



## **Tender Specification for Cleaning Services 2025**

April 2025

Stewart Keiller, Operations Director

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### **1. Summary of Tender**

To provide Knowledge Schools Trust's schools as listed below with cleaning services for pupils.

There are 5 lots that can be bid for, the contract may be awarded to different companies in each lot.

Lot 1 – West London Free School Secondary

Lot 2 – West London Free School Primary, Earls Court Free School Primary and Kensington Primary Academy

Lot 3 – Edlesborough Primary Academy and Doverly Academy

Lot 4 – Bedford Road Primary Academy

Lot 5 – Wixams Academy

**Contract Length:** The initial term to last 3 years then renewable annually for an additional 2 years.

**Commencement date of contract 1<sup>st</sup> September 2025**

**Tenders go live by 28<sup>th</sup> April 2025**

**Expressions of interest by 12<sup>th</sup> May 2025**

**Tenders submitted by 9am 2<sup>nd</sup> June 2025**

**Tender decision by 20<sup>th</sup> June 2025**

Site visits can be arranged.

### **2. Background to Tender**

Lot 1&2 are in contract with a cleaning company that is coming to the end of a 5 year contract.

Lot 3 has not been tendered before. Doverly Academy employ a cleaner and EPA has a cleaning company 3 days a week.

Lot 4 has employed and agency staff.

Lot 5 is with a cleaning company coming to the end of their contract.

We offer all lots which can be awarded to different cleaning companies or to one national provider of cleaning services.

### 3. Introduction to Knowledge Schools Trust

KST was founded in 2011 when a group of parents wanted to ensure that there were high quality schools in West London offering a classical liberal education regardless of background or ability. They were able to take advantage of the newly launched free school initiative where the government supported interested groups in forming viable state funded education. West London Free School was born and was the first free school to be funded in the UK.

The Academy Trust was formed initially as West London Academy Trust but in 2017 changed its name to Knowledge Schools Trust to reflect the emphasis on the knowledge-based curriculum of the schools. In 2024 the Trust merged with a smaller trust giving us 9 schools in total.

The Trust currently has 9 schools in London and home counties, although we are only tendering the cleaning for 8.

West London Free School (secondary school) (WLFS)  
Based at Palingswick House in Hammersmith, London  
Pupils 650  
Staff 98  
Current cleaning is provided by Birkin.

West London Free School Sixth form (WLFSS)  
Based at Franklin House in Hammersmith, London  
Pupils 220  
Staff numbers included in the WLFS staff numbers  
Current cleaning is provided by Birkin.

West London Free School Primary (WLFSP)\*  
Based at Cambridge Grove in Hammersmith  
Pupils 420  
Staff 50  
Current cleaning is provided by Birkin.

Earls Court Free School (ECFS)\*  
Based at Cambridge Grove in Hammersmith  
Pupils 210  
Staff 21  
Current cleaning is provided by Birkin.

Kensington Primary Academy (KPA)  
Based at Warwick Road in Kensington  
Pupils 225  
Staff 27  
Current cleaning is provided by Birkin.

Edlesborough Primary Academy (EPA)  
Based in the village of Edlesborough Bucks  
Pupils 194  
Staff 31  
Current cleaning is provided by Prestige

Doverly Academy (DA)  
Based in Leighton Buzzard, Beds  
Pupils 158  
Staff 29  
Current cleaning is delivered by employed staff

Bedford Road Primary Academy (BRPA)  
Based in Bedford  
Pupils 391  
Staff 58  
Current cleaning is delivered by employed and agency staff

Wixams Academy  
Based in Bedford  
Pupils  
Staff  
Current cleaning is delivered by Clear Cleaning Commercial Ltd

\*please note that our Cambridge Grove site is a shared site to two of our primary schools, they operate as schools in their own right but have a common head teacher and share resources on site.

## Structure of the Trust

The executive team for the trust is as follows:

Ian Hunter, CEO  
Anne Wickham, CFO  
Stewart Keiller, Director of Operations

Each school has a Local Governing Board (LGB). Each LGB reports to the main Trust Board of Directors.

The Cleaning contract is managed by the Director of Operations, who is responsible for the cleaning procurement for the group. Day to day management of the cleaning contract is managed between the Regional Operations team and the school Headteacher.

## **4. Required Cleaning Offering**

### **For all lots**

To maintain the highest quality of cleaning across all our London schools. We require:

Daily morning clean of each site

- Cleaning of all classrooms (desks, surfaces, glass, bins, carpets, hard floors, rugs, and any other touch points)
- Cleaning of all office spaces (desks, surfaces, glass, bins, carpets, hard floors, rugs, and any other touch points)
- Cleaning of all toilets and showers
- Cleaning of all communal areas
- Cleaning of all dining halls and sports halls with the correct machinery for hard floors
- Responsible for opening or locking the building depending on the shift pattern.

2 full deep cleans each year. The deep clean is a more intensive and detailed cleaning process.

- Toilets
- Showers
- Internal windows
- Carpets (deep clean)
- Rugs (Shampooed)
- All contact points
- All furniture
- All hard floors machine scrubbed and deep cleaned

There are 186 school days in the year and 5 inset days. We require an additional clean during each holiday so an additional 6 days.

### **Lot 1 – West London Free School**

- Currently morning clean
- Palingswick House 23 hours cleaning per day, 7 staff
- Franklin House, 10 hours of cleaning per day, 2 staff

### **Lot 2 – London Primaries (West London Free School Primary, Earls Court Free School, Kensington Primary Academy)**

- Currently evening clean at WLFSP/ECFSP/KPA
- WLFSP/ECFSP 15.5 hours cleaning per day, 5 staff
- KPA 12 hours cleaning per day, 3 staff

### **Lot 3 – Edlesborough Primary Academy & Doverly Academy**

- Currently evening clean

- EPA 4 hours cleaning per day, 3 staff (they complete the 20 hours a week in 3 days)
- DA 4.5 hours cleaning per day, 1 staff

#### **Lot 4 – Bedford Road Primary Academy**

- Currently evening clean
- 10 hours cleaning per day, 5 staff

#### **Lot 5 – Wixams Academy**

- Currently clean is 4-6.30pm
- 37.5 hours cleaning per day, 15 staff

## **5. Contract Conditions**

The managed service provider needs to include the following services in their tender:

- Providers must have current school's experience.
- Tenders can be made for any or all the lots as above, it should be specified on the tender documentation which of the lots you are bidding for.
- Tenders need to be clear as to any costs of contracted days that are then cancelled e.g. snow closure days.
- We require open book accounting, clarity over employment costs, supplies costs, management costs and profit.
- All existing staff have the right to TUPE. All costs of restructuring must be covered by the successful cleaning provider.
- London staff are currently paid on London Living Wage, all other staff are National Minimum Wage or above.
- KPI's will be set and monitored.
- The contractor will meet with operations staff to review the contract on a termly basis.
- Changes can be made to the contract once it is operational although we need to understand what additional costs we might incur once we are in contract e.g. increase in Living Wage, increase in NI or pension contributions.
- The contract should specify the mechanism for any annual increase in costs, this should not be more than RPI.
- The contract should specify the measures for how any grievance or poor performance is handled.
- The tender needs to specify any capital allowance included in the contract for equipment.
- All tender companies will need to take on the contract from 1<sup>st</sup> September 2025 for an initial 36-month contract. There will be the option to renew the contract annually for a further 24 months.

## **6. Tender Documentation**

The tender needs to complete the tender application form for each lot bid. This will include:

- Open book details of costs including the cost of staff, cleaning materials, management charges and any other charges.
- Details of reference sites.
- Contractual requirements.
- Details of capital allowances.
- Sample invoice and details of invoicing procedure.
- Copy of the suppliers standard contract.

Supporting documentation can be submitted as part of the bid.

## 7. Tender Timeline

**Tender go live by 28<sup>th</sup> April 2025**

**Expressions of interest by 12<sup>th</sup> May 2025**

**Tenders submitted by 9am 2<sup>nd</sup> June 2025**

Tenders will be given access to view the sites by appointment.

Companies shortlisted will be invited to present their proposals and must provide live school references. They will need to provide access to KST staff to sample live site delivery.

**A decision will be made as to the successful bidders by 20<sup>th</sup> June 2025.**

## 8. Evaluation Criteria

The key evaluation criteria will be:

Criteria	Weighting
Quality of Service (evidence of providing high quality of cleaning service)	20%
Proposed management of contract (management structure, contract administration and invoicing arrangements)	20%
Pricing proposals	60%

## 9. Communication

All communication with KST will be through the Director of Operations, Stewart Keiller. Suppliers should not communicate with the individual schools.

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