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| --- | --- |
|  | **OPEN Procedure (Procurement Act 2023)**  **STAR ACADEMIES**  **TENDER DOCUMENT FOR TENDER NOTICE REF: STAR/2025/CLEAN**  **FOR BUILDING CLEANING SERVICES**  **AT**  **LOT 1 – SMALL HEATH LEADERSHIP ACADEMY (SHLA)**  **LOT 2 - STAR KING SOLOMON ACADEMY (SKS)** |
|  | **PROPOSED CONTRACT PERIOD**  **From September 2025 until August 2029**  **(made up of an initial 2 years plus a possible two 12-month extensions)** |

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# Procurement Overview and Timetable

Procurement Overview

The Trust (Star) is looking to appoint a single Supplier for each Lot, or a single supplier covering both Lots, for the supply of building cleaning services. The Lots are detailed in the table below.

Suppliers are invited to bid for one or both lots.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **School Name** | **School Type** | **Pupil Number Estimate for Sept 2025** | **Site Size** | **School Weblink** |
| Lot 1 | Small Heath Leadership Academy | Secondary | 1200 | 8700 m2 | [SHLA](https://www.smallheathleadershipacademy.com/) |
| Lot 2 | Star King Solomon Academy | Primary and Secondary | 398 | 8378m2 – Current area in use  10589m2 - Future development area | [SKS](https://starkingsolomon.org/) |

Star’s objective is to create a clean and professional learning environment to support our pupils’ education provision through both day-to-day cleaning, and deep cleaning provision throughout school holidays.

The supplier/s selected will be able to provide building cleaning services (excluding external window cleaning) as detailed in [Schedule 1 - Specification](#_Schedule_1_-), for a maximum of 4 years. Whilst the tender will be used as a basis for future works and pricing, the Trust are looking to engage supplier/s who will work collaboratively and tailor their approach, so that they are able to meet the specific needs of the Trust. More detailed specification requirements are outlined in [Schedule 1 - Specification](#_Schedule_1_-).

Currently this provision is managed by an outsourced provider for each Lot.

Procurement Process

This Procurement is being conducted in accordance with the Act using the Open Procedure. This document describes how the Procurement will be conducted, including details of the associated Procurement timetable, participation and award criteria and how to respond to this opportunity. Suppliers are strongly encouraged to read this document before preparing their submission.

The objective of this tender is to identify the Most Advantageous Tender (MAT). The award criteria by which this tender will be evaluated is detailed within [The Evaluation Process and Award Criteria](#_The_Evaluation_Process) in this document.

The Tender Notice is issued as part of an open procedure ran under the Procurement Act 2023 from Star Academies (“Star” “Trust”) to provide Building Cleaning Services at Lot 1 – SHLA and/or Lot 2 - SKS (the “Contract”) works*,* their professional advisers and other parties essential to preparing a tender for this Contract (the “Tender”) and for no other purpose.

The contents of this Tender Document and of any other documentation sent to you in respect of this tender process are provided on the basis that they remain the property of Star and must be treated as confidential. If you are unable or unwilling to comply with this requirement you are required to destroy this Tender Document and all associated documents immediately and not to retain any electronic or paper copies.

No Tenderer will undertake any publicity activities with any part of the media in relation to the Contract or this competitive tendering process without the prior written agreement of the Trust, including agreement on the format and content of any publicity.

You are deemed to understand fully the processes that Star is required to follow under relevant European and UK legislation, particularly in relation to the Procurement Act 2023.

Contract Value

The value of this contract is estimated to be circa £582,000 for Lot 1 – SHLA and £560,000 for Lot 2 – SKS over the life of the contract (i.e. the full potential four years). This estimate includes current TUPE information (as detailed later in this Tender Document), consumables and a company management fee for these services. It is envisaged the winning bidder would work in partnership with the school to reduce these annual costs wherever possible and offer cost savings.

The contract with the successful tenderer is intended to commence on 01 September 2025 and will be awarded for an initial period of 2 years, There will be some mobilisation requirements in advance of this commencement date e.g. TUPE consultation.

Consideration will be given to extending the contract for a further possible two 12-month extensions (max 4 years in total), subject to satisfactory performance and the agreement of both parties. Regular reviews of the agreement will take place.

Important Notice

Please read this document carefully, as failure to comply with this document may result in exclusion from the Procurement and/or the rejection of any submission.

This document should be read in conjunction with the Tender Notice and any other Procurement documents which have been made available at this stage of the Procurement.

This Tender Document is made available in good faith. No warranty is given as to the accuracy or completeness of the information contained in it and any liability or any inaccuracy or incompleteness is therefore expressly disclaimed by the Trust and its advisers.

**Please read and ensure compliance with the** [**Procurement Terms and Conditions**](#_Procurement_Terms_and) **contained in this document.**

Common terms and expressions shall have the meanings ascribed to them in the [Glossary](#_Glossary)

All references to a ‘section’ are to a section in the Act unless otherwise stated.

All references to dates and times within this document shall be interpreted in accordance with the United Kingdom time zones applicable at the date of the Procurement (i.e. GMT/BST).

Please note that the Authority reserves the right, in its absolute discretion, to amend the Procurement Timetable or extend any time period in connection with the Procurement. Any changes to the Procurement Timetable will be notified simultaneously to the Suppliers.

The Authority reserves the right to issue updated versions of this document to Suppliers as and when the need arises, together with any changes to the Procurement or any other new information.

The Authority reserves the right to cancel the tender process at any point. Star is not liable for any costs resulting from any cancellation of this tender process or for any other costs incurred by those tendering for this Contract.

Procurement Timetable

The timetable for the Procurement is set out in the following table (the Procurement Timetable).

Deadlines for the submission of responses to the Authority are shown in red. Failure to meet these deadlines will result in a Supplier’s submission not being considered unless there are exceptional mitigating circumstances such as a technical failure in connection with the In-Tend Portal.

| **Stage** | **Date(s)/time** |
| --- | --- |
| **Issue Tender Notice and Tender Document** | **01 May 2025** |
| **Site Visits** | **07 May 2025 at 10am - Lot 1 – SHLA**  **08 May 2025 at 10am – Lot 2 - SKS** |
| **Last Date for Clarifications** | **20 May 2025 at 12 Noon** |
| **Submission of Completed Tender Documents** | **27 May 2025 at 12 Noon** |
| **Inform Successful / Unsuccessful Suppliers with Assessment Summary** | **10 June 2025** |
| **Contract Award Notice Issued** | **10 June 2025** |
| **8 Working Day Standstill Period** | **10 June 2025 to 22 June 2025 at 9am** |
| **Formally Award Contract** | **23 June 2025** |
| **Mobilisation of Contract (TUPE Consultation)** | **30 June 2025** |
| **Contract Commencement** | **01 September 2025** |

Site Visit

To assist you in preparing your proposal a site visit is highly recommended, and these have been arranged as follows.

* Lot 1 – SHLA - 07 May 2025 at 10am. Report to Reception and ask for Scott Brierley Doyle.
  + Muntz Street, Small Heath, Birmingham B10 9RX
* Lot 2 – SKS – 08 May 10am. Report to reception and ask for Donna Hothersall
  + Lord Street, Birmingham, B7 4AA

Please confirm your attendance via the correspondence function on [In-Tend](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Flink.edgepilot.com%2Fs%2F3eea4dcc%2FXZzMtvmc_0e2zFZqYszibw%3Fu%3Dhttps%3A%2F%2Fwww.in-tendhost.co.uk%2Feducationportal%2Faspx%2FHome&data=05%7C01%7Cprocurement%40staracademies.org%7C330e4e5cf3de4fd8beab08dae3599a4f%7Cad91cba8ab0a41f6ab6243cf47f82197%7C0%7C0%7C638072271223089456%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=TQCJAXPJPuYRIIzs1lUsYLQifySnGz7pSyOcS6oF8AI%3D&reserved=0) with the following information:

* Your company name.
* The name of the person who will be attending.
* A mobile telephone number.

Any clarifications or questions raised during the site visit, or any other part of this tender process must be raised via the correspondence function on [In-Tend,](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Flink.edgepilot.com%2Fs%2F3eea4dcc%2FXZzMtvmc_0e2zFZqYszibw%3Fu%3Dhttps%3A%2F%2Fwww.in-tendhost.co.uk%2Feducationportal%2Faspx%2FHome&data=05%7C01%7Cprocurement%40staracademies.org%7C330e4e5cf3de4fd8beab08dae3599a4f%7Cad91cba8ab0a41f6ab6243cf47f82197%7C0%7C0%7C638072271223089456%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=TQCJAXPJPuYRIIzs1lUsYLQifySnGz7pSyOcS6oF8AI%3D&reserved=0) please note that theses may be shared in the interest of transparency and fairness, with all suppliers invited to bid.

# Procurement Submission Instructions

Further details of Star’s needs under the Contract and other relevant information is provided in the [Schedule 1 - Specification](#_Schedule_1_-).

The [Procurement Overview and Timetable](#_Procurement_Overview_and) provides specific deadline dates.

The last date for clarifications from suppliers to the Authority is **20 May 2025 at 12 Noon.**

**The last date for submission of completed tender documents is 27 May 2025 at 12 Noon via** [**In-Tend**](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Flink.edgepilot.com%2Fs%2F3eea4dcc%2FXZzMtvmc_0e2zFZqYszibw%3Fu%3Dhttps%3A%2F%2Fwww.in-tendhost.co.uk%2Feducationportal%2Faspx%2FHome&data=05%7C01%7Cprocurement%40staracademies.org%7C330e4e5cf3de4fd8beab08dae3599a4f%7Cad91cba8ab0a41f6ab6243cf47f82197%7C0%7C0%7C638072271223089456%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=TQCJAXPJPuYRIIzs1lUsYLQifySnGz7pSyOcS6oF8AI%3D&reserved=0) **ONLY.**

Late submissions will not be considered.

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| --- |
| VIA IN-TEND EDUCATION E-TENDERING IN-TEND PORTAL ONLY.  Electronic Tender Returns (Submission of Tender) via In-Tend Education e-Tendering In-Tend Portal  The deadline for electronic tender returns is detailed on the e-tendering system.  All aspects (documents/attachments/responses) of the tender return must be submitted via the e-tendering system.  Please note that tender returns cannot be viewed or accessed until after the deadline for submission and therefore it is not possible to confirm safe receipt of your tender.  Assistance/help on the e-tendering system is available to all registered users of In-Tend Education via the In-Tend Education In-Tend Portal.  It is the responsibility of all Suppliers to become familiar with this software if they wish to bid for business offered for tender by Star.  Assistance provided by Star does not extend to basic IT skills or training and our role is not to deliver step by step IT training nor are we able to assist non-PC users in how to use the e-tendering system.  Please allow sufficient time to complete and submit your tender return particularly until you become familiar with software and how it operates. No extensions to the closing date and time for tender returns will be permitted on the basis that Suppliers are unfamiliar with the software.  Please note, if your tender return is incorrect and/or incomplete, your submission could be rejected. It is the responsibility of the Supplier to ensure that the tender submission has been returned correctly PRIOR to the closing date and time.  The Supplier must ensure all required documents have been uploaded before pressing the submit button. Once a tender return has been submitted, an electronic confirmation is generated from the system.  You are not permitted to return a tender submission via e-mail. |

Tenders must provide responses as directed in the Tender Document. Star reserves the right to disqualify you if you do not submit your tender in a manner consistent with the provisions set out the Tender Document.

Tenders must be written in the English language.

Only one tender is permitted from each Supplier, please indicate whether Lot 1, Lot 2 or both Lots are being tendered for.

Any signatures must be made by a person who is authorised to commit the Tenderer to the Contract.

Tenderers must complete [Schedule 3 - Pricing Schedule](#_Schedule_3_-) to provide all of the obligations under the Contract. No claim for additional payment will be considered for items that have not been specified.

All Prices shall be stated in pounds sterling and exclusive of VAT and should remain valid for a minimum period of 90 days.

It is for Tenderers to consider the implications of the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended (TUPE), and to price their tenders accordingly.

During the evaluation period, the Authority reserves the right to seek clarification from any or all of the Tenderers, to assist it in its consideration of their Tenders. Please note that responses to any queries or clarification requests will be circulated to all tenderers.

Star reserves the right to issue supplementary documentation at any time during the tender process to clarify any issue or amend any aspect of the Tender.

Tenderers must fully complete and return all information and documentation, as detailed in the [Tender Checklist](#_Schedule_7_-), on time and in the format requested, failure to do so may result in your submission being disqualified.

The Authority reserve the right, both prior to and after the award of the tender, to inspect the validity of all information given, to substantiate the information detailed by a supplier.

Requests For Clarification

Any requests for clarification relating to the Procurement must be submitted via the correspondence function on [In-Tend](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Flink.edgepilot.com%2Fs%2F3eea4dcc%2FXZzMtvmc_0e2zFZqYszibw%3Fu%3Dhttps%3A%2F%2Fwww.in-tendhost.co.uk%2Feducationportal%2Faspx%2FHome&data=05%7C01%7Cprocurement%40staracademies.org%7C330e4e5cf3de4fd8beab08dae3599a4f%7Cad91cba8ab0a41f6ab6243cf47f82197%7C0%7C0%7C638072271223089456%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=TQCJAXPJPuYRIIzs1lUsYLQifySnGz7pSyOcS6oF8AI%3D&reserved=0) , no later than the deadline in the Procurement Timetable to allow the Authority sufficient time to respond prior to the closing date for receipt of submissions. The Authority will endeavour to respond to requests for clarification submitted in accordance with these requirements as soon as possible.

The Authority reserves the right not to answer any requests for clarification submitted after the deadline set out in the Procurement Timetable or submitted via any means other than the In-Tend Portal.

Where the Authority considers any requests for clarification to be relevant to the proper functioning of the Procurement, it will transmit to all other Suppliers (without reference to the identity of the Supplier which submitted the clarification question) the clarification question raised and the Authority's response, with the exception of those deemed confidential as provided below.

If a Supplier considers that its request for clarification should be treated as confidential and not disclosed to other Suppliers, it must communicate this and the reason why to the Authority at the time of the submission of that clarification request. The Authority will advise the Supplier in advance of providing the clarification response if it considers that all or any part of the request for clarification cannot be treated as confidential and will provide an opportunity for the Supplier to withdraw such aspects of the request for clarification.

In such circumstances, the Supplier may either submit an amended request for the clarification to be treated as confidential, which would be considered by the Authority in the same manner as the original request or raise a new request to be treated as a non-confidential request for clarification.

It is the responsibility of each Supplier to monitor all clarifications issued by the Authority. The Authority accepts no liability for any Supplier's failure to keep abreast of clarifications issued.

# Preliminary market engagement

1. Preliminary market engagement was not required for the purpose of this procurement.

# Contract Risks

The Trust have identified the potential contract risks listed below.

1. Changes in law and regulation
2. Public health response or
3. Alteration of premises which could change the nature of the areas to be cleaned or increase/decrease square footage

These potential risks would not change the overall nature of the contract but may require in-life contract modifications. The materialisation of such risks would be permitted under Schedule 8 of the Act, and this is reflected in Clause 8 (Variation) of the draft contract provided.

# Contract Terms

Any resulting Contract will consist of the Contract Particulars (to be completed at award stage), the Standard Terms and Conditions, the Special Terms and Conditions and the successful Tender. The Contract will be subject to English law and the exclusive jurisdiction of the English Courts.

The Contract will be based on Star’s Terms and Conditions. Successful tenderers will be expected to sign and return a copy of the Conditions of Contract at the times laid out in the timetable listed in this Tender Document. A copy of Star’s Terms and Conditions are provided with the Tender Notice as an associated document.

Tenderers will have sight of the Terms and Conditions of Contract from the outset of the process and will have the opportunity to raise any points through the clarification stage. For the avoidance of doubt, a PDF version of the contract is provided as part of this Tender Document. In order to manage any points raised on the content, please put a clarification question through requesting a word copy version of the contract which can then be provided. Please ensure ‘track changes’ are then used to highlight any alterations. These will then be reviewed, and response provided accordingly.

All tenders submitted are on the basis that they have accepted the Conditions of Contract as then stand at the point of submission of a tender. No amendments will be made unless it is to reflect an inaccurate reference to, or change in, the law.

Any contract award will be conditional on the Contract being approved in accordance with Star’s internal procedures and any minimum required documentation being demonstrated by the winning tenderers.

Star’s Terms and Conditions will include relevant minimum service level requirements (SLA/KPIs) for the successful tenderer/s, though these may be amended at contract mobilisation stage through agreement by both parties.

# The Evaluation Process and Award Criteria

Star does not undertake to accept the lowest or any Tender and reserves the right to accept the whole or any part of any Tender submitted.

Each Tender will be checked initially for compliance with all requirements of the Tender.

Tenders will be evaluated against the award criteria set out below.

During the evaluation period, Star reserves the right to seek clarification in writing or by means of a clarification meeting from any or all of the Tenderers, to assist it in its consideration of their Tenders.

Compliant Tenders will be evaluated to determine the most advantageous tender, using the tender bids submitted against price and quality aspects. The overall scoring criteria breakdown is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Sub-Criteria** | **Weighting** | **Total Weighting** |
| **PSQ** | PASS/FAIL | PASS/FAIL | **PASS/FAIL** |
| **Price** | Total Price over Initial 2 years | 30% | **30%** |
| **Method Statement Questions** | Standards and guidance | 20% | **70%** |
| Staff recruitment, vetting and cover | 15% |
| Management and supervision | 20% |
| Service mobilisation and TUPE | 10% |
| Relevant experience and contract examples | 5% |
|  |  | **Total** | **100%** |

PSQ Evaluations

Failure of any mandatory exclusions will result in no further evaluation and the tender will be rejected.

Pricing Evaluation

The total price for the first two years of the contract, will be used for the purpose of the evaluation. The pricing schedule includes two pricing tabs; LOT 1 – SHLA Pricing and LOT 2 – SKS Pricing, please complete the relevant Lot tab, or both Lot tabs if applicable. These will be assessed by Lot.

Submissions will be ranked with a proportionate mark given for their relative placing compared to the lowest priced submission (1st rank). The scoring calculation will be as follows:

(Lowest price supplier total / supplier being scored total) x 100

All scores will be rounded to 1 decimal place and then multiplied by the weighting to give a final weighted score (also rounded to 1 decimal place).

An example is shown below (the prices are kept intentionally unrealistic so as not to indicate any expected pricing by the Trust) –

Lowest scoring supplier total = £912,655

Supplier being scored total = £1,121,300

(912,655 / 1,121,300) x 100 = 81.4%

Total weighted score = (30\*0.814) = 24.4 (rounded 1 dp)

Quality Evaluation

The quality criteria are applicable to all Lots, you are not required to submit a different response for each Lot. The quality criteria are to be evaluated based on the Method Statement Questions in [The Evaluation Process and Award Criteria](#_Schedule_4_-) and then multiplied by the relevant weighting to give the final evaluation score. Each Method Statement Question will be scored 1-5 as below:

|  |  |
| --- | --- |
| **Score** | **Description** |
| 0 | No response. |
| 1 | Major non-compliance with requirements. Evidence is unacceptable or non-existent. There is a failure to properly address issues or meet any of the requirements or no information is provided. This means the specification cannot be met and the tender will be excluded from the process. |
| 2 | Does not meet requirements. Partially compliant response with major deficiencies or concerns in critical areas or where the lack of detail and relevance requires the reviewer to make assumptions. This indicates there would be serious difficulties in delivery. |
| 3 | Meets requirements. Minor deficiencies or shortfall in information provided in non-critical areas. Slight modification may be required in delivery but not seen as overly detrimental. |
| 4 | Meets requirements. Adequate relevant detail provides a comprehensive response demonstrating fully how requirements will be met. |
| 5 | Meets requirements. A comprehensive response which fully meets all requirements and clearly demonstrates how added value will be offered. |

A total of at least three evaluators will be utilised during this process. Each evaluator will score all quality elements listed above independently and then a tender moderation meeting will be held. Any scores which differ by greater than 2 marks (out of the 10 available) will be discussed and one or more of the scores moderated to ensure no more than 2 marks difference across all questions for all bidders. This approach allows reasonable differences in opinion and judgement whilst avoiding anomalous scores which would potentially unfairly hinder any bidder(s).

An agreed score, determined by the three individual moderated scores will be taken and to the nearest whole integer to provide the score for that question. These will be multiplied by the weighting to provide a weighted score per question and rounded to 1 decimal place to give the final score for that quality question.

An example is shown below for one bidder only (after moderation).

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Method Statement Question** | **Weighting** | **Evaluator 1 Score (/5)** | **Evaluator 2 Score (/5)** | **Evaluator 3 Score (/5)** | **Agreed Score** | **Weighted Score** |
| Standards and guidance | 20% | 3 | 4 | 3 | 3 | **12.0** |
| Staff recruitment, vetting and cover | 15% | 2 | 4 | 2 | 3 | **9.0** |
| Management and supervision | 20% | 5 | 5 | 4 | 5 | **20.0** |
| Service mobilisation and TUPE | 10% | 3 | 3 | 3 | 3 | **6.0** |
| Relevant Experience and Contract Examples | 5% | 4 | 5 | 3 | 4 | **4.0** |
| **Total Quality Score (/70)** | | | | | | **51.0** |

# Procurement Terms and Conditions

Procedural requirements

1. This document together with all other associated documents provided to Suppliers in connection with this Procurement contain procedural requirements which Suppliers must follow. Failure to comply with or follow any procedural requirement may result in the exclusion of the Supplier from the Procurement at the Authority’s sole discretion.

Central Digital Platform

1. Suppliers that wish to participate in this Procurement are responsible for ensuring that the Central Digital Platform contains complete, accurate and up-to-date information about their organisation and any Associated Suppliers which are relevant for the purposes of this Procurement. Suppliers must notify the Authority immediately if it is unable to register on the Central Digital Platform and/or provide accurate and up-to-date information via the Central Digital Platform.

Transparency

1. Suppliers should note that, in accordance with general transparency obligations and procurement law obligations under the Act, the Authority routinely publishes details of its procurement processes and awarded contracts. This includes, but is not limited to, the contract value, the identity of the successful Supplier, compliance with payment obligations and contract performance. Compliance with these obligations may involve the Authority taking steps without consultation with Suppliers. Where required under the Act, a copy of the contract will be published (subject to making any reasonable and proportionate redactions permitted under the Act).
2. [All central government departments and their executive agencies and non-departmental public bodies are subject to controls and reporting within government. In particular, they report to various government bodies including but not limited to the Cabinet Office and HM Treasury for all expenditure. The Authority reserves its absolute right to share within government any of the documentation/information submitted by Suppliers during this Procurement (including any information that a Supplier considers to be confidential and/or commercially sensitive).]
3. Where required, the Authority will disclose on a confidential basis any information it receives from Suppliers during the Procurement to any third party engaged by the Authority for the specific purpose of assessing or assisting the Authority in assessing the Supplier’s submission. In providing such information the Supplier consents to such disclosure.

Modifying the Procurement

1. Neither the Tender Notice, this document nor any information given as part of the Procurement shall be regarded as a commitment or representation on the part of the Authority (or any other person) to enter into a contractual agreement.
2. The Authority reserves the right to cancel the Procurement at any point and/or to choose not to award any contract [or lot] as a result of this Procurement. [Any decision by the Authority not to award a lot does not prevent the Authority from awarding the remaining lots].
3. Suppliers will remain responsible for all costs and expenses incurred by them, their staff, and their advisers or by any third party acting under their instructions in connection with this Procurement. For the avoidance of doubt, the Authority is not liable for any costs or expenditure resulting from any cancellation or amendment of this Procurement.
4. The Authority reserves the right at any time:

a. to issue amendments, modifications or additional information to any documentation which forms part of this Procurement, including the Procurement terms and conditions contained in this chapter 11

b. to require a Supplier to clarify their proposal(s) and/or tender submission in writing and/or provide additional information – failure by a Supplier to respond adequately may result in their tender submission being rejected

c. to alter the Procurement Timetable for this Procurement [including the right to award different lots at different times]

d. to rewind and re-run any part of the Procurement on the same or alternative basis

e. to amend the Procurement as described herein, including the number of stages and the number of Suppliers to be selected at any stage

Confidentiality and Publicity

1. Save to the extent made publicly available by the Authority, the information in this document (together with all attachments and any other information communicated to Suppliers during the Procurement) is made available on the condition that it is treated as confidential information by the Supplier and is not disclosed, copied, reproduced, distributed or passed to any other person at any time except in order to comply with legal obligations or for the purpose of enabling a submission to be made to the Authority, provided that such person has given an undertaking prior to the receipt of the relevant information (and for the benefit of the Authority) to keep such information confidential.
2. Suppliers must not take part in any publicity activities with any part of the media about this Procurement without obtaining the express prior written agreement of the Authority. When requesting prior written agreement, Suppliers are required to detail the proposed media coverage including format and content of any publicity.

Requirements on Sub-Contractors and Consortium

1. If requested to do so by the Authority, a Supplier will be required to enter into a legal arrangement with other members of a consortium or with any parties which are relied on in order to satisfy the conditions of participation relating to this Procurement (in accordance with section 72 of the Act). Acceptance of this request shall be considered a mandatory requirement and failure to accept the same may result in the Supplier’s exclusion from the Procurement.

Parent Company Guarantee or Other Securities

1. The Authority reserves the right to require a parent company guarantee or alternative equivalent form of security should the Supplier be successful in this Procurement.
2. Where the Supplier’s parent company is incorporated outside the United Kingdom, the Authority will require a legal opinion from an independent firm of lawyers practising in that jurisdiction (at the Supplier’s own cost and expense) as to the capacity/authority of the parent company to enter into the parent company guarantee and the enforceability of the terms of the parent company guarantee in the relevant overseas jurisdiction.
3. Notwithstanding the above, the Authority may specify minimum contractual financial security requirements as appropriate having regard to the financial assessment undertaken during this Procurement. Where the Authority specifies any financial security requirements, acceptance of the requirements shall be considered a mandatory condition and failure to accept the same may result in the Supplier’s exclusion from the Procurement.

Non-Collusion, Non-Canvassing

1. Any attempt by a Supplier or their advisers to influence the Procurement in any way may result in the exclusion of the Supplier, without prejudice to any other civil or legal remedies available to the Authority and without prejudice to any criminal liability that such conduct by a Supplier may attract.
2. Specifically, Suppliers must not directly or indirectly at any time:

a. devise or amend the content of their submissions in accordance with any agreement or arrangement with any other person, other than in good faith with a person who is a proposed partner, subcontractor, consortium member insurance provider or provider of finance

b. enter into any agreement or arrangement with any other person as to the form or content of any other submission or offer to pay any sum of money or valuable consideration to any person to effect changes to the form or content of any other submission

c. enter into any agreement or arrangement with any other person that has the effect of prohibiting or excluding that person from submitting a response in this Procurement

d. canvass any employees, members or agents of the Authority in relation to this Procurement

e. attempt to obtain information from any of the employees, members or agents of the Authority or their advisors concerning another Supplier or submission

f. carry out any other co-operation or collusion with another Supplier or any other person which the Authority considers capable of undermining fair competition

1. Suppliers are required to complete and return [Schedule 8 - Certificate of Non-Collusion and Non-Canvassing](#_Schedule_8_-) noting that the Authority will be entitled to rely on the information provided in the certificate.

Conflicts of Interest

1. Suppliers are responsible for ensuring that no actual, potential or perceived conflicts of interest (within the meaning of the Act) exist between themselves and the Authority or its advisers. Suppliers must notify the Authority immediately of any actual, potential or perceived conflict of interest. [DN: The Authority should include information on their process for dealing with supplier conflicts of interest.]
2. In the event of any actual, potential or perceived conflict of interest, the Authority shall in its absolute discretion decide on the appropriate course of action. The Authority reserves the right to:

a. exclude any Supplier that fails to notify the Authority of an actual, potential or perceived conflict of interest, or where an actual conflict of interest exists

b. request further information from any Supplier and require any Supplier to take reasonable steps to mitigate a conflict of interest. This may include requiring any Supplier to enter into a specific conflict of interest agreement with the Authority. Failure to do so may result in the Supplier being excluded from participating in, or progressing as part of, the Procurement process

1. The Authority strongly encourages Suppliers to contact the Authority as soon as possible using the In-Tend Portal should it have any concerns regarding actual, potential or perceived conflicts of interest.

Conflict Assessments

1. The Authority confirms that, prior to the issue of the Tender Notice in this Procurement, a conflict assessment has been prepared in accordance with the Act.

Intellectual Property

1. Suppliers are reminded that all intellectual property rights, including copyright, in the documents and materials supplied by the Authority and/or its advisers in this Procurement, in whatever format, belong to the Authority, its advisers or the relevant owner/licensor. Suppliers shall not copy, reproduce, distribute or otherwise make available any part of these documents to any third party (except for the purpose of preparing a submission) without the prior written consent of the Authority. All documentation supplied by the Authority in relation to this Procurement must be returned or destroyed on demand, without any copies being retained by Suppliers.

Anti-Competitive Behaviour

1. Suppliers are reminded of their obligations under applicable competition laws. The Authority may require evidence from Suppliers that their arrangements are not anti-competitive and reserves the right to require any Supplier to comply with any reasonable measures which may be needed to verify that no anti-competitive arrangements are in place.
2. Any evidence of anti-competitive behaviour may result in a Supplier being disqualified from the Procurement. The Authority also reserves the right to refer any suspected breaches of applicable competition laws to the relevant authorities including, but not limited to, the Competition and Markets Authority and the Serious Fraud Office.
3. Suppliers should note that anti-competitive behaviour may result in the Supplier being excluded from bidding for contracts under Schedule 7, Paragraph 7 of the Act. Where a relevant decision has been made by the Competition and Markets Authority under the Competition Act 1998, the Supplier may also be excluded from bidding for contracts under Schedule 6, paragraph 41 of the Act and may be added to the debarment list and/or be liable for civil and/or criminal penalties.

Contract

1. A tender submission is an offer to enter into a contract on the terms of the contents of the submission. Notification of an award decision does not constitute acceptance by the Authority. Any document submitted by a Supplier shall only have contractual effect when it is contained within an executed written contract.
2. The Supplier’s final tender submission must remain valid for acceptance for a period of 90 days from the date of its submission or until any procurement challenge/s have been resolved.

Supplier Withdrawal

1. Suppliers may withdraw from the Procurement at any time before the final tender submission deadline by providing written notification to the Authority via the In-Tend Portal.

Modifying your Final Tender

1. Suppliers may modify their submitted final tenders prior to the submission deadline. (The Authority will not open final tenders until after the submission deadline set out in the Procurement Timetable.)

Supplier Eligibility

1. Suppliers are reminded that the eligibility requirements in this document, Tender Notice and all other associated tender documents apply to the Procurement at all times.
2. The Authority reserves the right to require any Supplier to provide such further information as the Authority may require (and for the avoidance of doubt, the Authority may make multiple requests) as to any issue addressed in the Tender Document, including, but not limited to, the economic and financial standing of the Supplier at any stage of the Procurement and prior to the notification of the award decision and/or the award of the contract.
3. The Authority must be notified in writing via the In-Tend Portal promptly of any changes in the information that the Supplier has provided in its response to this Procurement (including but not limited to arrangements in relation to any Associated Suppliers) at any point before the entry into the Contract so that the Authority may assess whether the Supplier continues to satisfy the relevant conditions of participation and should continue to qualify for participation in the Procurement. For the avoidance of doubt, the Authority reserves the right to take such action as it deems appropriate in the light of its assessment of the updated information, including (but not limited to) excluding the Supplier concerned from the Procurement.

Supplier Warranties

1. In responding to this invitation, the Supplier warrants, represents and undertakes to the Authority that:

a. it understands and has complied with the conditions set out in this document

b. all information, representations and other matters of fact communicated (whether in writing or otherwise) to the Authority by the Supplier, its staff or agents in connection with or arising out of the Procurement are true, complete and accurate in all respects, both as at the date communicated and as at the date of the submission of the response to this document

c. it has made its own investigations and undertaken its own research and due diligence, and has satisfied itself in respect of all matters (whether actual or contingent) relating to the invitation and has not submitted its response in reliance on any information, representation or assumption which may have been made by or on behalf of the Authority (with the exception of any information which is expressly warranted by the Authority)

d. it has full power and authority to respond to this document and to perform the obligations in relation to the contract and will, if requested, promptly produce evidence of such to the Authority

1. Suppliers should note that the potential consequences of providing incomplete, inaccurate or misleading information include that:

a. the Authority may exclude the Supplier from participating in this Procurement

b. the Supplier may be excluded from bidding for contracts under Schedule 7, Paragraph 13 of the Act

c. the Authority may rescind any resulting contract under the Misrepresentation Act 1967 and may sue the Supplier for damages

d. if fraud or fraudulent intent can be proved, the Supplier may be prosecuted and convicted of the offence of fraud by false representation under section 2 of the Fraud Act 2006, which can carry a sentence of up to 10 years or a fine (or both) – if there is a conviction, then the Supplier may be excluded from bidding for contracts under Schedule 6, Paragraph 15 of the Act and may be added to the debarment list

Third parties

1. Nothing in these terms is intended to confer any rights on any third party under the Contracts (Rights of Third Parties) Act 1999. This does not affect any right or remedy of any person which exists or is available apart from that Act.

Applicable law

1. The laws of England and Wales are applicable to this Procurement.
2. Suppliers must agree to submit to the exclusive jurisdiction of the Courts of England and Wales in relation to any dispute arising out of or in connection with this Procurement.

# Schedule 1 - Specification

Background

Star Academies (The Trust) is a not-for-profit multi-academy trust. As one of the UK’s leading trust runs a diverse network of primary and secondary schools. We are a values-based organisation, committed to enhancing social mobility. All our efforts are geared towards raising the aspirations of children and young people in areas of social and economic deprivation to improve their life chances and help them succeed at the highest levels of education, employment, and the professions.

We aspire to create outstanding organisations that promote educational excellence, character development and service to communities. Nurturing Today’s Young People, Inspiring Tomorrow’s Leaders.

Our vision is wide-ranging. It encompasses aspiration, educational excellence, system leadership, social mobility, and cohesion. We aim to:

* Transform the educational achievement of the nation’s young people, schools and academies
* Elevate the life chances of young people in areas of social and economic deprivation – from all backgrounds – to help them succeed at the highest levels of education, employment and the professions
* Lead a national drive based on rigour and high expectations designed to improve school standards
* Provide more choice for parents by offering them the chance to send their children to an inspirational school
* Ensure ambition and high aspirations are rewarded through all our schools
* Make a demonstrable impact on social mobility and equality in communities that have called out for change for so long
* Create a diverse network of faith and non-faith schools, ensuring every child has access to a first-rate education that embodies opportunity for all

Our Values are:

* **S**ervice – Being a responsible citizen in our community.
* **T**eamwork – Working together for excellence.
* **A**mbition – Aspiring to be our best.
* **R**espect – Treating others as we wish to be treated.

Star Academies is one of the country’s leading education providers, and our schools promote excellence in everything they do. In every school, the entire staff team – working in partnership with parents and the local community – is committed to nurturing today’s young people and inspiring tomorrow’s leaders.

The Trust is expected to grow to over the lifetime of the contract. Further details about the Trust can be found on our website: [www.staracademies.org](http://www.staracademies.org).

Further information on the Lots can be found in the table below. Information including term dates, school day times and more can also be found via the school website linked below.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **School Name** | **School Type** | **Pupil Number Estimate for Sept 2025** | **Site Size** | **School Weblink** |
| Lot 1 | Small Heath Leadership Academy | Secondary | 1200 | 8700 m2 | [SHLA](https://www.smallheathleadershipacademy.com/) |
| Lot 2 | Star King Solomon Academy | Primary and Secondary | 398 | 8378m2 – Current area in use  10589m2 - Future development area | [SKS](https://starkingsolomon.org/) |

Specification Detail

The building cleaning specification is currently carried out by another outsourced provider for each Lot, as summarised below – this potentially includes some variation to suit legacy staff.

The Authority are open to enhancing the current staffing arrangement to meet the extensive service specification, whilst adhering to the TUPE requirements/protections.

The Academies are open 50 weeks of the year. 39 weeks are with students, with service required in all holiday periods except Christmas when the site closes for the two-week period. During the 11 weeks of holiday, deep cleaning will be required as part of this specification.

Please see [Schedule 5 - TUPE](#_Schedule_5_-) for further information.

The expected standard for cleaning and waste collection is detailed below. It is expected that all utilised building spaces are included, including small offices, storage cupboard spaces, side rooms and any external buildings unless explicitly excluded.

**Classrooms / Office Space / Corridors / Staircases / Landings / Balustrades / Lobby / Lifts / Entrances / Dining Areas / Sports Hall / Gymnasium / Dance Studio / Bungalow (Lot 1 - Sultan’s Lodge)**

* All surfaces should be free from removable dust.
* All internal office / lobby glass and low-level windows (below 1.2m) to be clean and free from build-up, body fats, dirt, dust, smudges, fingerprints & stains.
* All fixtures and fittings should be free from dust, dirt, and debris.
* Floor should be free from dust and debris.
* All waste receptacles empty and clean.

**Washrooms / Toilets / Showers**

* All surfaces should be free from removable dust.
* All low-level internal windows (below 1.2m) to be clean and free from build-up, body fats, dirt, dust, smudges, fingerprints & stains
* All fixtures and fittings should be free from dust, dirt, and debris.
* All sanitary fittings must be smear free, free from grime, dirt, and dust.
* There should be no scale on sanitary fittings.
* Mirrors should be clean and smear free.
* Floors should be clean and free from dust and debris.
* Consumable items replenished.

For detailed cleaning methodology please refer to the BICS Cleaning Manual. For Specialist floors and equipment please reference the manufacturer’s Instructions.

The following tables set out the detailed specification by category.

D - Daily = Once a day Monday to Friday

W - Weekly = Once a week Monday to Friday

MT – Monitor = Clean / Replenish if required

MN - Monthly = Once a month

AR - As Required

**Key to Tables**

**Classrooms**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **Cleaning Item** | **Description of task** | **D** | **W** | **MN** | **AR** |
| Classrooms, Storage Cupboards and Side Rooms | Hard Floor i.e. Tiled / Vinyl  Soft Floor- Carpet / Carpet tiles  ***Before cleaning ensure the floor is free from debris including pen tops, tissues, small toys, building blocks, playdough etc. Vacuuming up these items will seriously damage vacuum cleaners.*** | Spot vacuum soft floors / Spot mop hard floors daily.  All floor types - Fully clean and free from dirt, dust, chewing gums & build-up round the corners ensuring mobile furniture i.e. chairs and tables are moved and returned to their original position.  Spot clean, soft floor to remove stains.  Mechanically clean and buff hard floors over summer holidays (If School has the necessary equipment). | × | × |  | × |
| Waste Bins/ Recycling Container | Empty & clean (In & Out) if soiled. Replace liners if soiled & recycling container to be emptied when 2/3 full. | × |  |  |  |
| Whiteboards | Fully clean from top to bottom including frames and trays | × |  | × |  |
| All Surfaces (horizontal & vertical) – doors, glass kick/door plates, walls, light switches, low/high level surfaces, fixtures/fittings, internal windows, windowsill, ledges, skirting boards (scuff marks) | Fully clean and free from build-up, body fats, dirt, dust, smudges, fingerprints & stains up to (6ft) and above (6ft) using appropriate cleaning tool i.e. extendable pole. | × | × |  |  |
| Fabric furniture | Fully vacuum and free from dust |  |  | × |  |

**Toilets/ Showers/ Washrooms**

**PLEASE NOTE:**

1. All staff should be COSHH trained.
2. Always wear Personal Protective Equipment (PPE)
3. Never mix cleaning agents as this could result to poisonous gases
4. Always use the correct dosage re cleaning chemicals

Always use the correct colour coded cloths and buckets.

1. Once used, always ensure that cloths and mops are cleaned and stored in a way that allows them to dry naturally. Mops should be stored upside down.
2. If floors are wet, always ensure warning signs are in place.
3. When mopping floors always use as little water as is necessary.
4. When using electrical equipment:
   1. Check the equipment before use, especially plugs and cables
   2. Ensure the machine cable is managed and kept behind the machine
   3. Do not allow the cable to become taut at ankle height

***Before cleaning ensure the floor is free from debris including pen tops, tissues, small toys, building blocks, playdough etc. Vacuuming up these items will seriously damage vacuum cleaners.***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **Cleaning Item** | **Description of task** | **D** | **W** | **MN** | **AR** |
| Toilets and Washrooms | Hard Floor i.e. tiles / vinyl | Fully clean the hard floor (sweep & spot mop) so as free from dirt, dust, chewing gum & build-up round the corners ensuring mobile furniture i.e. chairs, stools are moved and returned to their original position.  Mechanically buff the floor (Monthly) if space and machinery available | × |  | × |  |
| Toilets (BICS – Task code D.3) | Flush the toilet with lid down.  Apply toilet cleaner to the inside of bowls and allow them to soak.  Using a colour coded cloth that is immersed and wrung out with a cleaning agent, wipe outside and around toilet bowls, including toilet seat, handles, lid and underneath, hinges, toilet roll holder, pipework, toilet brush holder, cisterns working from clean area to dirty.  Scrub the inside of toilet bowls with toilet brush and flush. Rinse brush in flushing water.  Dry toilet seat with cloth, then close the lid. | × |  |  |  |
| Wash Hand Basins and surrounding area | With colour coded cloth wrung out in cleaning solution, wipe-surrounding surfaces including wall tiles, ledges, pipes, waste bin and underneath the basin.  Remove any objects from the basin/ hair or debris around the plug and wipe around the bowl, including taps, plug, plug chain and overflow.  With running tap, rinse the basin thoroughly. Wring out cloth and polish taps  Replace items i.e. soap if necessary  Remove any splashes from walls etc. | × |  |  |  |
| Waste Bins / Recycling Container | Empty & clean (In & Out) if soiled. Replace liners if soiled & recycling container to be emptied when 2/3 full | × |  |  |  |
| Showers | Fully clean all showers including walls & doors, paying attention to the grouting to eliminate the build of mould, scale, and body fats | × |  |  |  |
| Consumables | Replenish toilet tissues/soap/hand towels | × |  |  |  |
| Bright metal work / Mirror | Clean and polish dry | × |  |  |  |

**Office Space**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **Cleaning Item** | **Description of task** | **D** | **W** | **MN** | **AR** |
| Office Space, Storage Cupboards and Side Rooms | Hard Floor i.e. tiles / vinyl  Soft Floor i.e. carpet / carpet tiles | Spot vacuum soft floors / Spot mop hard floors daily as necessary.  Fully clean and free from: dirt, dust, chewing gums & build-up round the corners ensuring mobile furniture i.e. chairs, under desk filing cabinets are moved and returned to their original position | × | × |  |  |
| Waste Bins | Empty & clean (In & Out) if soiled. Replace liners if soiled | × |  |  |  |
| Recycling Container | To be emptied when is 2/3 full | × |  |  | × |
| Furniture & Fittings, windowsills & ledges, skirting boards (cleanable scuff marks) & desktops where accessible | Fully clean and free from: build-up, body fats, dirt, dust, smudges, fingerprints & stains | × | × |  |  |
| All Surfaces (horizontal & vertical) – doors, glass kick/door plates, walls, light switches, low/high level surfaces, fixtures/fittings, internal windows, windowsill, ledges, skirting boards (scuff marks) | Fully clean and free from: build-up, body fats, dirt, dust, smudges, fingerprints & stains up to (6ft) and above (6ft) using appropriate cleaning tool - Extendable pole | × | × |  |  |
| Telephones | Telephone to be sanitised ideally with wipes |  |  | × |  |
| Fabric furniture | Fully vacuum and free from dust |  |  | × |  |
| Water dispenser | Empty water cooler tray / grill and clean, Clean exterior part of the unit | × |  |  |  |

**Corridors / Staircase / Landings**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **Cleaning Item** | **Description of task** | **D** | **W** | **MN** | **AR** |
| Corridors, Staircases and Landings | Waste Bins/ Recycling Container | Empty & clean (In & Out) if soiled. Replace liners if soiled & recycling container to be emptied when it is 2/3 full | × |  |  |  |
| Hard Floor i.e. tiles / vinyl  Soft Floor i.e. carpet / carpet tiles | Spot vacuum soft floors / Spot mop hard floors daily as necessary daily.  Fully clean and free from: dirt, dust, chewing gum & build-up round the corners ensuring mobile furniture i.e. chairs, cabinets, stands are moved and returned to their original position. Spot clean to remove stains on soft floor and damp mop hard floor | × | × |  |  |
| All Surfaces (Horizontal & Vertical) – doors, glass kick/door plates, walls, and light switches, low/high level surfaces, fixtures/fittings, internal windows, windowsill, ledges, skirting boards (cleanable scuff marks), fire extinguishers, picture frames, clocks, partition tops. | Fully clean and free from: build-up, body fats, dirt, dust, smudges, fingerprints & stains up to (6ft) and above (6ft) using appropriate cleaning tool - Extendable pole | × | × |  |  |
| Water Dispenser | Empty, clean, dry and replace water cooler tray / grill. Clean exterior part of the unit. Replenish plastic cups / paper cones | × |  |  |  |
| Fabric Furniture | Spot clean  Fully vacuum and free from dust | × |  | × |  |
| Stairs | Fully clean to remove build up, dirt & stains | × |  |  |  |

**Staff Areas**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **Cleaning Item** | **Description of task** | **D** | **W** | **MN** | **AR** |
| Staff Areas, Storage Cupboards and Side Rooms | Hard Floor i.e. tiles / vinyl  Soft Floor i.e. carpet / carpet tiles | Spot vacuum soft floors / Spot mop hard floors daily.    Fully clean and free from: dirt, dust and build up  Mechanically clean hard floors (as required) | × | × |  | × |
| Waste Bins/ Recycling Container | Empty & clean (In & Out) if soiled. Replace liners if soiled & recycling container to be emptied when is 2/3 full | × |  |  |  |
| Sinks | When clear, sinks / work tops / splash backs to be cleaned, sanitised & wiped dry | × |  |  |  |
| All Surfaces (Horizontal & Vertical) – doors, glass kick/door plates, walls, light switches, low/high level surfaces, fixtures/fittings, internal windows, windowsill, ledges, skirting boards (scuff marks) & white goods (exterior) | Fully clean and free from: build-up, body fats, dirt, dust, smudges, fingerprints & stains up to (6ft) and above (6ft) using appropriate cleaning tool i.e. Extendable pole | × | × |  |  |

**Dining Area**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **Cleaning Item** | **Description of task** | **D** | **W** | **MN** | **AR** |
| Dining Areas | Waste Bins / Recycling Container | Empty & clean (In & Out) if soiled. Replace liners if soiled & recycling container to be emptied when 2/3 full | × |  |  |  |
| Hard Floor i.e. tiles / vinyl  Soft Floor i.e. carpet / carpet tiles | Fully clean (sweep and mop) and free from: dirt, dust, chewing gums & build-up round the corners ensuring mobile furniture i.e. chairs, tables, benching are moved and returned to their original position.  Mechanically buff – hard floors (weekly) | × | × |  |  |
| All Surfaces (horizontal & vertical) – doors, glass kick/door plates, walls, light switches, low/high level surfaces, fixtures/fittings, internal windows, windowsill, ledges, skirting boards (scuff marks) | Fully clean and free from: build-up, body fats, dirt, dust, smudges, fingerprints & stains up to (6ft) and above (6ft) using appropriate cleaning tool i.e. Extendable pole | × | × |  |  |
|  | Furniture - tables, chairs, waste receptacles | Fully clean and free from: build-up, body fats, dirt, dust, smudges, fingerprints & stains. Wasted to be removed and disposed of correctly. | × | × |  |  |

**Please Note**

The cleaning of chill cabinets, hot cabinets serving units, kitchen and preparation area is the responsibility of the catering staff.

**Communal/ Break out Areas**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **Cleaning Item** | **Description of task** | **D** | **W** | **MN** | **AR** |
| Communal, Medical and Break out Areas | Hard Floor i.e. tiles / vinyl  Soft Floor i.e. carpet / carpet tiles | Spot vacuum soft floors / Spot mop hard floors daily.    Fully clean and free from: dirt, dust, chewing gums & build-up round the corners ensuring mobile furniture i.e. chairs, tables and stands are moved and returned to their original position. Twice weekly. Spot clean soft floors to remove stains | × | × |  |  |
| Waste Bins / Recycling Container | Empty & clean (In & Out) if soiled. Replace liners if soiled & recycling container to be emptied when 2/3 full | × |  |  |  |
| Water Dispenser (if required) | Empty, clean, dry and replace water cooler tray / grill. Clean exterior part of the unit. Replenish plastic cups / paper cones | × |  |  |  |
| Furniture & Fittings, windowsills & ledges, Skirting boards (cleanable scuff marks) & desktops where accessible | Spot cleaning on a daily basis as necessary  Fully clean and free from: build-up, body fats, dirt, dust, smudges, fingerprints & stains | × | × |  |  |
| All Surfaces (horizontal & vertical) – doors, glass kick/door plates, walls, light switches, low/high level surfaces, fixtures/fittings, internal windows, windowsill, ledges, skirting boards (scuff marks) | Fully clean and free from: build-up, body fats, dirt, dust, smudges, fingerprints & stains up to (6ft) and above (6ft) using appropriate cleaning tool i.e. Extendable pole | × | × |  |  |
| Fabric Furniture | Spot clean as required.  Fully vacuum, must be free from dust | × |  | × |  |

**Meeting Rooms**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **Cleaning Item** | **Description of task** | **D** | **W** | **MN** | **AR** |
| Meeting Rooms | Hard Floor i.e. tiles / vinyl  Soft Floor i.e. carpet / carpet tiles | Spot vacuum soft floors / Spot mop hard floors daily.    Fully clean and free from: dirt, dust, chewing gums & build-up round the corners ensuring mobile furniture i.e. chairs, tables and stands are moved and returned to their original position. Twice weekly. | × | × |  |  |
| Waste Bins / Recycling Container | Empty & clean (In & Out) if soiled. Replace liners if soiled & recycling container to be emptied when 2/3 full | × |  |  |  |
| Whiteboards | Fully clean from top to bottom including frames and trays | × |  |  |  |
| All Surfaces (Horizontal & Vertical) – Doors, Glass Kick/Door Plates, Walls, Light switches, Low/High level surfaces, Fixtures/Fittings, internal windows, windowsill, ledges, skirting boards (scuff marks) | Fully clean and free from: build-up, body fats, dirt, dust, smudges, fingerprints & stains up to (6ft) and above (6ft) using appropriate cleaning tool i.e. extendable pole | × | × |  |  |
| Fabric Furniture | Fully vacuum and free from dust, daily spot clean as necessary | × |  | × |  |
| Telephone | Clean using a sanitiser/wipe |  |  | × |  |

**Science Labs**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **Cleaning Item** | **Description of task** | **D** | **W** | **MN** | **AR** |
| Science Labs | Hard Floor i.e. tiles / vinyl | Fully clean the hard floor (sweep & spot mop) and free from: dirt, dust, chewing gum & build-up round the corners ensuring mobile furniture i.e. chairs and stools are moved and returned to their original position.  Mechanically buff the floor (Monthly) if space and machinery available | × |  | × |  |
| Waste Bins / Recycling Container | Empty & clean (In & Out) if soiled. Replace liners if soiled & recycling container to be emptied when 2/3 full | × |  |  |  |
| All Surfaces (horizontal & vertical) – doors, glass kick/door plates, walls, light switches, low/high level surfaces, fixtures/fittings, internal windows, windowsill, ledges, skirting boards (scuff marks) | Fully clean and free from: build-up, body fats, dirt, dust, smudges, fingerprints & stains up to (6ft) and above (6ft) using appropriate cleaning tool | × | × |  |  |
| Whiteboards | Fully clean from top to bottom including frames and trays | × |  |  |  |

**IMPORTANT NOTICE**

As a matter of safety for the cleaning staff, it should be assumed that anything NOT in a waste container is NOT for disposal and should NOT be removed from the area.

**Science Lab Furniture**

Due to the nature of the work performed in these rooms, no polish is to be used on laboratory cupboards or benches. A specialist bactericide should be used to clean benches daily.

**Library**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **Cleaning Item** | **Description of task** | **D** | **W** | **MN** | **AR** |
| Library - General Areas | Soft Floor i.e. carpet / carpet tiles | Vacuum so as free from: dirt, dust, chewing gum & build-up round the corners ensuring mobile furniture i.e. chairs, tables, stands are moved and returned to their original position.  Spot clean to remove stains, daily as necessary | ×  × |  |  |  |
| Waste Bins / Recycling Container | Empty & clean (In & Out) if soiled. Replace liners if soiled & recycling container to be emptied when 2/3 full | × |  |  |  |
| Work Surfaces | Fully clean all work surfaces to remove fingerprints, smudges including whiteboard sills. | × |  |  |  |
| Water Dispenser | Empty, clean, dry and replace water cooler tray / grill. Clean exterior part of the unit | × |  |  |  |
| Partitions (Glass) | Spot clean all partitions | × |  |  |  |
| All Surfaces (horizontal & vertical) – doors, glass kick/door plates, walls, light switches, low/high level surfaces, fixtures/fittings, internal windows, windowsill, ledges, skirting boards (scuff marks) | Fully clean and free from: build-up, body fats, dirt, dust, smudges, fingerprints & stains up to (6ft) and above (6ft) using appropriate cleaning tool i.e. extendable pole  Remove dust from accessible bookshelves | × | × |  |  |
|  | Fabric Furniture | Fully vacuum and free from dust, daily spot clean as necessary | × |  | × |  |

**Main Entrance and Paving**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Category** | | **Cleaning Item** | | **Description of task** | **D** | **W** | **MN** | **AR** |
| Main Entrance and Paving | Waste Bins / Recycling Container | | Empty & clean (In & Out) if soiled. Replace liners if soiled & recycling container to be emptied when 2/3 full. | | × |  |  |  |
| Floor hard – tiles / vinyl    Soft Floor i.e. Carpet / carpet tiles | | Fully clean (sweep & spot mop/ vacuum, carpeted areas) and free from: dirt, dust, chewing gums & build-up round the corners ensuring mobile furniture i.e. chairs, stands are moved and returned to their original position.  Mechanically buff the floor (weekly) if space and machinery available | | × | × |  |  |
| All Surfaces (Horizontal & Vertical) – Doors, Door frames, Glass, Kick/Door Plates, Walls, Light switches, Low/High level surfaces, Fixtures/Fittings, internal windows, windowsill, ledges, skirting boards (scuff marks) | | Fully clean and free from: build-up, body fats, dirt, dust, smudges, fingerprints & stains up to (6ft) and above (6ft) using appropriate cleaning tool - Extendable pole | | × | × |  |  |
| Entrance Matting | | Fully clean and free from: dirt, dust, chewing gum & build-up round the corners. | | × |  |  | × |
| Exterior Entrance Paving, Steps & Walkways | | Fully clean and free from: dust, dirt, debris, leaves, litter, chewing gum, algae & graffiti.  Wash down building exterior entrance paving and walkways | | × | × |  |  |

**Sports Hall and Gymnasium**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **Cleaning Item** | **Description of task** | **D** | **W** | **MN** | **AR** |
| Sports Hall, Gymnasium, Dance Studio and Changing Rooms | Hard Floor- tiles/ vinyl / wood /specialist | Fully clean (sweep & spot mop) and free from: dirt, dust, chewing gums & build-up round the corners  **Please follow the manufacturer’s instructions for cleaning of specialist flooring.** | × |  |  | × |
| Soft Floor i.e. Carpet / carpet tiles | Fully clean and free from: dirt, dust, chewing gums & build-up round the corners | × |  |  |  |
| Waste Bins / Recycling Container | Empty & clean (In & Out) if soiled. Replace liners if soiled & recycling container to be emptied when is 2/3 full | × |  |  |  |
| All Surfaces (Horizontal & Vertical) – doors, door frames, glass, kick/door Plates, walls, light switches, low/high level surfaces, fixtures/fittings, internal windows, windowsill, ledges, skirting boards (scuff marks) | Fully clean and free from: build-up, body fats, dirt, dust, smudges, fingerprints & stains up to (6ft) and above 6ft using appropriate cleaning tool – extendable pole | × | × |  |  |
| Toilets (BICS – Task code D.3) | Flush the toilet with lid down.  Apply toilet cleaner to the inside of bowls and allow them to soak.  Using a colour coded cloth that is immersed and wrung out with a cleaning agent, wipe outside and around toilet bowls, including toilet seat, handles, lid and underneath, hinges, toilet roll holder, pipework, toilet brush holder, cisterns working from clean area to dirty.  Scrub the inside of toilet bowls with toilet brush and flush. Rinse brush in flushing water.  Dry toilet seat with cloth, then close the lid. | × |  |  |  |
| Wash Hand Basins and surrounding area | With colour coded cloth wrung out in cleaning solution, wipe-surrounding surfaces including wall tiles, ledges, pipes, waste bin and underneath the basin.  Remove any objects from the basin/ hair or debris around the plug and wipe around the bowl, including taps, plug, plug chain and overflow.  With running tap, rinse the basin thoroughly. Wring out cloth and polish taps  Replace items i.e. soap if necessary  Remove any splashes from walls etc. | × |  |  |  |
| Waste Bins / Recycling Container | Empty & clean (In & Out) if soiled. Replace liners if soiled & recycling container to be emptied when 2/3 full | × |  |  |  |
| Showers | Fully clean all showers including walls & doors, paying attention to the grouting to eliminate the build of mould, scale, and body fats | × |  |  |  |
| Consumables | Replenish toilet tissues/soap/hand towels | × |  |  |  |
| Bright metal work / Mirror | Clean and polish dry | × |  |  |  |

General

The Supplier must maintain a high standard of cleanliness and hygiene at all times throughout those areas for which the Supplier is responsible; this includes ensuring that surfaces and equipment are kept hygienically clean, and free from spills, stains, dust, dirt and germs, any occurrence of which shall be removed without delay using appropriate methods and materials.

The Supplier will present a proposed list of cleaning chemicals to be used in the performance of the contract including relevant COSHH data sheets. Throughout the period of the contract only those materials approved by the school will be permitted for use by the Supplier. The Supplier will ensure that COSHH regulations and product data sheets are available in the Academy and that all staff are trained in the hygienic cleansing specific to covid.

The Supplier must ensure that all internal windows are cleaned regularly.

Cleaners must use their radios at all times and be accessible for contact by school staff.

Cleaners must ensure cupboards and small offices aren't missed as part of routine cleaning and that this is being managed and overseen by the Cleaning Supervisor.

Cleaners must ensure windows remain open where chemicals are used, or floors are left wet. This is to ensure air is circulating and drying the floors and any airborne chemical impacts are minimised for the health and safety of staff or pupils present.

Skirting boards must be regularly cleaned as part of cleaning routines.

The Supplier will have responsibility for ensuring equipment is good working order or in the event of failure, repaired or replaced within 48 hours

Equipment should be updated to newer models to ensure suitable cleaning quality maintained and also improve the service wherever possible.

All staff must;

* 1. wear correct uniform and ID badges
  2. have an enhanced DBS Check every 3 years
  3. hold complete and regularly updated training records
  4. sign in and out of site at each visit

Where cleaners are unavailable due to sickness, unauthorised absence etc. the Supplier **must ensure** that fully enhanced DBS cleared agency cover is put in place to cover this absence so that a full complement of cleaning staff is present to fulfil the contractual obligations.

Premises and equipment

The Academy will maintain the areas of the Academy building and fabric used for the service including (but without limitation) doors, floors, ceilings, window frames, tiles, and protective wall covering, and will also maintain waste disposal equipment, grease traps, drainage, shutters, water softeners, sinks, sterilising units, fitted walk-in freezers, cold rooms, overhead and space heaters, extraction fans, firefighting equipment, and mains for electricity, gas, and water.

As a general principle, the Supplier is expected to have robust systems and procedures in place, in line with their and the Academy sustainability policies, to ensure energy is conserved.

No installation of equipment or alterations to the storage arrangements shall be made by the Supplier without prior written approval of the Academy. Where such approval is given, equipment shall be installed and maintained by the Supplier at their sole expense. Upon termination of the contract for any reason all such equipment shall be removed, and the premises reinstated to the satisfaction of the Academy.

The Supplier shall only use the Academies premises and equipment for the provision of the services requested by the Academy and shall not use them or allow them to be used for any other purpose unless authorised in writing by the Academy.

Where equipment owned by the Academy is made available to the Supplier for use in the provision of the cleaning service, an inventory of such equipment will be agreed between the Academy and the Supplier upon the commencement of the contract.

The inventory may be reviewed and revised by agreement between the two parties at any point during the contract where it is agreed that items of equipment are no longer serviceable due to fair wear and tear, or are no longer needed, or where additional items are acquired.

Any discrepancy in equipment inventory levels, as a result of stock checks carried out by the Academy, must be rectified by the Supplier. Items identified as missing must be replaced within four weeks of the discrepancy being noted.

All items listed in the inventory remain at all times the property of the Academy and on the date of termination of the contract must be returned to the school.

Academy staff and other persons authorised by the Academy may access the cleaning storerooms and all equipment at any reasonable time.

Security

The Supplier will ensure that there are necessary security procedures in place to ensure that any persons at the academy and the premises are not put at risk because of their activities or their failure to act. The Supplier will be responsible for the security of its own goods and equipment used in the provision of the service.

The Supplier will comply with any reasonable conditions imposed on vehicular access to the Academy.

Any damage to the premises, goods, or equipment belonging to the Academy that are damaged due to theft or vandalism at the negligence of staff working on behalf of the Supplier will be replaced or repaired at the Supplier’s expense.

Sustainability

If within the contract period the school introduces a scheme for more efficient energy consumption, then the Supplier will co-operate in the implementation of any such scheme.

TUPE Information

Please see detailed [Schedule 5 - TUPE](#_Schedule_5_-) for further information**.**

Inventory of Equipment

All cleaning equipment currently in the Authority belongs to the incumbent provider. Bids need to be inclusive of equipment costs and consideration should be given to the ongoing provision, servicing, maintenance, and replacement of the equipment as this will be the responsibility of the successful tenderer.

Service Level Agreement / KPIs

A number of measurable outputs of the operation of the Contract are to be defined as Key Performance Indicators (KPIs) and these are specified here. They are designed to measure the ability of the Supplier to meet the requirements and expectations of the Authority in a quantifiable way.

The initial KPIs and their associated thresholds are specified here. The Supplier shall collate these measurements and report upon them on a monthly basis (“KPI reports”) and the Supplier shall, 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.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Output Measurements (KPIs)** | **Reporting Period** | **Threshold** |
| 1 | Number of complaints logged in writing by either the Supervising Officer or building occupants | Monthly | Maximum 5 per month |
| 2 | Monthly Quality Audit scores | Monthly | 85% |
| 3 | Number of Performance Standards failures, anomalies or issues identified through the Quality Auditing procedures | Monthly | Maximum 5 per month |
| 4 | Full complement of staff available at all times | Monthly | 90% complement in attendance |
| 5 | Staff have undergone induction training to work on relevant site | Monthly | 100% completion |
| 6 | Staff have undergone training in the H&S aspects of their job | Monthly | 100% completion |
| 7 | All site-specific Risk & Method Statements in place for all activities | Start of contract then 6 monthly | 100% completion. All method statements available and shared with all staff |
| 8 | All Supplier equipment and chemicals to be stored in line with H&S legislation | Start of contract then 6 monthly | 100% completion |
| 9 | Submission of KPI reports on a monthly basis containing complete and accurate KPI data | Monthly | 100% |

When KPI data has been collated for a period of 3 months, the parties will consider the data with a view to agreeing the appropriateness and reliability of the initial KPIs and thresholds. Opportunity will be given to the Supplier to propose improvements. The Poor Performance Penalty process will be implemented at that time.

At any time during the Contract the number and type of KPIs may be varied, together with the associated thresholds, by mutual agreement.

In the event of a failure to agree ongoing KPIs and thresholds at any time the KPI arrangement already in existence will remain in place.

Poor Performance Penalties

The Suppliers performance will be assessed each month by reference to the achievement of the KPI thresholds. If the Supplier fails to meet the KPI thresholds in any six consecutive months, with minimal improvement after targeted action plans have been imposed, Star reserve the right to impose a Default of the Contract.

Material or persistent breaches of these KPI thresholds may result in termination of the Contract without compensation to the Supplier.

Monitoring & Reporting

A structure of monitoring, reporting and auditing, as detailed below, shall be established by the Supplier with immediate effect at Contract start. The Supplier shall carry out a monthly quality visit to monitor standards and to collate the Building Representative survey data, where appropriate.

The following reports shall be collated and reported to the Authority, for an initial 12-month period and reviewed subject to quality standard for the subsequent years. as follows:

Monthly reports which shall include:

* Complaints and compliments log
* Quality Audit Scores including action plans as required
* The percentage of the planned Cleaning Schedule completed successfully.
* Details of where the Cleaning Schedule has not been met (indicating any issues).
* Staff hours worked vs contracted hours.
* Staff training planned and completed.
* A summary of (and explanation if necessary) of the register of complaints.
* Confirmation that all employees working on the Authority’s premises have been checked with the Disclosure and Barring Service for criminal convictions.
* Health & Safety; Accident reporting, register of risk & method statements.

Quarterly Reports which shall include:

• A summary of the cumulative trends of the monthly reporting lines.

• A summary of what internal audits and quality checks have been carried out together with the findings, conclusions and subsequent actions.

From time to time the Authority may require ad hoc reports, additional to the regular reports, giving information on specific issues.

Key Personnel - Star Academies

Director of Resources – LOT 1 – SHLA

School Business Manager – LOT 2 - SKS

Contracts Manager – Projects and Estates

# Schedule 2 - Procurement Specific Questionnaire (PSQ)

Tenderers are required to respond to each of the schedules that follow, by inserting their response to the question on the relevant documents or in separate documents as directed. The Institution may only score the information provided as directed in [The Evaluation Process and Award Criteria](#_The_Evaluation_Process).

Any supporting documents must be clearly cross-referenced to the question number to which they relate to. Documents that do not have a valid reference may not be evaluated.

[Schedule 2 - Procurement Specific Questionnaire (PSQ)](#_Schedule_2_-) is PASS/FAIL. All sections of this questionnaire need completing. This questionnaire is applicable to all Lots, you are not required to submit a different response for each Lot.

Failure of any mandatory exclusions will result in no further evaluation and the tender will be rejected. The Authority reserves the right to exclude any supplier where either the supplier, subcontractor or any connected or associated persons are identified as excluded.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Preliminary Questions | | | | | | | |
|  | | **Supplier name** | | | |  | |
|  | | **What is your central digital platform unique identifier?** | | | |  | |
|  | | **Please confirm if you are bidding as a single supplier (with or without sub-contractors) or as part of a group or consortium.**  **If you are bidding as part of a group or consortium (including where you intend to establish a legal entity to deliver the contract), please provide:**   1. **the name of the group/consortium** 2. **the proposed structure of the group/consortium, including the legal structure where applicable** 3. **the name of the lead member in the group/consortium** 4. **your role in the group/consortium (e.g. lead member, consortium member, sub-contractor)** | | | |  | |
|  | | **Are you on the debarment list?**  **If yes, please provide details** | | | |  | |
| Part 1 – Confirmation Of Core Supplier Information | | | | | | | |
|  | | **You must submit up-to-date core supplier information on the CDP and share this information with us via the CDP (either a share code or PDF download).**  **This includes:**   1. **basic information** 2. **economic and financial standing information** 3. **connected person information (these are persons with the right to exercise, or who actually exercise, significant influence or control over the supplier, or over whom the supplier has the right to exercise, or actually exercises, significant influence or control over, for example: directors, majority shareholders and parent and subsidiary companies)** 4. **exclusion grounds information** 5. **Please confirm you have shared this information with us.** | | | *[Insert reference or file name]* | | |
| Part 2 – Additional Exclusions Information | | | | | | | |
| Part 2A Associated Persons | | | | | | | |
|  | | **Are you relying on any associated persons to satisfy the conditions of participation? (these are other suppliers who might be sub-contractors or consortium members but not a guarantor).**  **[The conditions of participation are outlined in Part 3]**  **If so, please complete all of Part 2A.** | | |  | | |
|  | | **For each supplier/associated person, please confirm which condition(s) of participation you are relying on them to satisfy.** | | | ***[****Insert name of supplier and brief description****]*** | | |
|  | | **For each associated person, you must confirm they are registered on the CDP and have shared with us their information (either a share code or PDF download):**   1. **basic information** 2. **economic and financial standing information  (if they are being relied upon to meet conditions of participation regarding financial capacity)** 3. **connected person information** 4. **exclusion grounds information** | | | ***[****Insert name of supplier and reference / file name]* | | |
|  | | **Are any of your associated persons on the debarment list?**  **If yes, please provide details** | | |  | | |
| List Of All Intended Sub-Contractors | | | | | | | |
|  | | **Please provide:**   1. **a list of all suppliers who you intend to sub-contract the performance of all or part of the contract to (either directly or in your wider supply chain)** 2. **their unique identifier (if they are registered on the CDP), or otherwise, a Companies House number, charity number, VAT registration number, or equivalent** 3. **a brief description of their intended role in the performance of the contract**   **If you are not intending to sub-contract the performance of all or part of the contract, then this Part 2B is not applicable.**  **If a sub-contractor is unknown at the start of the procurement (or brought in during it), this should be made clear by the supplier and relevant details of the sub-contractor should be provided once their identity and role is confirmed. This information should be shared with the contracting authority as soon as possible and at least by final tenders.** | | | *[Insert name of supplier – unique identifier – brief description]* | | |
|  | | **Please confirm if any intended sub-contractor is on the debarment list.**  **If yes, please provide sub-contractor(s) name and provide details** | | |  | | |
| Part 3 – Questions Relating to Conditions of Participation | | | | | | | |
| Standard Questions | | | | | | | |
| **Financial Capacity** | | | | | | | |
|  | | **Please confirm that your assets are equal to, or greater than your liabilities.** | | | *[Insert Yes or No]* | | |
|  | | **Are you relying on another supplier to act as a guarantor?**  **If so, please provide their name and evidence of their economic and financial standing.**  **If yes, insert reference / file name** | | |  | | |
|  | | **Please confirm whether you already have, or can commit to obtain, prior to the award of the contract, the levels of insurance cover indicated below:**   1. **Employer’s (Compulsory) Liability Insurance\* = £5,000,000** 2. **Public Liability Insurance = £5,000,000** 3. **Professional Indemnity Insurance = £5,000,000**   **\*There is a legal requirement for certain employers to hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. See the Health and Safety Executive website for more information:** [**www.hse.gov.uk/pubns/hse39.pdf**](http://www.hse.gov.uk/pubns/hse39.pdf)**.** | | | *[Insert Yes or No]*  *[Insert details of your insurances already in place]*  *[Insert details of your insurances which would be obtained following contract award (including information on how you will obtain this insurance – e.g. a quote)]* | | |
| **Tackling Modern Slavery in Supply Chains (PPN 009)** | | | | | | | |
|  | | Modern Slavery Statement (or equivalent statement/document)  Supplier is ‘a relevant commercial organisation’\* and is compliant with the requirements contained within section 54 of the Modern Slavery Act 2015 and associated guidance and their statement includes information relating to:   * the organisation’s structure, its business, and its supply chains * its policies in relation to slavery and human trafficking * its due diligence processes in relation to slavery and human trafficking in its business and supply chains * the parts of its business and supply chains where there is a risk of slavery and human trafficking taking place, and the steps it has taken to assess and manage that risk * its effectiveness in ensuring that slavery and human trafficking is not taking place in its business or supply chains, measured against such performance indicators as it considers appropriate * the training and capacity building about slavery and human trafficking available to its staff   Or  Supplier is not ‘a relevant commercial organisation’ but has a turnover of more than £36 million and has provided a link to an equivalent statement or document which demonstrates information relating to a to f above.  \*‘Relevant commercial organisations’ are defined as commercial organisations that carry on a business or part of business in the UK, supply goods or services and have an annual turnover of £36 million or more. | | |  | | |
| **Declaration Statement** | | | | | | | |
|  | | | I confirm that:   * to the best of my knowledge the answers submitted, and information contained in this document are complete, accurate and not misleading * upon request and without delay I will provide any additional information requested of us * I understand that the response to this questionnaire will be used to assess whether our organisation is entitled to participate in, or continue to participate in, this procurement   I understand that our organisation may be excluded from the procurement if requested information has not been provided, if any of this response or any follow up responses are incomplete, inaccurate or misleading, if confidential information has been accessed or if we have unduly influenced your decision-making in this procurement | | | | |
| **By signing below it is confirmed that the above declaration statement is accepted and that all information supplied to the Authority and forming part of this PSQ is true and accurate.** | | | | | | | |
| **Signed** | | | |  | | | |
| **Date** | | | |  | | | |
| **Name** | | | |  | | | |
| **Role** | | | |  | | | |
| **Phone Number** | | | |  | | | |
| **Email** | | | |  | | | |
| **Postal Address** | | | |  | | | |

# Schedule 3 - Pricing Schedule

2-Year Contract Price – 30%

Having regard to the school’s requirements and pricing policies (as set out in the invitation to tender), please provide a detailed breakdown of your proposed costs over the first two years of the contract on the attached document [Schedule 3 - Pricing Schedule](https://tauheedulschools.sharepoint.com/:x:/r/sites/StarCentralFiles/Documents/Finance/Procurement/Procurement%20Projects/2025%20SHLA%20%26%20SKS%20Cleaning/003%20-%20Tender%20Docs/Schedule%203%20-%20Pricing%20Schedule.xlsx?d=wf0026c93cc92461e97b2861bfd6e0356&csf=1&web=1)

The total price for the full two years will be the figure used for the purposes of evaluation.

Please note the following points as you prepare this document:

* The pricing schedule includes two pricing tabs; LOT 1 – SHLA Pricing and LOT 2 – SKS Pricing, please complete the relevant Lot tab, or both Lot tabs if applicable. These will be assessed by Lot.
* All prices must exclude VAT.
* Staff costs should be inclusive of, and honour, the TUPE requirements, noting that staff MUST be paid RLW, and the school will honour any legislative costs to this effect.
* Management/admin fees and profit requirements.
* Estimated cost increase per year – Please allow for increases of the RLW within the assumptions
* Consumables/equipment costs
* Prices should be reflective of proposed service changes which still meets the specification criteria (notwithstanding the TUPE requirements) e.g. should account for reduction in staff numbers should be able to achieve the standards with a smaller team.

The Pricing Schedule MUST NOT be altered in any way other than stated on the document (only cells highlighted in light green should be edited).

Please include any explanatory notes in relation to the contract price in the tab marked as ‘Notes’.

# Schedule 4 - Quality Schedule

Method Statement Questions - 70%

On a separate Word/PDF document please answer and attach responses to the questions below.

The response to **each** question should be no more than 3 A4 sides of minimum size 11 font (Aptos style).

The method statement questions and quality criteria are applicable to all Lots, you are not required to submit a different response for each Lot.

Questions will be evaluated as detailed in the above section - [Method Statement Question Criteria and Scoring](#_The_Evaluation_Process).

|  |  |
| --- | --- |
| **METHOD STATEMENT QUESTIONS** | |
| 1. 1 | Standards and guidance – 20%  Please detail how you propose to meet (or exceed) the expectations of the Institution for the cleaning services including:   * How will current cleanliness and processes be assessed. * What equipment will be used to maintain standards. * Productivity levels and demonstration on how these were calculated. * What standards of cleaning are worked to and what accreditations are held. * How these standards and processes will be trained and embedded within the workforce. * How contract specific training is delivered to staff including detail on timescales, levels and qualifications. * Procedure for dealing with any non-conformities to health and safety regulations or security requirements to ensure they are resolved promptly. |
| 1. 2 | Staffing, recruitment, vetting and cover – 15%  Please detail how you will ensure the right individuals are hired and managed to ensure a full cleaning team and service at all times including:   * The recruitment processes including local focus. * The safeguarding and vetting arrangements for staff. * Confirmation of Enhanced DBS required to work at the site. * Full vetting and security processes including right to work. * How cover will be managed to ensure a full complement of cleaning staff at all times. * Absence Procedures |
| 1. 3 | Management and supervision – 20%  Please detail your management and supervision arrangements with your organisation including:   * Management and account team both on and off-site including responsibilities. * Escalation processes including named personnel. * How and when quality audits will be undertaken and used to assess and improve standards. * Audit template to be provided, including weighting scores and site specificity. * Auditing process fully detailed – where area/type and personnel are identifiable. * Personnel involved in the auditing process. * Frequency of quality audits including daily, weekly, monthly, quarterly, and annual checks. * Audit Software package used to deliver audit information. |
| 1. 4 | Service mobilisation & TUPE – 10%  Assuming that we are able to award the contract on 22 May 2025 please detail your mobilisation plan take over the service on 01 September 2025 including:   * Contract-specific mobilisation plan including dates, activities and owners. * Named mobilisation team and management. * Experienced in TUPE transfers. * Experienced in employee transfer with pension entitlements. * Contract specific equipment and chemical inventory detail * What risks are identified and how will these be mitigated – with minimal disruption and concern to staff |
| 1. 5 | Relevant experience and contract examples – 5%  Please provide details of the company’s experience across similar site clients including three contract references (to be filled out in the table below) with particular attention to:   * An outline of overall company history, relevant (education sector) experience, and competencies * Evidence and detailed examples of other contracts which showcase the company’s success, lessons learned, and any social, environmental and cost saving achievements. * Contract references should be provided in the table below. These should be recent, during the past three years, and include all the required information to allow the Authority to request written evidence to confirm the accuracy of the information provided. |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Contract 1** | **Contract 2** | **Contract 3** |
| Name of customer  organisation who  signed the contract |  |  |  |
| Name of contact in  the customer’s  organisation |  |  |  |
| Position of contact in the  customer’s  organisation |  |  |  |
| Email address of contact in the customer’s organisation |  |  |  |
| Description of services delivered within  contract |  |  |  |
| Contract start date |  |  |  |
| Contract end date |  |  |  |
| Estimated contract  value |  |  |  |

# Schedule 5 - TUPE

Please see the detailed **TUPE information** for each Lot in the attached Excel Spreadsheet named

* ‘[LOT 1 - SHLA TUPE Info 2025](https://tauheedulschools.sharepoint.com/sites/StarCentralFiles/Documents/Finance/Procurement/Procurement%20Projects/2025%20SHLA%20&%20SKS%20Cleaning/003%20-%20Tender%20Docs/Lot%201%20-%20SHLA/LOT%201%20-%20SHLA%20TUPE%20Info%202025.xlsx)’. The password for the sheet is **SITESHLA2025.**
* ‘[LOT 2 - SKS TUPE Info 2025](https://tauheedulschools.sharepoint.com/sites/StarCentralFiles/Documents/Finance/Procurement/Procurement%20Projects/2025%20SHLA%20&%20SKS%20Cleaning/003%20-%20Tender%20Docs/Lot%202%20-%20SKS/LOT%202%20-SKS%20TUPE%20Info%20-%20Confidential-V2.xlsx)’. The password for the sheet is **SITESKS2025.**

The provider will also need to verify their pension arrangements, commitment to **real living wage** and confirmation of their current or willing to get admitted body status. This is outlined in [**Schedule 9 - Pension Further Information**](#_Schedule_9_-).

# Schedule 6 - Form of Tender

Dear Sir or Madam

Form of Tender

I/We, the undersigned, tender and offer to provide the Contract as listed below, which is more particularly referred to in the [invitation to submit final tenders] supplied to me/us for the purpose of tendering for the provision of the Contract and on the terms of the draft Contract.

Included within this document are the following:

Checklist for Tenderers

List all documents to be submitted.

|  |  |
| --- | --- |
| **Document Check List** | **Please tick to confirm:** |
| [Schedule 2 - Procurement Specific Questionnaire (PSQ)](#_Schedule_2_-) - must be signed - electronic, digital & scanned signature are acceptable, printed text alone will not be accepted |  |
| [Schedule 3 - Pricing Schedule Response (Excel Document)](#_Schedule_3_-) – Excel Document |  |
| [Schedule 4 - Quality Schedule](#_Schedule_4_-) - Word/PDF Document |  |
| [Schedule 6 - Form of Tender](#_Schedule_6_-) - must be signed - electronic, digital & scanned signature are acceptable, printed text alone will not be accepted |  |
| [Schedule 7 - Conflict of Interest Declaration](#_Schedule_7_-_1) - must be signed - electronic, digital & scanned signature are acceptable, printed text alone will not be accepted |  |
| [Schedule 8 - Certificate of Non-Collusion and Non-Canvassing](#_Schedule_8_-)- must be signed - electronic, digital & scanned signature are acceptable, printed text alone will not be accepted |  |
| [Schedule 9 - Pension Further Information](#_Schedule_9_-) |  |

**Note:**

* If Suppliers do not provide all of the items in the checklist, this may result in the response being treated as non-compliant and therefore rejected.
* Any supporting documents must be clearly cross-referenced to the question number to which they relate to. Documents that do not have a valid reference may not be evaluated.

I/We confirm that I/we can supply the contract as specified in our response to the invitation to submit final tenders and in accordance with the financial model response submitted.

I/We confirm that we accept the terms of the draft Contract as issued with the Invitation to submit final tenders.

I/We understand that the Authority reserves the right to accept or refuse this final tender in accordance with the Procurement Act 2023 and/or the invitation to submit final tenders.

I/We confirm that all information supplied to the Authority and forming part of this [final tender] and any previous submissions is true and accurate.

I/We confirm that the Supplier, together with all Associated Suppliers:

• are registered on the Central Digital Platform

• have ensured their information contained on the Central Digital Platform is true and accurate

I/We confirm and undertake that if any of such information becomes untrue or misleading that I/we shall notify the Authority immediately and update such information should this be required.

I/We confirm that this final tender will remain valid for 90 days after the date of this form of tender and the final submission of this tender or until any procurement challenge/s have been resolved.

I/We confirm that I/we are authorised to commit the Supplier to the contractual obligations contained in the invitation to submit final tenders and the draft Contract.

I/We understand that non-compliance with the requirements of the invitation to submit final tenders or with any other instructions given by the Authority may lead to me/us being excluded by the Authority from (further) participation in the Procurement.

I/We agree that the Authority may disclose the Supplier’s information/documentation (submitted to the Authority during this Procurement) more widely within government for the purpose of ensuring effective cross-government procurement processes, including value for money and related purposes.

|  |  |
| --- | --- |
| **Signature** |  |
| **Name (print)** |  |
| **Position** |  |
| **Supplier name** |  |
| **Date** |  |

# Schedule 7 - Conflict of Interest Declaration

Please complete Section A or B as appropriate  
Section A

I/We warrant that:

1. There **would be no** conflict or perceived conflict of interest arising from any existing relationship that I/We might have, and the members of staff involved in the conduct of the procurement procedure\*. If in doubt, please declare. I/We acknowledge that a failure by us to declare a potential conflict of interest, which I/We should have reasonably known about, may result in our disqualification from the tender process or a termination of any contract awarded as a result of this tender process.

|  |  |
| --- | --- |
| **Name (print)** |  |
| **Position** |  |
| **Supplier name and address** |  |
| **Date** |  |

Section B

I / We warrant that:

1. There **could be** a possible conflict or perceived conflict arising from any existing relationship that I/We might have, and the members of staff involved in the conduct of the procurement procedure\*   
   Please explain what the possible conflict or perceived conflict of interest may be and who it relates to and how it could have an adverse effect on this contract.

|  |
| --- |
| [*add detail here*] |

|  |  |
| --- | --- |
| **Name (print)** |  |
| **Position** |  |
| **Supplier name and address** |  |
| **Date** |  |

*\*this relates to staff members of the Authority, or of a procurement service provider acting on behalf of the Institution, who are involved in the conduct of the procurement procedure or may influence the outcome of that procedure.*

# Schedule 8 - Certificate of Non-Collusion and Non-Canvassing

Statement of non-canvassing

I/we hereby certify that I/we have not canvassed any minister, official, representative or adviser of the Authority in connection with this Procurement and the proposed award of the contract by the Authority, and that no person employed by me/us or acting on my/our behalf, or advising me/us, has done any such act.

I/we agree that the Authority may, in consideration of our tender, and in any subsequent actions, rely on the statements made in this certificate.

I/we further hereby undertake that I/we will not canvass any minister, official, representative or adviser of the Authority in connection with the Procurement and/or award of the contract and that no person employed by me/us or acting on my/our behalf, or advising me/us, will do any such act.

Statement of non-collusion

The Authority must receive bona fide competitive tenders from all Suppliers.

In recognition of this requirement, I/we certify that this is a bona fide offer, intended to be competitive and that I/we have not fixed or adjusted the amount of the offer or the price in accordance with any agreement or arrangement with any other person (except any Associated Supplier identified in this offer).

I/we also certify that I/we have not done, and undertake that I/we will not do, at any time during the Procurement or, in the event of my/our final tender being successful, during the term of the contract, any of the following acts:

1. communicate to any person, other than the Authority, the amount or approximate amount of my/our proposed offer except where the disclosure in confidence was essential to obtain insurance premium quotations required for its preparation

2. enter into any agreement or agreements with any other person that they shall refrain from participating in the tendering process carried out by the Authority or as to the amount of any offer submitted by them during the course of this process

3. cause or induce any person to enter into such an agreement as is mentioned in paragraph 2 above or to inform us of the amount or the approximate amount of any other tender for the contract

4. commit any offence under the Bribery Act 2010

5. offer or agree to pay or give or actually pay or give any sum of money, inducement or valuable consideration, directly or indirectly, to any person for doing or having done or having caused to be done in relation to any other tender or proposed tender for the performance of the contract

In this certificate, the word ’person’ includes any person, body or association, corporate or incorporate and ‘agreement’ includes any arrangement whether formal or informal and whether legally binding or not.

I/we agree that the Authority may, in its consideration of the tender and in any subsequent actions, rely on the statements made in this Certificate.

|  |  |
| --- | --- |
| **Signature** |  |
| **Name (print)** |  |
| **Position** |  |
| **Supplier name and address** |  |
| **Date** |  |

# Schedule 9 - Pension Further Information

As part of this tender the winning supplier must TUPE over all staff.

Currently the Trust pays the real living wage, and it is essential that all staff are paid the real living wage throughout the term of this contract.

Staff are currently under Local Government Pension Schemes (specifically the West Midlands Pension Fund). It is essential that the chosen supplier has (or will obtain) approved body status to enable continuation of the relevant pension contributions.

The Trust will not provide indemnity or a bond as part of this process and all responsibility to undertake necessary actions to ensure admitted body status will sit with the Supplier.

|  |  |  |
| --- | --- | --- |
|  | 1. **Declaration Statement** | **Supplier Response** |
| 1 | 1. **Please confirm that understand the above and will pay the real living wage for all employees under this contract for its full term** |  |
| 2 | **Please confirm if you already hold admitted body status with West Midlands Pension Fund** |  |
| 3 | **Please confirm if you already hold admitted body status with another local government pension fund** |  |
| 4 | **If you do not currently have admitted body status, please confirm you will take responsibility for putting in place the necessary requirements to ensure successful obtainment of this position e.g. a bond as required** |  |

|  |  |
| --- | --- |
| **Name (print)** |  |
| **Position** |  |
| **Supplier name and address** |  |
| **Date** |  |

Please note that the Trust may require proof of admitted body status before contract signature if deemed appropriate / necessary.

# Glossary

| **Defined term** | **Definition** |
| --- | --- |
| Act | means the Procurement Act 2023. |
| Associated Suppliers | means a Supplier who is associated with another Supplier if either (a) the Suppliers are submitting a tender together, or (b) the Authority is satisfied that the Suppliers will enter legally binding arrangements to the effect that the Supplier will sub-contract the performance of all or part of the Contract to the other, or the other Supplier will guarantee the performance of all or part of the Contract by the Supplier (as set out in section 22(9) of the Act). |
| Authority | means Star Academies trading as Small Heath Leadership Academy (SHLA) and Star King Solomon Academy (SKS) |
| Central Digital Platform | means the online system defined by regulation 5(2) of the Procurement Regulations 2024 (SI 2024 No. 692). |
| Open Procedure | means the Open Procedure as defined by the Act. |
| Contract | means the contract to be entered into by the Authority with the successful Supplier. |
| Key Performance Indicators or KPIs | means the key performance indicators (KPIs) set out in [Schedule 1 - Specification](#_Schedule_1_-). |
| In-Tend Portal | means the [In-Tend](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Flink.edgepilot.com%2Fs%2F3eea4dcc%2FXZzMtvmc_0e2zFZqYszibw%3Fu%3Dhttps%3A%2F%2Fwww.in-tendhost.co.uk%2Feducationportal%2Faspx%2FHome&data=05%7C01%7Cprocurement%40staracademies.org%7C330e4e5cf3de4fd8beab08dae3599a4f%7Cad91cba8ab0a41f6ab6243cf47f82197%7C0%7C0%7C638072271223089456%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=TQCJAXPJPuYRIIzs1lUsYLQifySnGz7pSyOcS6oF8AI%3D&reserved=0) Portal used by the Authority for the purposes of this Procurement and which can be accessed here: [In-Tend](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Flink.edgepilot.com%2Fs%2F3eea4dcc%2FXZzMtvmc_0e2zFZqYszibw%3Fu%3Dhttps%3A%2F%2Fwww.in-tendhost.co.uk%2Feducationportal%2Faspx%2FHome&data=05%7C01%7Cprocurement%40staracademies.org%7C330e4e5cf3de4fd8beab08dae3599a4f%7Cad91cba8ab0a41f6ab6243cf47f82197%7C0%7C0%7C638072271223089456%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=TQCJAXPJPuYRIIzs1lUsYLQifySnGz7pSyOcS6oF8AI%3D&reserved=0) |
| Procurement | This Open Procedure procurement process. |
| Procurement Timetable | The timetable for this Procurement as set out in this document. |
| Service Levels | means the service levels set out in [Schedule 1 - Specification](#_Schedule_1_-) |
| Supplier or Suppliers | means a supplier or suppliers (as the case may be) participating in the Procurement |
| Tender Notice | means the tender notice with reference STAR/2025/CLEAN published on 01 May 2025 on the Central Digital Platform |