hazardous to Health Regulations 2002
* Personal Protective Equipment at Work Regulations 1992
* Provision and Use of Work Equipment Regulations 1998
* Manual Handling Operations Regulations 1992
* Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

**Electrical Equipment**

 All electrical equipment used in connection with this contract on site must have been maintained in accordance with the Electricity at Work Regulations 1989. A full inventory of all items is required, together with proof of testing. The Cleaning Contractor must instruct their employees on steps to be taken if electrical equipment is damaged or suspected of being faulty which must immediately be disabled to prevent any further use pending inspection by a competent person.

**Staff**

**Staff Appearance** - Staff are required to be smartly presented and identifiable as employees of the Contractor. They should wear badges and protective clothing as required.

**Training** - Training in proper cleaning techniques is essential. Any staff transferred under TU(PE) must be assessed on their skills and competence and given training as required Training should cover cleaning agents, methods, equipment and machines used; waste management and aspects of health, safety and the environment. As a minimum, new employees must be given instruction in health and safety practices and procedures before commencing active duties and full training within one month of the commencement of their employment.

**Supervision** – The Cleaning Contractor must provide a Service Manager/Supervisor on site as principal liaison with the College. Their duties would include: record keeping, quality assurance inspections, site walks and regular meetings with the College.

**Enhanced** **Disclosure & Barring Service Checks** – Prior to deployment on site, the Contractor staff will have been subject to an enhanced Disclosure & Barring Service (DBS) check and at all times the Cleaning Contractor is obliged to comply with Keeping Children Safe in Education statutory guidance issued by the Department for Education (or its successor department from time to time). The cost of complying with this guidance is to be met by the Cleaning Contractor.

**Quality Monitoring and performance requirements**

The Cleaning Contractor is required to produce at least monthly quality assurance reports which are to be evaluated jointly by the College and the Cleaning Contractor’s Area Management and form the basis of a Service Level Agreement. A clear escalation path for resolution should be set out prior to the start of the contract.

The contractor will provide a number of measurable outputs of the operation of the Contract, defined as Key Performance Indicators. KPIs must measure the ability of the Contractor to meet the requirements and expectations of the College in a quantifiable way. The Contractor shall collate the initial KPIs and their associated threshold measurements and report upon them on a monthly basis (“KPI reports”) to the College and on a continuing basis, warrant the truth, accuracy and completeness of such reports. No penalties will be incurred during the first 3 months of the Contract.

* An example SLA is provided in Section 6, ‘Annex 3 – Example Service Level Agreement’

**Client Portal**

The College requires a client portal that shows (as a minimum) hours delivered vs contractually required hours, any shortfalls in the hours, DBS Certificates, audit reports/results etc. The School requires live access to this data and a client log in to be provided during the mobilisation period, with training provided to the school’s key staff.

**Area Management Provision**

To assist with quality monitoring the College requires weekly visits from the start of the contract reducing to 1 x monthly formal visit from the Area Manager throughout the life of the contract which will include and audit with the Estates Manager.

**Time and Attendance**

The Cleaning Contractor is required to ensure a full complement of staff attend each day, as contracted, and that all contracted hours are fulfilled. To achieve this, the College requires an electronic time and attendance mechanism that provides secure and reliable data regarding signing in/out of all staff on site

**Communication**

The Cleaning Contractor is requested to provide a Site Logbook. This shall be utilised for entry of instructions, orders, directions, requests and comments relevant to the contract by the College and the Cleaning Contractor’s Supervisor. These loggings will be acknowledged, by signature of the respective representative, recording any event or instruction relevant to the Contract. Any instruction entered by the College will be regarded as having been given to the Cleaning Contractor, for the purposes of the Contract. In addition, the Cleaning Contractor's representative can use the same book for comment to the College with observations on problems with the buildings affecting the performance of the Service. The site log will become a permanent record of operational matters and become the property of the College. Copies of entries will be supplied to the Cleaning Contractor, if requested.

**Security**

The Cleaning Contractor must conform to the College’s security procedures at all times. The Cleaning Contractor must supply names and addresses of all persons requiring access to the premises for the purpose of the contract prior to the first requirement of access. The Cleaning Contractor must:

* Issue a company ID with a photograph and name to every member of staff working on the College premises
* Maintain a list of all cleaners on each site
* Ensure that each member of staff is checked in and accounted for by a cleaning supervisor.

All rooms will be left locked after cleaning or when unattended. Keys issued must be signed for, and returned on request.

**4.2 INFORMATION**

**Site Facilities for the Service Provider**

The College provides a space to sign in cupboard as well as multiple areas for storage with access to power and water.

**4.3 TIMESCALES AND MILESTONES**

**Mobilisation**

The mobilisation plan should detail all activities, roles, responsibilities with dates and methods of communication that are required to ensure mobilisation of the contract by the contract start date.

**4.4 ANNEXES**

**Supporting information**

* Annex 1 – Site Plans
* Annex 2 – Output Specification
* Annex 3 – Example Service Level Agreement