



Selection Questionnaire Analysis
Tender for Cleaning Services
Bishop Vesey's Grammar School

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The Litmus Partnership Ltd.
March 2020

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Foreword

The following report evaluates the selection questionnaire submissions of the following suppliers:

- Accuro FM Ltd
- Cleantec services limited
- CSG FM Ltd
- Fidelis Group
- Genie Cleaning Services
- Regent Office Care Ltd T/A Samsic UK
- Ridge Crest Cleaning Services
- ServiceMaster Mercia
- Shires Services
- Tenon FM Limited
- Wolverhampton City Council

Details from these have been extrapolated to form this report and the analysis compiled according to our selection questionnaire analysis programme, within the following sections:

- [Evaluation of SQ submissions](#)
Evaluation criteria, overview and matrix
- [Financial SQ analysis](#)
A brief analysis of the presented financial status of the potential suppliers
- [Technical and professional ability](#)
Suppliers' details and individual SQ submissions for 'Technical and Professional Ability' and the 'Additional Questions'

Evaluation of SQ Submissions

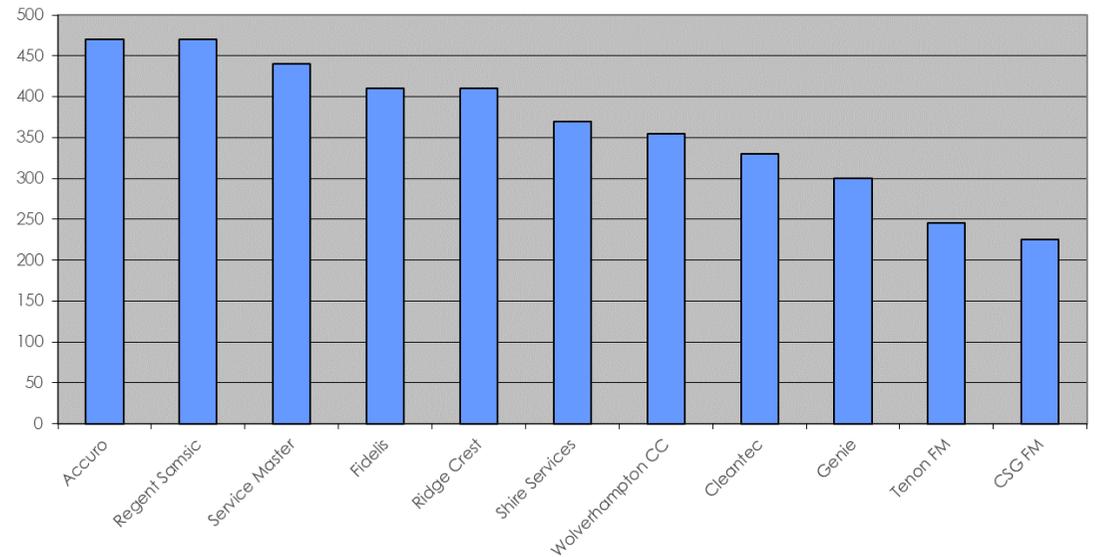
Evaluation Criteria

Section	Criteria	Guidance
1 Supplier Information	N/A	Mandatory
2 & 3 Exclusion Grounds	<p>If "Yes" has been marked, this will be considered as a FAIL</p> <p>If "No" has been marked, this will be considered as a PASS</p>	Mandatory
4 Economic and Financial Standing:		
4.1 Financial information / self-certification provided	Liquidity Ratio ≥ 0.75 = Pass < 0.75 = Fail	Current assets : current liabilities
4.2 Minimum turnover requirement	Pass / Fail	Turnover \geq £1 million ~ Pass Turnover $<$ £1 million ~ Fail
5 Group / Parent Company	Pass / Fail	Part of a wider group = yes and guarantee can be provided ~ Pass Part of a wider group = yes and guarantee cannot be provided ~ Fail Part of a wider group = no and bank guarantee can be provided ~ Pass Part of a wider group = no and bank guarantee cannot be provided ~ Fail
6 Technical and Professional Ability	15% weighting	5 marks available

Section	Criteria	Guidance
7 Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015	Pass / Fail	Only relevant if answered Yes to question 7.1
8 Additional Questions	8.1 Insurance ~ Pass / Fail	Minimum requirement as detailed within the SQ
	8.2 15% weighting	5 marks for a concise response
	8.3 40% weighting	5 marks available
	8.4 15% weighting	5 marks for a concise response
	8.5 15% weighting	1-9 contracts ~ 5 marks 10-14 contracts ~ 3 marks 15-20 contracts ~ 2 marks 21-30 contracts ~ 1 marks

Evaluation Overview

Contractor	Technical & Professional Ability	Additional Questions	Total
Accuro	75	395	470
Regent Samsic	75	395	470
Service Master	75	365	440
Fidelis	75	335	410
Ridge Crest	75	335	410
Shire Services	75	295	370
Wolverhampton CC	75	280	355
Cleantec	75	255	330
Genie	75	225	300
Tenon FM	75	170	245
CSG FM	0	225	225



Evaluation Criteria Matrix

	Criteria		Accuro	Cleantec	CSG FM	Fidelis	Genie	Regent Samsic
Grounds for Exclusion	Pass / Fail		Pass	Pass	Pass	Pass	Pass	Pass
Economic and Financial Standing								
Financial Criteria	Pass / Fail		Pass	Pass	*	Pass	Pass	Pass
Minimum Turnover Requirement	Pass / Fail		Pass	Pass	*	Pass	Pass	Pass
Group / Holding / Parent Company	Pass / Fail		Pass	Pass	*	Pass	Pass	Pass
	Weighting	Max Score						
Technical and Professional Ability	15%	75 marks	75	75	0	75	75	75
Additional Questions								
Insurance	Pass / Fail		Pass	Pass	Pass	Pass	Pass	Pass
Safeguarding/DBS	15%	75 marks	60	60	30	60	30	60
Four Educational reference sites	40%	200 marks	200	120	120	200	120	200
Management Reporting System	15%	75 marks	60	45	45	60	45	60
How many contracts your typically area manager runs.	15%	75 marks	75	30	30	15	30	75
	100%	500 marks	470	330	225	410	300	470

	Criteria	Ridge Crest	Service Master	Shire Services	Tenon FM	Wolverhampton CC
Grounds for Exclusion	Pass / Fail	Pass	Pass	Pass	Pass	Pass
Economic and Financial Standing						
Financial Criteria	Pass / Fail	Pass	Pass	Pass	Pass	Pass
Minimum Turnover Requirement	Pass / Fail	Pass	Pass	Pass	Pass	Pass
Group / Holding / Parent Company	Pass / Fail	Pass	Pass	Pass	Pass	Pass
	Weighting	Max Score				
Technical and Professional Ability	15%	75 marks	75	75	75	75
Additional Questions						
Insurance	Pass / Fail		Pass	Pass	Pass	Pass
Safeguarding/DBS	15%	75 marks	30	45	75	15
Four Educational reference sites	40%	200 marks	200	200	160	80
Management Reporting System	15%	75 marks	30	45	45	30
How many contracts your typically area manager runs.	15%	75 marks	75	75	15	45
	100%	500 marks	410	440	370	245
				370	245	355

*CSG FM have not submitted any financial information.

Financial SQ Analysis 

Please find below the financial analysis conducted in order to derive the Pass / Fail for the following suppliers:

- Accuro FM Ltd
- Cleantec services limited
- CSG FM Ltd
- Fidelis Group
- Genie Cleaning Services
- Regent Office Care Ltd T/A Samsic UK
- Ridge Crest Cleaning Services
- ServiceMaster Mercia
- Shires Services
- Tenon FM Limited
- Wolverhampton City Council

Accuro FM

Year	Turnover previous year	GP previous year	GP %	NOP	Retained Profit/ Loss	Brought forward P&L
2019	£9,193,230	£1,914,836	21%	£235,892	£129,661	£1,599,648
2018	Turnover previous year ~ 1 £7,317,897	GP previous year ~ 1 £1,856,004	GP % 25%	NOP £377,715	Profit/ Loss £305,563	
2017	Turnover previous year ~ 2 £5,851,239	GP previous year ~ 2 £1,503,216	GP % 26%	NOP £222,616	Retained Profit/ Loss £197,272	

Current Year

Liquidity	Current Assets ~ stocks	Current Assets ~ debtors	Current Assets ~ cash	Total current assets	Current Liabilities	Current Assets - liabilities	Liquidity Ratio
(Current Assets)	£0	£2,807,397	£0	£2,807,397	£1,339,711	£1,467,686	2.10

(Fixed Assets)	Fixed Assets intangible	Fixed Assets tangible	Provisions	Total Assets	Total Liabilities	Total Assets - liabilities
	£0	£186,073	£31,000	£2,993,470	£1,370,711	£1,622,759

Balanced by	Share Capital	Share Premium	P&L	Total
	£12,513	£10,598	£1,599,648	£1,622,759

Cleantec Services

Year

Year	Turnover previous year	£	GP previous year	£	GP %		NOP	£	Retained Profit/ Loss	£	Brought forward P&L	£
2019	Turnover previous year	£10,516,619	GP previous year	£1,559,320	GP %	15%	NOP	£221,345	Retained Profit/ Loss	£218,787	Brought forward P&L	£264,933
2018	Turnover previous year ~ 1	£8,839,357	GP previous year ~ 1	£1,453,673	GP %	16%	NOP	£246,556	Retained Profit/ Loss	£193,938		
2017	Turnover previous year ~ 2	£4,815,021	GP previous year ~ 2	£1,031,458	GP %	21%	NOP	£204,187	Retained Profit/ Loss	£154,351		

Current Year

Liquidity	Current Assets ~ stocks	£72,663	Current Assets ~ debtors	£1,886,362	Current Assets ~ cash	£15,140	(Current Assets) Total current assets	£1,974,165	Current Liabilities	£1,722,264	Current Assets - liabilities	£251,901	Liquidity Ratio	1.15

(Fixed Assets)	Fixed Assets tangible	£67,731	Long Term Liabilities	£43,647	Fixed Assets intangible	Provision for Liabilities	£10,852	(Fixed Assets) Total Assets	£2,041,896	Total Liabilities	£1,776,763	Total Assets - liabilities	£265,133

Balanced by	Equity	£200
	Reserves	£0
	P&L	£264,933
		£265,133

Please note, these accounts are unaudited.

Fidelis Contract Services Limited

Year	Turnover previous year	GP previous year	GP %	NOP	Retained Profit/ Loss	Brought forward P&L
2019	£2,445,453	£641,131	26%	£159,233	£128,784	£93,633
2018	£2,098,463	£520,118	25%	£118,868	£97,097	
2017	£1,646,986	£371,249	23%	£73,829	£59,632	

Current Year

Liquidity

	Current Assets ~ stocks					
	Current Assets ~ debtors	£502,602				
	Current Assets ~ cash	£33,531				
(Current Assets)	Total current assets	£536,133	Current Liabilities	£451,642	Current Assets - liabilities	£84,491
						Liquidity Ratio 1.19

(Fixed Assets)

Fixed Assets tangible	£9,242	Long Term Liabilities	
Fixed Assets intangible			

Solvency

Total Assets	£545,375	Total Liabilities	£451,642	Total Assets - liabilities	£93,733
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Balanced by	Share Capital	£85
	Reserves	£15
	P&L	£93,633
		£93,733

Notes: Unaudited accounts

Genie Cleaning Services

Year

2019	Turnover previous year	£1,033,315	GP previous year	£226,709	GP %	22%	NOP	£128,035	Retained Profit/ Loss	£103,425	Brought forward P&L	£151,939
2018	Turnover previous year ~ 1	£448,109	GP previous year ~ 1	£68,188	GP %	15%	NOP	£9,716	Profit/ Loss	£8,528		
2017	Turnover previous year ~ 2	£361,784	GP previous year ~ 2	£79,009	GP %	22%	NOP	£26,345	Retained Profit/ Loss	£20,916		

Current Year

Liquidity

	Current Assets ~ stocks						
	Current Assets ~ debtors	£165,300					
	Current Assets ~ cash	£198,070					
(Current Assets)	Total current assets	£363,370	Current Liabilities	£216,802	Current Assets - liabilities	£146,568	Liquidity Ratio 1.68

(Fixed Assets)

Fixed Assets tangible	£5,372	Long Term Liabilities	£0
Fixed Assets intangible	£0	Provisions for Liabilities	£0

Solvency

Total Assets	£368,742	Total Liabilities	£216,802	Total Assets - liabilities	£151,940
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Balanced by	Equity	£1
	Reserves	£0
	P&L	£151,939
		<u>£151,940</u>

Notes: We have only received unaudited accounts for Genie

Metro Clean (Doncaster Council)

Year									Retained Profit/ Loss	Brought forward P&L
2018	Turnover previous year	£1,656,161	GP previous year	£361,137	GP %	22%	NOP	£191,337	£152,087	£240,205
2017	Turnover previous year ~ 1	£1,394,603	GP previous year ~ 1	£353,235	GP %	25%	NOP	£212,903	£168,651	
Current Year										
Liquidity										
	Stocks	£9,000								
	Debtors	£335,580								
	Prepayments and accrued income	£1,229								
	Cash at bank	£161,361								
(Current Assets)	Total current assets	£507,170	Current Liabilities	£286,272	Assets - liabilities	£220,898				Liquidity Ratio 1.77
(Fixed Assets)										
	Intangible assets	£38,400								
	Tangible assets	£5,861								
Solvency	Total Assets	£551,431	Total Liabilities	£286,272	Assets - liabilities	£265,159				
				Balanced by	Usable Reserves	£120				
					Unusable Reserves	£240,085				
						£240,205				

Notes:

Regent Samsic

Year									Retained Profit/ Loss	Brought forward P&L
2018	Turnover previous year	£46,898,532	GP previous year	£8,654,925	GP %	18%	NOP	£1,290,974	£839,176	£2,942,018
2017	Turnover previous year ~ 1	£40,125,037	GP previous year ~ 1	£7,673,674	GP %	19%	NOP	£701,834	£349,971	
2016	Turnover previous year ~ 2	£27,617,222	GP previous year ~ 2	£5,756,074	GP %	21%	NOP	£48,419	£-86,430	

Current Year

Liquidity						
	Current Assets ~ stocks	£0				
	Current Assets ~ debtors	£8,972,402				
	Current Assets ~ cash	£634,811				
(Current Assets)	Total current assets	£9,607,213	Current Liabilities	£9,266,134	Current Assets - liabilities	£341,079
						Liquidity Ratio 1.04

(Fixed Assets)	Fixed Assets tangible	£1,148,237	Long Term Liabilities	£3,747,118		
	Fixed Assets intangible	£6,040,077				
	Investments	£3				
Solvency	Total Assets	£16,795,530	Total Liabilities	£13,013,252	Total Assets - liabilities	£3,782,278

Balanced by	Equity	£834
	Reserves	£250
	P&L	£3,781,194
		£3,782,278

Accounts provided are for Regent Office Care Ltd

Ridge Crest Cleaning Services (Pendergate Limited Accounts)

Year	Turnover previous year	GP previous year	GP %	NOP	Retained Profit/ Loss	Brought forward P&L
2019	£9,251,683	£1,848,189	20%	£633,859	£412,523	£1,634,668
2018	£6,870,322	£1,324,010	19%	£617,186	£489,791	
2017	£7,004,076	£1,340,228	19%	£204,656	£169,120	

Current Year

Liquidity	Current Assets ~ stocks	Current Assets ~ debtors	Current Assets ~ cash	Total current assets	Current Liabilities	Current Assets - liabilities	Liquidity Ratio
(Current Assets)	£0	£1,608,276	£764,808	£2,373,084	£1,243,493	£1,129,591	1.91

(Fixed Assets)	Fixed Assets tangible	Fixed Assets Investments	Long Term Liabilities	Provisions	Total Assets - liabilities
	£624,876	£50,401	£70,272	£14,337	£1,720,259
Solvency	Total Assets	£3,048,361	Total Liabilities	£1,328,102	£1,720,259

Balanced by	Share Capital	£120
	Revaluation Reserve	£85,471
	P&L	£1,634,668
		£1,720,259

Notes : Accounts submitted are for Pendergate Limited

Arden Services (UK) Ltd

Year									Retained Profit/ Loss	Brought forward P&L
2018	Turnover previous year	£1,656,161	GP previous year	£361,137	GP %	22%	NOP	£191,337	£152,087	£240,085
2017	Turnover previous year ~ 1	£1,394,603	GP previous year ~ 1	£353,235	GP %	25%	NOP	£212,903	£168,651	

Current Year

Liquidity	Current Assets ~ stocks	£9,000							
	Current Assets ~ debtors	£335,580							
	Current Assets ~ Prepayments and accrued income	£1,229							
	Current Assets ~ cash	£161,361							
(Current Assets)	Total current assets	£507,170	Current Liabilities	£286,272	Current Assets - liabilities	£220,898	Current Ratio	1.77	
							Quick ratio	0.57	
(Fixed Assets)	Fixed Assets tangible	£5,861	Provisions for Liabilities	£1,014					
	Fixed Assets intangible	£38,400	Long Term Liabilities	£23,940				Cash ratio	0.56
					Total Assets - liabilities	£264,145			
Solvency	Total Assets	£551,431	Total Liabilities	£287,286					

Balanced by Share Capital £120
 Retained Earnings £240,085
 £240,205

Notes:

Shire Services

Year

Year	Turnover previous year	GP previous year	GP %	NOP	Retained Profit/ Loss	Brought forward P&L
2018	£346,118,000	Not Provided	GP %	NOP	Retained Profit/ Loss -£49,702,000	
2017	£352,510,000	Not Provided	GP %	NOP	Retained Profit/ Loss £28,745,000	
2016	£368,597,000	Not Provided	GP %	NOP	Retained Profit/ Loss -£27,513,000	

Current Year

Liquidity	Current Assets ~ stocks	£51,431,000				
	Current Assets ~ debtors	£60,286,000				
	Current Assets ~ cash	£47,042,000				
(Current Assets)	Total current assets	£158,759,000	Current Liabilities	£100,264,000	Current Assets - liabilities	£58,495,000
						Liquidity Ratio 1.58
(Fixed Assets)	Fixed Assets ~ Property, Plant & Equipment	£1,104,615,000	Long Term Creditors	£672,000		
	Fixed Assets ~ Heritage Assets	£2,475,000	Long Term Borrowing	£311,568,000		
	Fixed Assets ~ Investment Property	£54,845,000	Other Long Term Liabilities	£114,521,000		
	Fixed Assets ~ Intangible	£34,000	Pensions Liability	£419,636,000		
	Fixed Assets ~ Held For Sale	£599,000	Provisions	£7,969,000		
	Fixed Assets ~ Long Term Investments	£52,605,000				
	Fixed Assets ~ Long Term Debtors	£20,227,000				
Solvency	Total Assets	£1,394,159,000	Total Liabilities	£954,630,000	Total Assets - liabilities	£439,529,000

Balanced by	Usable Reserves	£119,315,000
	Unusable Reserves	£320,214,000
		£439,529,000

Notes: Shire Services are part of Shropshire Council

Tenon FM

Year

2018	Turnover previous year	£38,251,006	GP previous year	£3,771,650	GP %	10%	NOP	-£176,604	Retained Profit/ Loss	-£241,949	Brought forward P&L	£2,105,048
2017	Turnover previous year ~ 1	£42,423,621	GP previous year ~ 1	£5,053,611	GP %	12%	NOP	£1,295,669	Retained Profit/ Loss	£1,008,653		
2016	Turnover previous year ~ 2	£37,177,126	GP previous year ~ 2	£3,946,374	GP %	11%	NOP	£320,497	Retained Profit/ Loss	£97,510		

Current Year

Liquidity	Current Assets ~ stocks	£195,034						
	Current Assets ~ debtors	£8,659,480						
	Current Assets ~ cash	£544,667						
	(Current Assets) Total current assets	£9,399,181	Current Liabilities	£8,088,147	Current Assets - liabilities	£1,311,034	Liquidity Ratio	1.16

(Fixed Assets)	Fixed Assets tangible	£754,114	Long Term Liabilities	£80,330		
	Fixed Assets intangible	£121,230				
Solvency	Total Assets	£10,274,525	Total Liabilities	£8,168,477	Total Assets - liabilities	£2,106,048

Balanced by	Equity	£1,000
	P&L	£2,105,048
		<u>£2,106,048</u>

Wolverhampton Borough Council

Year									Retained Profit/ Loss	Brought forward P&L
2018	Turnover previous year	£516,200,000	GP previous year	-£237,000,000	GP %	-46%	NOP	-£185,100,000	-£77,600,000	-£30,100,000
2017	Turnover previous year	£630,800,000	GP previous year	-£150,500,000	GP %	-24%	NOP	-£127,000,000	-£27,000,000	
2016	Turnover previous year	£616,200,000	GP previous year	-£122,600,000	GP %	-20%	NOP	-£77,800,000	-£26,700,000	

Current Year

Liquidity

	Short-term Investments	£25,300,000					
	Inventories	£500,000					
	Short-term Debtors	£80,800,000					
	Cash and Cash Equivalents	£2,800,000					
(Current Assets)	Total current assets	£109,400,000	Current Liabilities	£104,700,000	Current Assets - liabilities	£4,700,000	Current Ratio 1.04
							Quick ratio 0.00

(Fixed Assets)	Property Plant & Equipment	£1,387,800,000	Long-term Borrowing	£738,400,000			
	Investment Property	£34,300,000	Net Pension Liability	£594,600,000			
	Intangible Assets	£5,300,000	Other Long-term Liability	£101,300,000			
	Heritage Assets	£11,600,000	Grant Receipts in Advance - Capital	£5,400,000			
	Investments	£24,700,000					
	Long Term Debtors	£1,300,000					
	Long-term Loans to External Bodies	£100,000					
Solvency	Total Assets	£1,574,500,000	Total Liabilities	£1,544,400,000	Total Assets - liabilities	£30,100,000	

Balanced by	Useable Res.	-£89,600,000
	Unusable Res.	£59,500,000
		-£30,100,000

Notes:

Technical and Professional Ability and Additional Questions

Accuro FM

Section 1 ~ Supplier Information

Full name of the Supplier submitting the information	Accuro FM Ltd
Registered office address (if applicable)	128 Buckingham Place Road, London, SW1W 9SA,
Registered website address (if applicable)	www.accurofacilities.co.uk
Trading status	a limited company
Date of registration in country of origin	21 June 1995
Company registration number (if applicable)	03070774
Charity registration number (if applicable)	N/A
Head office DUNS number (if applicable)	490027935
Registered VAT number	854 1541 32
If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	N/A
If you responded yes above, please provide the relevant details, including the registration number(s).	N/A

Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	No
If you responded yes above, please provide additional details of what is required and confirmation that you have complied with this.	N/A
Trading name(s) that will be used if successful in this procurement	Accuro FM Ltd
Relevant classifications (state whether you fall within one of these and, if so, which one)	
Are you a Small, Medium or Micro Enterprise (SME)?	Yes
Details of Persons of Significant Control (PSC), where appropriate:	
Name	David Hudson
Date of birth	04/05/1953
Nationality	British
Country, state or part of the UK where the PSC usually lives	United Kingdom
Service address	128 Buckingham Palace Road, London SW1W 9SA

The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used)	12 Jan 2012
Which conditions for being a PSC are met:	
Over 25% up to (and including) 50%	
More than 50% and less than 75%	Yes
75% or more	
If none of the above are applicable please enter N/A here	
Details of immediate parent company:	
Full name of the immediate parent company	Accuro Support Services Group Ltd
Registered office address (if applicable)	128 Buckingham Palace Road, London SW1W 9SA
Registration number (if applicable)	07905107
Head office DUNS number (if applicable)	N/A
Head office VAT number (if applicable)	854 1541 32
Please enter N/A if not applicable here	
Details of ultimate parent company:	
Full name of the ultimate parent company	Accuro Support Services Group Ltd
Registered office address (if applicable)	128 Buckingham Palace Road, London SW1W 9SA

Registration number (if applicable)	07905107
Head office DUNS number (if applicable)	N/A
Head office VAT number (if applicable)	854 1541 32
If none of the above are applicable please enter N/A here	
Please note: A criminal record check for relevant convictions may be undertaken for the preferred Suppliers and the persons of significant in control of them.	
1.2 ~ Bidding Model	
1.2 (a)-(i) Are you bidding as the lead contact for a group of economic operators?	No
If yes, please provide details listed in questions 1.2(a)-(ii), (a)-(iii) and to 1.2(b), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a)(ii) for reference purposes, and complete 1.3, Section 2 and 3.	
1.2(a)-(ii) Name of group of economic operators (if applicable)	N/A
1.2(a)-(iii) Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	N/A
1.2(b)-(i) Are you, if applicable, the group of economic operators proposing to use subcontractors?	No

I declare that to the best of my knowledge the answers submitted and information contained in the document are correct and accurate. I declare that, upon request and without delay I will provide the certificates of documentary evidence referred to in the document. I understand that the information will be used in the selection process to assess my organisations suitability to be invited to participate further in this procurement. I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section. I am aware of the consequences of serious misrepresentation.

1.3 ~ Contact Details and Declaration

1.3(a) Contact name	Ricky Ryan
1.3(b) Name of organisation	Accuro FM Ltd
1.3(c) Role in organisation	Business Development Manager
1.3(d) Phone number	0207 881 1888 / 07876 805145
1.3(e) Email address	Ricky.ryan@accurofacilities.co.uk
1.3(f) Postal address	128 Buckingham Palace Road , London, SW1W 9SA,

Section 2 ~ Grounds for Mandatory Exclusion

REGULATIONS 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this web page (https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf) which should be referred to before completing these questions. Please indicate if, within the past five years you, your organisation or another person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on this webpage (https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf).

2.1(a)-(i) Participation in a criminal organisation (If yes please provide details at 2.1(b))	No
2.1(a)-(ii) Corruption (If yes please provide details at 2.1(b))	No
2.1(a)-(iii) Fraud (If yes please provide details at 2.1(b))	No
2.1(a)-(iv) Terrorist offences or offences linked to terrorist activities.(If yes please provide details at 2.1(b))	No
2.1(a)-(v) Money laundering or terrorist financing (If yes please provide details at 2.1(b))	No
2.1(a)-(vi) Child Labour and other forms of trafficking in human beings. (If yes please provide details at 2.1(b))	No
2.1(b) If you have answered yes to any of the above questions, please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. Identity of who has been convicted. If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.	N/A

<p>2.2 If you have answered yes to any of the points above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self-Cleaning)</p>	N/A
<p>2.3(a) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisations is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	No
<p>2.3(b) If you have answered yes to question 2.3(a) please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.</p>	N/A
<p>Please Note: the authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.</p>	

Section 3 ~ Grounds for Discretionary Exclusion

The detailed grounds for discretionary exclusion of an organisation are set out on this webpage

(https://www.gov.uk/government/uploads/system/uploads/attachment_data

[/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)), which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.

3.1(a) Breach of environmental obligations (if yes please provide details at 3.2)	No
3.1(b) Breach of social obligations (if yes please provide details at 3.2)	No
3.1(c) Breach of labour law obligations (if yes please provide details at 3.2)	No
3.1(d) Bankrupt or is the subject of insolvency or winding up proceedings, where the organisations assets are being administered by a liquidator or by the court, where it is an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state. (if yes please provide details at 3.2)	No
3.1(e) Guilty of grave professional misconduct. (if yes please provide details at 3.2)	No
3.1(f) Entered into agreements with other economic operators aimed at distorting competition. (if yes please provide details at 3.2)	No

3.1(g) Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure. (if yes please provide details at 3.2)	No
3.1(h) Been involved in the preparation of the procurement procedure? (if yes please provide details at 3.2)	No
3.1(i) Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? (if yes please provide details at 3.2)	No
Please answer the following statements.	
3.1(j)-(i) The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. (If yes please provide details at 3.2)	No
3.1(j)-(ii) The organisation has withheld such information. (If yes please provide details at 3.2)	No
3.1(j)-(iii) The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulation 2015. (If yes please provide details at 3.2)	No

<p>3.1 (j)-(iv) The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection award. (If yes please provide details at 3.2)</p>	No
<p>3.2 If you have answered yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion. (Self-Cleaning)</p>	N/A

Section 4 ~ Economic and Financial Standing

Are you able to provide a copy of your audited account for the last two years, if requested?	Yes
If no, can you provide one of the following answer with Yes or No in the relevant box.	
a) A statement of the turnover, Profit and Loss Account/Income statement, Balance Sheet/Statement of Financial position and Statement of Cash Flow for the most recent year of trading for this organisation.	
b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	
c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status)	
Where we have specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering "Yes" or "No" that you meet the requirements set out.	Yes
Please upload your financial documents here	Economic and financial standing - Accuro FM Ltd 3 years.pdf

Section 5 ~ Economic Operator Group

Name of organisation	Accuro Support Services Group Ltd
Relationship to the supplier completing these questions	Ultimate Parent Company
Are you able to provide parent company accounts if requested to at a later stage?	Yes
If yes, would the parent company be willing to provide a guarantee if necessary?	Yes
If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	Yes

Section 6 ~ Technical and Professional Ability

Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.

The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.

Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).

Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.

If you cannot provide examples see question 6.3.

Contract Example 1

Name of customer organisation	Selly Park Technology College for Girls
Point of contact in the organisation	Helen Stott
Position in the organisation	Strategic Business Manager
Email address	Helen.stott@sellyprk.bham.sch.uk
Description of contract	This contract was awarded to Accuro following the termination of the incumbent's contract after 12 months of non-performance .The contract was run on a 12 months rolling arrangement for two year and we have now secured a new three-year contract for this site in 2015.
Contract start date	February 2015

Contract completion date	February 2018
Estimated contract value	£86,000 per annum
Number of miles from the tender opportunity	10 miles
Relevance to the tender	

Contract Example 2

Name of customer organisation	Hall Green School
Point of contact in the organisation	David Adams
Position in the organisation	Head Teacher
Email address	d.adams@hallgreen.bham.sch.uk
Description of contract	Cleaning Contract
Contract start date	April 2018
Contract completion date	August 2021
Estimated contract value	£86,000
Number of miles from the tender opportunity	10 miles
Relevance to the tender	

Contract Example 3

Name of customer organisation	Hodge Hill Girl School
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Point of contact in the organisation	Caroline Quilty
Position in the organisation	Business Manager
Email address	c.quilty@hogdehill.bham.sch.uk
Description of contract	Cleaning
Contract start date	August 2018
Contract completion date	July 2021
Estimated contract value	£107,000
Number of miles from the tender opportunity	5 miles
Relevance to the tender	
Where you intend to subcontract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your subcontractor(s). Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).	N/A
If you cannot provide at least one example for question 6.1, in no more than 500 words please provide an explanation for this, e.g your organisation is a new start up or you have provided services in the past but not under a contract.	N/A

Section 7 ~ Modern Slavery Act 2015

7.1 Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc") of the Modern Slavery Act 2015 ("The Act")?	N/A
7.2 If you have answered yes to question 7.1, are you compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?	N/A
If you answered Yes to 7.2 please provide the relevant URL	N/A
If you answered No to 7.2 please provide an explanation	N/A

Section 8 ~ Additional Questions

Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below.	
8.1 (a)-(i) Employers (Compulsory) Liability Insurance = £5 million	Yes
8.1 (a)-(ii) Public Liability Insurance = £5 million	Yes

<p>It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	
<p>Please confirm that your organisation has a robust safeguarding policy in place (or self-certify that this will be in place at the point of contract award), and confirm how your staff recruitment policy takes into account that no staff are permitted to commencement employment on any campus until an enhanced DBS disclosure has been granted.</p>	<p>Accuro's safeguarding policy is as follows:</p> <p>Our approach to Safeguarding Training is to provide a safe environment for children and young people by:</p> <ul style="list-style-type: none"> • preventing unsuitable people from working there • promoting safe practice and challenging unsafe practice • identifying children suffering or likely to suffer significant harm and acting appropriately, by identifying grounds for concern and acting appropriately, and contributing to effective working in partnership with other agencies and organisations. <p>To achieve this, we undertake safeguarding training for staff:</p> <ul style="list-style-type: none"> • as part of the induction process, including temporary and agency staff. • for any existing staff that transfer into a new role where they are likely to come into contact with children • senior Operational managers who are not always on on-site but need to be fully aware of the issues. <p>The multi-agency guidance document Working Together to Safeguard Children (2006) distinguishes group 'A' staff who 'have regular contact' with children from group 'B' staff who 'work regularly' with children, Accuro staff are typically classified as Group 'A'. It is however imperative that all our staff liaise and communicate with the other agencies involved at a school.</p>

Child protection is a topic of training for all our staff because everyone has responsibilities and some staff particularly catering or cleaning staff are especially well placed to notice when something is wrong and it is not uncommon to be the person that children open up to. We find that staff that have not discussed these issues before may find them particularly distressing.

Training begins with some awareness of child abuse itself. Understanding that it is something, which is likely to impinge on most people's lives is essential; unless people appreciate this they will not recognise it when the signs are there. However, it is essential for our staff to recognise that they are not expected to investigate cases of abuse, but if they suspect anything matters are best handed over to social care, the police and the NSPCC.

The core of a training course in child protection is an understanding of what constitutes a cause for concern. We concentrate on contrasting what happens normally, e.g. when the injury is the result of an accident to that, with what happens when there is some form of abuse or neglect. If our staff have any suspicions it is important that they share their concerns with the designated member of academic staff.

When training our staff in Safeguarding we spell out:

- Child abuse exists – Everybody will say they believe it, but do they believe that it happens in their own street, workplace or family?
- Child protection relies on communication – Trust other professionals to do their job and share any concerns and any information that you have.

Whilst we have developed a training programme based on the above policy, training is typically by the school at the start of the term.

Enhanced DBS disclosure

At the start of all contracts and regularly thereafter Accuro monitor all employees that in order to identify any changes to the employee's status, which may indicate that an employee no longer satisfies the prevailing criteria.

Employees undertaking roles that require specific vetting checks will be subject to the necessary CRB or relevant government authority checks pre-employment.

	<p>This could include, but is not limited to, roles working with children and/or vulnerable adults, other sensitive areas or security. The employment offer is contingent upon the applicant providing consent, and the results of the background checks being acceptable. There is a section on the application form for the successful applicant to sign and return to provide consent to the checks being undertaken, which gives Accuro a written record that (i) consent is given and (ii) that the offer is conditional upon the specific vetting check results.</p>
<p>Please detail your four educational reference sites closest to Birmingham where you currently employ the cleaning operatives. Please give details of all four schools including date of contract award and duration of contract.</p>	<p>Hodge Hill Girl School Contract Start: August 2018 Contract completion: July 2021 Distance: 5 Miles</p> <p>Selly Park Technology College for Girls Contract Start: February 2015 Contract completion: February 2018 Distance: 10 Miles</p> <p>Hall Green School Contract Start: April 2018 Contract completion: August 2021 Distance: 10 Miles</p> <p>Cardinal Newman Catholic School Contract Start: January 2016 Contract completion: January 2020 Distance: 17 Miles</p>

Based on previous experience, please detail your organisation's robust management reporting system to monitor both the input and output of the contract and be able to deliver this information on a timely basis to the Client.

Our management systems ensure full compliance with all legislation and best practice we have not received any penalties on any of our contracts (many of which are educational contracts) since the company was formed in 2005 an achievement that is probably unparalleled within our industry.

Service Monitoring

Accuro believe that the monitoring form proposed by Litmus in the tendering information provided will be a solid basis for assessing the standards. Accuro would want to undertake this survey in conjunction with the client on a weekly basis. Each time a different area would be selected at random by the client although key areas should be common to each audit.

This form would also be used by the supervisor each day at the start of their shift to identify key areas that need to be addressed by the cleaning team and then again towards the end of the cleaning period to ensure that the standards are being met and the correct cleaning procedures are being applied.

Reporting & Communications

The service standards, staff attendance and absence statistics, changes and concerns are all addressed in a monthly report that is provided and discussed with our clients monthly.

Our operations manager will attend site weekly; they will ensure any concerns are dealt with to the client's satisfaction and the client is encouraged to contact senior managers and directors if an issue has not been satisfactorily resolved.

The key to getting the optimum productivity is to give the staff the right tools and equipment to do the job. We will introduce new equipment and chemicals to give the cleaning staff the right tools to do their job and increase the rates of productivity.

Please state how many contracts your organisation's typical area manager runs.

Accuro Area Managers look after no more than 7 contracts which allows them time to visit sites on a weekly basis.

A contract of this nature requires dedicated management overseeing the cleaning services. The manager needs to be very people focused with excellent communication skills as the key to delivering the service standards is the motivation of the staff. We will establish a cleaning regime that will deliver the specific cleaning and monitoring required to achieve the standards. We then spend a lot of time training our staff on how to do their job and monitor the service they are providing. We deploy new innovations in cleaning once we believe they will add value to the service, in recent years most of these have been the use of increasingly ecologically friendly products, however the key 'innovation' is the way we work with and develop our staff. Working in partnership with our clients and subcontractors is key to ensuring that the relationship works.

Whilst it is important that the individual employees understand their role, it is perhaps more important that the Contract Manager understand the standards required and is confident enough to address any concerns immediately with our staff, or indeed the client's staff, if they are affecting the standards. It is therefore important that the Contract Manager is taught what to look for and the importance of doing a thorough daily inspection to ensure the standards are always maintained.

This approach is not a magical wand and it takes a lot of time and effort from our management to convert staff to the "Accuro Way" but in doing so we have often found that some staff who have been labelled as 'lazy' or 'trouble-makers' become the most highly motivated of individuals.

The staffing of the cleaning contract will be delivered by several part time operatives dependent on the time authorised by the school for cleaning activities. Work schedules will be designed to ensure all areas are covered and bespoke to the operational demands of the school. The cleaning operatives will be led by a cleaning supervisor or cleaning manager who reports into the Contract Manager.

Achievement of service standards starts with induction training of all operatives and management in the contract specification. A manual for each area will be created

detailing the standards, cleaning, chemicals and equipment techniques. Contract communication and monitoring process will also be included.

Each member of staff will receive a personal development plan.

The bespoke delivery model will be created throughout the tendering process and developed continuously through the contract term.

The Operations Manager with the aid of the Health and Safety Manager will ensure that all H&S training is up to date and the company policies and procedures are adhered to as well as the following areas of due diligence:

- Purchasing compliance and stock levels, checked monthly.
- HR policies and procedures are trained and adhered to.
- Service standards are maintained at the highest level.
- Feedback from staff implemented where possible.
- Sickness and absenteeism process are in place and managed.
- Budget performance against target.
- The company quality management system in conjunction with ISO 9001 is used correctly through training, support and coaching.

All the Operations Managers report directly to the Operations Director. A contract of this nature requires dedicated management overseeing the cleaning services. The manager needs to be very people focused with excellent communication skills as the key to delivering the service standards is the motivation of the staff. We will establish a cleaning regime that will deliver the specific cleaning and monitoring standards.

Cleantec Services

Section 1 ~ Supplier Information

Full name of the Supplier submitting the information	Cleantec Services Limited
Registered office address (if applicable)	Unit 2, Handford Court, Garston Lane, Watford, Hertfordshire, WD25 9EJ,
Registered website address (if applicable)	www.cleantecservices.co.uk
Trading status	a limited company
Date of registration in country of origin	07.02.2001
Company registration number (if applicable)	4155336
Charity registration number (if applicable)	N/A
Head office DUNS number (if applicable)	22-136-4479
Registered VAT number	774301243
If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	N/A
If you responded yes above, please provide the relevant details, including the registration number(s).	N/A

Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	No
If you responded yes above, please provide additional details of what is required and confirmation that you have complied with this.	N/A
Trading name(s) that will be used if successful in this procurement	Cleantec Services Limited
Relevant classifications (state whether you fall within one of these and, if so, which one)	
Are you a Small, Medium or Micro Enterprise (SME)?	Yes
Details of Persons of Significant Control (PSC), where appropriate:	
Name	Peter Francis Rochford / Christopher James Rogers
Date of birth	17.06.1970 / 17.05.1962
Nationality	Irish / British
Country, state or part of the UK where the PSC usually lives	Hertfordshire
Service address	Unit 2, Hanrdford Court, Gartston Lane, Watford, Hertfordshire WD25 9EJ

The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used	07.02.2001
Which conditions for being a PSC are met:	
Over 25% up to (and including) 50%	Yes
More than 50% and less than 75%	No
75% or more	No
If none of the above are applicable please enter N/A here	N/A
Details of immediate parent company:	
Full name of the immediate parent company	N/A
Registered office address (if applicable)	N/A
Registration number (if applicable)	N/A
Head office DUNS number (if applicable)	N/A
Head office VAT number (if applicable)	N/A
Please enter N/A if not applicable here	N/A
Details of ultimate parent company:	
Full name of the ultimate parent company	N/A
Registered office address (if applicable)	N/A

Registration number (if applicable)	N/A
Head office DUNS number (if applicable)	N/A
Head office VAT number (if applicable)	N/A
If none of the above are applicable please enter N/A here	N/A
Please note: A criminal record check for relevant convictions may be undertaken for the preferred Suppliers and the persons of significant in control of them.	

1.2 ~ Bidding Model

1.2 (a)-(i) Are you bidding as the lead contact for a group of economic operators?	No
If yes, please provide details listed in questions 1.2(a)-(ii), (a)-(iii) and to 1.2(b), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a)(ii) for reference purposes, and complete 1.3, Section 2 and 3.	
1.2(a)-(ii) Name of group of economic operators (if applicable)	N/A
1.2(a)-(iii) Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	N/A
1.2(b)-(i) Are you, if applicable, the group of economic operators proposing to use subcontractors?	N/A

I declare that to the best of my knowledge the answers submitted and information contained in the document are correct and accurate. I declare that, upon request and without delay I will provide the certificates of documentary evidence referred to in the document. I understand that the information will be used in the selection process to assess my organisations suitability to be invited to participate further in this procurement. I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section. I am aware of the consequences of serious misrepresentation.

1.3 ~ Contact Details and Declaration

1.3(a) Contact name	Sam Grubb
1.3(b) Name of organisation	Cleantec Services Limited
1.3(c) Role in organisation	Sales & Marketing Executive
1.3(d) Phone number	01923 671181
1.3(e) Email address	sam.grubb@cleantecservices.co.uk
1.3(f) Postal address	Unit 2, Handford Court, Garston Lane, Watford, Hertfordshire, WD25 9EJ,

Section 2 ~ Grounds for Mandatory Exclusion

REGULATIONS 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this web page

([https://www.gov.uk/government/uploads/system/uploads/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)) which should be referred to before completing these questions.

Please indicate if, within the past five years you, your organisation or another person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on this webpage

([https://www.gov.uk/government/uploads/system/uploads/attachment_data/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)).

2.1(a)-(i) Participation in a criminal organisation (If yes please provide details at 2.1(b))	No
2.1(a)-(ii) Corruption (If yes please provide details at 2.1(b))	No
2.1(a)-(iii) Fraud (If yes please provide details at 2.1(b))	No
2.1(a)-(iv) Terrorist offences or offences linked to terrorist activities.(If yes please provide details at 2.1(b))	No
2.1(a)-(v) Money laundering or terrorist financing (If yes please provide details at 2.1(b))	No
2.1(a)-(vi) Child Labour and other forms of trafficking in human beings. (If yes please provide details at 2.1(b))	No

<p>2.1(b) If you have answered yes to any of the above questions, please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. Identity of who has been convicted. If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p>	N/A
<p>2.2 If you have answered yes to any of the points above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self-Cleaning)</p>	N/A
<p>2.3(a) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisations is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	No
<p>2.3(b) If you have answered yes to question 2.3(a) please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.</p>	N/A

Please Note: the authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

Section 3 ~ Grounds for Discretionary Exclusion

The detailed grounds for discretionary exclusion of an organisation are set out on this web-page

(https://www.gov.uk/government/uploads/system/uploads/attachment_data

[/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)), which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.

3.1 (a) Breach of environmental obligations (if yes please provide details at 3.2)	No
3.1 (b) Breach of social obligations (if yes please provide details at 3.2)	No
3.1 (c) Breach of labour law obligations (if yes please provide details at 3.2)	No
3.1 (d) Bankrupt or is the subject of insolvency or winding up proceedings, where the organisations assets are being administered by a liquidator or by the court, where it is an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state. (if yes please provide details at 3.2)	No
3.1 (e) Guilty of grave professional misconduct. (if yes please provide details at 3.2)	No
3.1 (f) Entered into agreements with other economic operators aimed at distorting competition. (if yes please provide details at 3.2)	No

3.1(g) Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure. (if yes please provide details at 3.2)	No
3.1(h) Been involved in the preparation of the procurement procedure? (if yes please provide details at 3.2)	No
3.1(i) Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? (if yes please provide details at 3.2)	No
Please answer the following statements.	
3.1(j)-(i) The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. (If yes please provide details at 3.2)	No
3.1(j)-(ii) The organisation has withheld such information. (If yes please provide details at 3.2)	No
3.1(j)-(iii) The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulation 2015. (If yes please provide details at 3.2)	No

<p>3.1 (j)-(iv) The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection award. (If yes please provide details at 3.2)</p>	No
<p>3.2 If you have answered yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion. (Self Cleaning)</p>	N/A

Section 4 ~ Economic and Financial Standing

Are you able to provide a copy of your audited account for the last two years, if requested?	Yes
If no, can you provide one of the following answer with Yes or No in the relevant box.	
a) A statement of the turnover, Profit and Loss Account/Income statement, Balance Sheet/Statement of Financial position and Statement of Cash Flow for the most recent year of trading for this organisation.	No
b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	No
c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status)	No
Where we have specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this procurement, please self certify by answering "Yes" or "No" that you meet the requirements set out.	Yes
Please upload your financial documents here	Cleantec Accounts 2018-19.pdf

Section 5 ~ Economic Operator Group

Name of organisation	N/A
Relationship to the supplier completing these questions	N/A
Are you able to provide parent company accounts if requested to at a later stage?	N/A
If yes, would the parent company be willing to provide a guarantee if necessary?	N/A
If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	N/A

Section 6 ~ Technical and Professional Ability

Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.

The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.

Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).

Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.

If you cannot provide examples see question 6.3.

Contract Example 1

Name of customer organisation	The Rawlett School
Point of contact in the organisation	Simon Dilkes
Position in the organisation	Interim Finance Manager
Email address	sdilkes@academiesenterprisetrust.org
Description of contract	Provision of a full and comprehensive cleaning service, both term and non-term time.
Contract start date	1st September 2017
Contract completion date	31st December 2020
Estimated contract value	£302,000.00
Number of miles from the tender opportunity	9.4
Relevance to the tender	School

Contract Example 2

Name of customer organisation	Four Dwellings Primary Academy
Point of contact in the organisation	Lisa Piddington
Position in the organisation	Interim Business Manager
Email address	lpiddington@fourdwellingsprimaryacademy.org
Description of contract	Provision of a full and comprehensive cleaning service, both term and non-term time.
Contract start date	01.09.2018
Contract completion date	31.08.2021
Estimated contract value	£55,000.00 p.a.
Number of miles from the tender opportunity	13.8
Relevance to the tender	School

Contract Example 3

Name of customer organisation	Lordswood Girls School
Point of contact in the organisation	Rupinder Dhanda
Position in the organisation	Premises Health And Safety Development Officer
Email address	r.dhanda@lordswoodtrust.co.uk
Description of contract	Provision of a full and comprehensive cleaning service, both term and non-term time.

Contract start date	01.09.2019
Contract completion date	31.08.2022
Estimated contract value	£73,000.00 p.a.
Number of miles from the tender opportunity	11.7
Relevance to the tender	School
Where you intend to subcontract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your subcontractor(s). Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).	N/A
If you cannot provide at least one example for question 6.1, in no more than 500 words please provide an explanation for this, e.g your organisation is a new start up or you have provided services in the past but not under a contract.	N/A

Section 7 ~ Modern Slavery Act 2015

7.1 Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc") of the Modern Slavery Act 2015 ("The Act")?	N/A
7.2 If you have answered yes to question 7.1, are you compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?	N/A
If you answered Yes to 7.2 please provide the relevant URL	N/A
If you answered No to 7.2 please provide an explanation	N/A

Section 8 ~ Additional Questions

<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below.</p>	
<p>8.1(a)-(i) Employers (Compulsory) Liability Insurance = £5 million</p>	<p>Yes</p>
<p>8.1(a)-(ii) Public Liability Insurance = £5 million</p>	<p>Yes</p>
<p>It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	
<p>Please confirm that your organisation has a robust safeguarding policy in place (or self-certify that this will be in place at the point of contract award), and confirm how your staff recruitment policy takes into account that no staff are permitted to commencement employment on any campus until an enhanced DBS disclosure has been granted.</p>	<p>Cleantec Services Limited Safeguarding Policy is to fulfil our commitment to safeguard and promote the welfare of children, young and vulnerable adults in the workplace.</p> <p>The policy for Safeguarding Children, Young and Vulnerable Adults will be followed by all management and employees and associated staff within Cleantec Services Ltd and will be promoted by the Directors.</p> <p>The welfare of a child, young or vulnerable adult will always be paramount and will always be our first priority. We recognise that children, young and vulnerable adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse.</p>

Accountability

It is the responsibility of the Directors to ensure that every effort is made to minimise any risk that may occur to a child, young or vulnerable adult by:

- Ensuring that this policy is implemented throughout the Companies activities.
- Ensuring all necessary child protection related enquiries, procedures and investigations are carried out.
- Ensuring regular liaison with senior staff to ensure implementation of the policy by all staff.
- Ensuring the reporting of allegations and suspicion of abuse to the appropriate authority and keeping detailed records safely.
- Providing effective management for employees through supervision, support and training.
- Committing to review the policy and good practice annually or sooner should the need occur.

Recruitment

Cleantec Services Ltd will:

- Take copies of the employee's utility bills / bank statements which are retained at our Head Office for proof of address.
- Record the employees National Insurance number.
- Obtain proof of the employee's identity, i.e. A document from the Inland Revenue, Benefits Agency or from a previous employer showing the individuals name and National Insurance number, a P45 / P60.
- Take a copy of the employee's valid passport confirming that they are either a British Citizen or a European Economic Area National.
- Take a copy of the employee's birth certificate or a letter from the Home Office confirming that they are entitled to work.
- Confirm that the employee has as appropriate bank / building society account as they will be paid via a BACS transfer system.

	<ul style="list-style-type: none"> If required, carry out the appropriate and required vetting checks for staff working or your site said checks being the Enhanced DBS Disclosure. We can confirm that no staff are permitted to commencement employment on any campus until an enhanced DBS disclosure has been granted. <p>Failure to provide any of the above information and, furthermore, receive positive feedback on the stated vetting checks will result in staff not being employed by Cleantec Services Limited.</p> <p>Investigation and Reporting</p> <p>One of the Directors of Cleantec Services Ltd will investigate any and all allegations or concerns immediately and, if necessary, will be referred to either Local Area Designated Officers (LADOs) in respect of allegations against children or the Client Services Team in respect of vulnerable adults, within the local authority, under the VBS (Vetting and Barring Scheme). The employee will be removed from the site immediately prior to any investigation taking place. If required, Information may be passed to the Client, or their designated safeguarding officer.</p> <p>Recording</p> <p>One of the Directors of Cleantec Services Ltd will record in detail any reports of this type and will keep an accurate record of any allegations or concerns reported.</p> <p>Confidentiality</p> <ul style="list-style-type: none"> Cleantec Services Ltd will ensure that any records made in relation to reports of allegations All information gathered will be compliant with GDPR.
<p>Please detail your four educational reference sites closest to Birmingham where you currently employ the cleaning operatives.</p> <p>Please give details of all four schools including date of contract award and duration of contract.</p>	<p>Contract Start date: 1st September 2017</p> <p>Contract completion date: 31st December 2020</p> <p>Total annual contract value (£) £97.2k</p> <p>Example 2: Four Dwellings Primary Academy</p> <p>Address: Quinton Road West, Quinton, Birmingham B32 1PJ</p> <p>No. Staff: 4</p>

Brief description of contract: Provision of a full and comprehensive cleaning service, both term and non-term time.

Contract Start date: 1st September 2018

Contract completion date: 31st August 2021

Total annual contract value (£) £54,9k

Example 3: Lordswood Girls School

Address: Knightlow Road, Harborne, Birmingham B17 8QB

No. Staff: 11

Brief description of contract: Provision of a full and comprehensive cleaning service, both term and non-term time.

Contract Start date: 1st September 2019

Contract completion date: 31st August 2022

Total annual contract value (£) £73.5k

Example 4: AET - Montgomery Primary School

Address: White Road, Sparkbrook, Birmingham B11 1EH

No. Staff: 5

Brief description of contract: Provision of a full and comprehensive cleaning service, both term and non-term time.

Contract Start date: 1st April 2019

Contract completion date: 31st March 2022

Total annual contract value (£) £57.8k

<p>Based on previous experience, please detail your organisation's robust management reporting system to monitor both the input and output of the contract and be able to deliver this information on a timely basis to the Client.</p>	<p>I can confirm we deploy a quality monitoring programme that is robust, effective and designed to ensure that:</p> <ul style="list-style-type: none"> • There is effective dialogue / communication between Cleantec Services Limited and the School. • The system in place monitors Service levels and cleaning standards on site against pre- agreed Key Performance Indicators on a bespoke 'Service Level Agreement'. • The proposed / agreed service levels for each site is met at all times. Prior to commencement of contract we discussed with the client the individual KPI's to be implemented together with the specific criteria to be measured under said KPI. Furthermore, we discussed and agreed upon the overall client satisfaction rating to which we are to be assessed against and which is our 'benchmark' for future quality monitoring purposes. The implementation of our quality monitoring programme on each of the Schools together with pre-planned monthly audit review meetings has allowed us to: <ul style="list-style-type: none"> • Gauge our progress against the initial site benchmark – it is our commitment to each School to strive to surpass the agreed client satisfaction rating. • Have the platform to suggest change / innovation to you and subsequently the platform to assess the effectiveness of said change / innovation Further details on the Service Level Agreement deployed on our contract with each School, and which will be deployed on this contract, are included within separate attachments: <ul style="list-style-type: none"> • Service Level Agreement – Explanation • - Service Level Agreement – Example
<p>Please state how many contracts your organisation's typical area manager runs.</p>	<p>15</p>

CSG FM

Section 1 ~ Supplier Information

Full name of the Supplier submitting the information	CSG FM Ltd
Registered office address (if applicable)	Oxford Court, Oxford Road, Gomersal, Bradford, West Yorkshire, BD19 4HQ,
Registered website address (if applicable)	www.consultant-services.co.uk
Trading status	a limited company
Date of registration in country of origin	22nd January 2019
Company registration number (if applicable)	11779656
Charity registration number (if applicable)	N/A
Head office DUNS number (if applicable)	N/A
Registered VAT number	322 2490 36
If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	N/A
If you responded yes above, please provide the relevant details, including the registration number(s).	N/A

Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	No
If you responded yes above, please provide additional details of what is required and confirmation that you have complied with this.	N/A
Trading name(s) that will be used if successful in this procurement	CSG FM Ltd
Relevant classifications (state whether you fall within one of these and, if so, which one)	
Are you a Small, Medium or Micro Enterprise (SME)?	Yes
Details of Persons of Significant Control (PSC), where appropriate:	
Name	N/A
Date of birth	N/A
Nationality	N/A
Country, state or part of the UK where the PSC usually lives	N/A
Service address	N/A

The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used)	N/A
Which conditions for being a PSC are met:	
Over 25% up to (and including) 50%	No
More than 50% and less than 75%	No
75% or more	No
If none of the above are applicable please enter N/A here	N/A
Details of immediate parent company:	
Full name of the immediate parent company	Consultant SG Group
Registered office address (if applicable)	Oxford Court, Oxford Road, Gomersal, West Yorkshire BD19 4HQ
Registration number (if applicable)	11774953
Head office DUNS number (if applicable)	N/A
Head office VAT number (if applicable)	
Please enter N/A if not applicable here	N/A
Details of ultimate parent company:	
Full name of the ultimate parent company	N/A
Registered office address (if applicable)	N/A

Registration number (if applicable)	N/A
Head office DUNS number (if applicable)	N/A
Head office VAT number (if applicable)	N/A
If none of the above are applicable please enter N/A here	N/A
Please note: A criminal record check for relevant convictions may be undertaken for the preferred Suppliers and the persons of significant in control of them.	
1.2 ~ Bidding Model	
1.2 (a)-(i) Are you bidding as the lead contact for a group of economic operators?	No
If yes, please provide details listed in questions 1.2(a)-(ii), (a)-(iii) and to 1.2(b), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a)(ii) for reference purposes, and complete 1.3, Section 2 and 3.	
1.2(a)-(ii) Name of group of economic operators (if applicable)	N/A
1.2(a)-(iii) Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	
1.2(b)-(i) Are you, if applicable, the group of economic operators proposing to use subcontractors?	N/A

I declare that to the best of my knowledge the answers submitted and information contained in the document are correct and accurate. I declare that, upon request and without delay I will provide the certificates of documentary evidence referred to in the document. I understand that the information will be used in the selection process to assess my organisations suitability to be invited to participate further in this procurement. I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section. I am aware of the consequences of serious misrepresentation.

1.3 ~ Contact Details and Declaration	
1.3(a) Contact name	Nick Rastelli
1.3(b) Name of organisation	CSG FM Ltd
1.3(c) Role in organisation	Sales Director
1.3(d) Phone number	01924 418057
1.3(e) Email address	nick.rastelli@consultant-services.co.uk
1.3(f) Postal address	Oxford Court, Oxford Road, Gomersal, Bradford, West Yorkshire, BD19 4HQ,

Section 2 ~ Grounds for Mandatory Exclusion

REGULATIONS 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this web page

([https://www.gov.uk/government/uploads/system/uploads/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)) which should be referred to before completing these questions. Please indicate if, within the past five years you, your organisation or another person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on this webpage

(https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf).

2.1(a)-(i) Participation in a criminal organisation (If yes please provide details at 2.1(b))	No
2.1(a)-(ii) Corruption (If yes please provide details at 2.1(b))	No
2.1(a)-(iii) Fraud (If yes please provide details at 2.1(b))	No
2.1(a)-(iv) Terrorist offences or offences linked to terrorist activities.(If yes please provide details at 2.1(b))	No
2.1(a)-(v) Money laundering or terrorist financing (If yes please provide details at 2.1(b))	No
2.1(a)-(vi) Child Labour and other forms of trafficking in human beings. (If yes please provide details at 2.1(b))	No

<p>2.1(b) If you have answered yes to any of the above questions, please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. Identity of who has been convicted. If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p>	N/A
<p>2.2 If you have answered yes to any of the points above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self-Cleaning)</p>	N/A
<p>2.3(a) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisations is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	No
<p>2.3(b) If you have answered yes to question 2.3(a) please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.</p>	N/A

Please Note: the authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

Section 3 ~ Grounds for Discretionary Exclusion

The detailed grounds for discretionary exclusion of an organisation are set out on this web-page

(https://www.gov.uk/government/uploads/system/uploads/attachment_data

[/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)), which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.

3.1(a) Breach of environmental obligations (if yes please provide details at 3.2)	No
3.1(b) Breach of social obligations (if yes please provide details at 3.2)	No
3.1(c) Breach of labour law obligations (if yes please provide details at 3.2)	No
3.1(d) Bankrupt or is the subject of insolvency or winding up proceedings, where the organisations assets are being administered by a liquidator or by the court, where it is an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state. (if yes please provide details at 3.2)	No
3.1(e) Guilty of grave professional misconduct. (if yes please provide details at 3.2)	No
3.1(f) Entered into agreements with other economic operators aimed at distorting competition. (if yes please provide details at 3.2)	No

3.1(g) Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure. (if yes please provide details at 3.2)	No
3.1(h) Been involved in the preparation of the procurement procedure? (if yes please provide details at 3.2)	No
3.1(i) Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? (if yes please provide details at 3.2)	No
Please answer the following statements.	
3.1(j)-(i) The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. (If yes please provide details at 3.2)	No
3.1(j)-(ii) The organisation has withheld such information. (If yes please provide details at 3.2)	No
3.1(j)-(iii) The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulation 2015. (If yes please provide details at 3.2)	No

<p>3.1 (j)-(iv) The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection award. (If yes please provide details at 3.2)</p>	No
<p>3.2 If you have answered yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion. (Self-Cleaning)</p>	N/A

Section 4 ~ Economic and Financial Standing

Are you able to provide a copy of your audited account for the last two years, if requested?	No
If no, can you provide one of the following answer with Yes or No in the relevant box.	
a) A statement of the turnover, Profit and Loss Account/Income statement, Balance Sheet/Statement of Financial position and Statement of Cash Flow for the most recent year of trading for this organisation.	No
b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	No
c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status)	Yes
Where we have specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering "Yes" or "No" that you meet the requirements set out.	Yes
Please upload your financial documents here	PULSE CASHFLOW.pdf

Section 5 ~ Economic Operator Group

Name of organisation	Consultant SG Group
Relationship to the supplier completing these questions	Parent company
Are you able to provide parent company accounts if requested to at a later stage?	No
If yes, would the parent company be willing to provide a guarantee if necessary?	N/A
If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	N/A

Section 6 ~ Technical and Professional Ability

Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.

The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.

Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).

Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.

If you cannot provide examples see question 6.3.

Contract Example 1

Name of customer organisation	Applefields School
Point of contact in the organisation	Tony Cross
Position in the organisation	Site Manager
Email address	Tony.cross@applefields.york.sch.uk
Description of contract	Applefields School is a Community Co-Educational Special School for secondary children aged 11 to 19, with a wide range of special educational needs. We were originally awarded the contract in 2014 and successfully retained it in June 2019 for a further 3 years. The contract is for 52 weeks and we employ a working supervisor and 5 operatives working a total of 123.5 hours per week. The school is a well-equipped building, including a hydrotherapy pool and during the school holidays we carry out the deep cleaning of the school which incorporates carpet cleaning, stripping and sealing of floors, deep cleaning of the toilets and bathrooms. We discuss with the school prior to each holiday and agree a programme of works

Contract start date	July 2014
Contract completion date	June 2022
Estimated contract value	£81,292.12
Number of miles from the tender opportunity	120
Relevance to the tender	<p>As a mid-size school within our portfolio, Applefields requires our management team and cleaners to work in an intelligent manner to maximise value within the contract.</p> <p>Furthermore, due to the special school nature we operate strict cleaning policies to ensure that demised special areas are cleaned to a continually high standard. We anticipate that your school may have special needs areas too.</p>

Contract Example 2

Name of customer organisation	Queen Elizabeth Grammar School, Gainsborough
Point of contact in the organisation	Chris Williamson
Position in the organisation	Facilities Manager
Email address	staffcw@qehslincs.sch.uk
Description of contract	<p>CSG employs 24 cleaning staff working morning and evenings to provide an efficient cleaning regime within the school. The contract is over 52 weeks which includes a number of deep cleaning activities that are delivered outside of term time. Periodic cleaning schedules include the kitchen deep cleaning, window cleaning and floor strip and seal. An open book approach provides flexibility with the cleaning service, whereby we demonstrate a full time and attendance breakdown and open book accounting aligned to the services provided To this end our dedicated cleaning team meets our clients' expectations above and beyond.</p>

	<p>The high calibre of service delivery we provide has resulted in us establishing a good relationship with the school through effective communication and our pro-active approach to managing and developing the contract. To motivate and entice our staff to deliver high calibre standards, we promote 'Cleaner of the Month' and 'Cleaning Team of the Month' awards where nominations are provided jointly by our management team and our client. This approach has led to excellent staff retention rates within the cleaning team. The school is keen to ensure that sustainability is not compromised so we have introduced the following - reduce carbon footprint through minimising deliveries to site and storing a larger volume of products on site - Eliminated aerosols - Introduced microfiber cloths - Ensure that our cleaning operation is ISO 18001 and ISO 50001 Energy Management compliant.</p>
Contract start date	July 2009
Contract completion date	January 2020
Estimated contract value	£172,525
Number of miles from the tender opportunity	85
Relevance to the tender	A large school within our portfolio that would mirror the requirements at Bishop Vesey Granmar, We work with QEHS stateholders to ensure that our cleaners deliver a high-end learning and environment.

Contract Example 3

Name of customer organisation	Westborough High School
Point of contact in the organisation	Maria Muhammed
Position in the organisation	Business Manager
Email address	maria.muhammed@kirkleeseducation.uk

Description of contract	<p>Westborough is a mixed secondary school in West Yorkshire with over 1100 pupils. The school was built in the 1960's and therefore is not without its challenges. When we TUPE transferred the staff, we had 7 vacancies out of a team of 14. They had been operating on a skeleton staff basis for so long that it's fair to say the staff were apprehensive about contracting over because many of them had had enough. That said we met with the teams and carried out our TUPE consultations all within a 4-week period. We also had union involvement to work with during our consultations. Since then we have been able to build on the team and give them much needed supervisory support from our area teams and boost morale by introducing new cleaning equipment. All hard floors were manually wet mopped previously, we have now introduced scrubber dryer machines which have revolutionised the cleaning regime meaning staff have more time for 'attention to detail work.'</p>
Contract start date	May 2017
Contract completion date	Ongoing
Estimated contract value	£131,368.00
Number of miles from the tender opportunity	99
Relevance to the tender	<p>A large school within our portfolio that would mirror the requirements at Bishop Vesey Grammar, We work with Westborough stakeholders to ensure that our cleaners deliver a high-end learning and environment.</p>

Where you intend to subcontract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your subcontractor(s). Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).

We have a strong network of sub-contractor partners and only select companies who can offer specialist services that complement our approach. We have a nominated supplier list and only work with suppliers that have met our key criteria which includes ability and resources to carry out the task professionally; health and safety compliance; full insurance and liability cover; safe working practices verified through accreditation where required; price; terms and conditions of sale; geographical coverage; safeguarding awareness and DBS checks for all education sites; client references; financial standing.

Our procurement and health and safety teams annually review all sub-contractors either through a self-evaluation questionnaire or formal site visit to the business headquarters to undertake a formal audit. Should our business approach change in year or in the event that a partner has unsuccessfully failed to deliver works to an adequate standard, we may look to review or audit our supply chain in full or particular companies, to ensure that they remain fit for purpose within our supply chain. Our central and automated data system, Workflow Max, ensures we have updated copies of all certification and accreditation, from insurance details through to compliance for all partners that we use within our contracts. Furthermore, Workflow Max ensures we are unable to use a supplier unless they are fully vetted and verified, by restricting our operators ability to raise a PO to that supplier for the planned works. We understand that some clients have several nominated suppliers that we are asked to use in contract. We require all suppliers to proceed through the vetting process and should all be in order we will work with that supplier in contract. Should the supplier not meet our minimum criteria, we will advise our client accordingly and require them to take on the liability for that supplier to operate on site should they continue to nominate them. Supply chain management tracking occurs from the moment a PO is issued through to auditing of their work on site. Our procurement or operations team centrally issue all purchase orders and in doing so have full visibility of the works that are scheduled to be delivered. Our clients are advised of any subcontractor works that are due to be completed on site in line with our agreed approach but no later than 3 working days prior to the works commencing. This ensures that permits to work have been issued along with COSHH and RAMS being signed off and presented to site.

	<p>Furthermore, should the supplier be new to us or to the site we will also ensure that our management team attend site to oversee the works and verify the quality of the finish in situ. For any subcontractor works where our management team are not present we instruct our supplier to take before and after pictures which are then presented to the client for their sign off of the works being completed to standard. Formal audit inspections are also carried out to ensure that work has been delivered to standard and where possible these audits are completed jointly with our clients. As a company we are loyal to our suppliers as many of them are SMEs like ourselves and we have developed excellent relationships with suppliers over many years. We always strive to be at the forefront of innovation and best practice however and we therefore are always looking to review our supply chain where a new supplier can improve our overall offering. Recently this has been achieved in our chemical supply chain where we are now moving to work with a single supplier that delivers a high-quality multi-purpose chemical that is non-hazardous and 100% biodegradable. With regards prompt payment we pay to the terms that we have agreed with each supplier. These typically represent 30- or 60-day net payment terms. As we are rigid to this approach we have never needed to become formal members of the UK prompt payment code however are open to looking at this.</p>
<p>If you cannot provide at least one example for question 6.1, in no more than 500 words please provide an explanation for this, e.g your organisation is a new start up or you have provided services in the past but not under a contract.</p>	<p>N/A</p>

Section 7 ~ Modern Slavery Act 2015

7.1 Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc") of the Modern Slavery Act 2015 ("The Act")?	N/A
7.2 If you have answered yes to question 7.1, are you compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?	N/A
If you answered Yes to 7.2 please provide the relevant URL	N/A
If you answered No to 7.2 please provide an explanation	N/A

Section 8 ~ Additional Questions

<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below.</p>	
<p>8.1(a)-(i) Employers (Compulsory) Liability Insurance = £5 million</p>	<p>Yes</p>
<p>8.1(a)-(ii) Public Liability Insurance = £5 million</p>	<p>Yes</p>
<p>It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	
<p>Please confirm that your organisation has a robust safeguarding policy in place (or self-certify that this will be in place at the point of contract award), and confirm how your staff recruitment policy takes into account that no staff are permitted to commencement employment on any campus until an enhanced DBS disclosure has been granted.</p>	<p>We confirm that we have a safeguarding policy. Training is undertaken during the induction process. The aim of the training is to establish procedures so that our employees know how to recognise, report and record concerns relating to the welfare of children, young and vulnerable adults.</p> <p>Training is carried out with either our H&S Officer or the site Area Manager and covers recognising the signs/indicators of possible abuse and how to respond/report.</p> <p>Training is assessed annually. We do also work with individual sites, some of our clients ask that our staff attend their own specific training courses in addition to our procedures.</p> <p>We make sure that our staff undergo enhanced DBS checks (using swift check), our wages department record and monitor all DBS records. We ensure that all mobile relief staff also complete the enhanced DBS check.</p>

<p>Please detail your four educational reference sites closest to Birmingham where you currently employ the cleaning operatives. Please give details of all four schools including date of contract award and duration of contract.</p>	<p>Queen Elizabeth High School, Gainsborough Contract Start - 2009; Contract End – 2021</p> <p>Applefields School, York Contract Start - 2014; Contract End - August 2023</p> <p>Crofton Academy, Wakefield Contract Start - 2019; Contract End - June 2020 (1-year contract)</p> <p>Westborough High School, Dewsbury Contract Start - 2017; Contract End - August 2020</p>
<p>Based on previous experience, please detail your organisation's robust management reporting system to monitor both the input and output of the contract and be able to deliver this information on a timely basis to the Client.</p>	<p>We are committed to providing absolute transparency around our contract including providing you with a range of relevant management information on a regular basis. Whilst the below commentary includes those pieces of information that we feel are important to provide, we will agree the information you wish to see and the frequency that the information is provided during the remobilisation of the contract</p> <p>Service performance - predominantly completed through our ServiceTrac system, we will monitor and audit our cleaning performance, at all sites, over a set time period. Audits will be completed against the output specification within the contract, with a weighted system focusing on high priority areas on each site.</p> <p>Through real time uploads of information, we can ensure that audit information is made available to you, as and when required.</p> <p>Formal service performance metrics will be agreed and presented on a monthly basis for our review during formal management meetings. We would also look to implement a joint auditing regime from the outset of the new contract, whereby both parties audit a specific site independently and the results are discussed. Through joint audits we can also ensure that our regime is fit for purpose thereby capturing the correct data on a monthly basis that both parties trust is a true and fair reflection of performance.</p> <p>Financial information - although the intention with an output specification is to predominantly monitor service performance, we will still present financial information for</p>

	<p>you to consider. This information will demonstrate the number of labour hours delivered, the associated costs within the contract and the contribution to our group through corporate overhead and profit.</p> <p>Other KPIs - we would look to agree a formal KPI mechanism with you and report on these monthly, however, some prominent KPIs that we would be keen to report on include:</p> <p>Health and safety information including number of near misses and RIDDOR statistics</p> <p>Innovation with a focus on the number of innovative ideas that have been brought into the contract</p> <p>CSR with a particular focus on how we have supported your requirements</p> <p>All of the above will be compiled and provided on a formal monthly management report to be discussed. Monthly management meetings will be central to our formal communication with you however we would also look to have a range of other formal and informal communications with you including:</p> <p>Formal - quarterly reviews with a focus on the last three months' performance and the outlook and focus for the next quarter</p> <p>Six monthly strategic reviews focusing on the previous six month's performance and also analysing whether our delivery remains fit for purpose moving forward or whether we need to flex our delivery to meet your requirements over the next six-month period</p> <p>Informal - Joint audits where we can develop mutual trust in how the service is being delivered and ensuring that the service is meeting the output specification.</p> <p>Site meetings which are not minuted and are focused on the requirements of the site.</p>
<p>Please state how many contracts your organisation's typical area manager runs.</p>	<p>Our typical area manager would run approximately 20 sites</p>

Fidelis Group

Section 1 ~ Supplier Information

Full name of the Supplier submitting the information	Fidelis Group
Registered office address (if applicable)	Holly House, Shady Lane, Great Barr, Birmingham, West Midlands, B44 9er,
Registered website address (if applicable)	https://www.fidelisgroup.co.uk/
Trading status	a limited company
Date of registration in country of origin	2011
Company registration number (if applicable)	07682858
Charity registration number (if applicable)	NA
Head office DUNS number (if applicable)	217334576
Registered VAT number	120430477
If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	Yes
If you responded yes above, please provide the relevant details, including the registration number(s).	ISO 9001, SAFE CONTRACTOR, BALI, ICO, IWFM

Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	No
If you responded yes above, please provide additional details of what is required and confirmation that you have complied with this.	NA
Trading name(s) that will be used if successful in this procurement	FIDELIS GROUP
Relevant classifications (state whether you fall within one of these and, if so, which one)	
Are you a Small, Medium or Micro Enterprise (SME)?	Yes
Details of Persons of Significant Control (PSC), where appropriate:	
Name	LLOYD ANSERMOZ
Date of birth	25/09/1965
Nationality	BRITISH
Country, state or part of the UK where the PSC usually lives	UK
Service address	STAFFORDSHIRE

The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used)	06/04/2016
Which conditions for being a PSC are met:	
Over 25% up to (and including) 50%	Yes
More than 50% and less than 75%	No
75% or more	No
If none of the above are applicable please enter N/A here	
Details of immediate parent company:	
Full name of the immediate parent company	NA
Registered office address (if applicable)	NA
Registration number (if applicable)	NA
Head office DUNS number (if applicable)	NA
Head office VAT number (if applicable)	NA
Please enter N/A if not applicable here	NA
Details of ultimate parent company:	
Full name of the ultimate parent company	NA
Registered office address (if applicable)	NA

Registration number (if applicable)	NA
Head office DUNS number (if applicable)	NA
Head office VAT number (if applicable)	NA
If none of the above are applicable please enter N/A here	NA
Please note: A criminal record check for relevant convictions may be undertaken for the preferred Suppliers and the persons of significant in control of them.	
1.2 ~ Bidding Model	
1.2 (a)-(i) Are you bidding as the lead contact for a group of economic operators?	No
If yes, please provide details listed in questions 1.2(a)-(ii), (a)-(iii) and to 1.2(b), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a)(ii) for reference purposes, and complete 1.3, Section 2 and 3.	
1.2(a)-(ii) Name of group of economic operators (if applicable)	NA
1.2(a)-(iii) Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	NA

1.2(b)-(i) Are you, if applicable, the group of economic operators proposing to use subcontractors?	N/A
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I declare that to the best of my knowledge the answers submitted and information contained in the document are correct and accurate. I declare that, upon request and without delay I will provide the certificates of documentary evidence referred to in the document. I understand that the information will be used in the selection process to assess my organisations suitability to be invited to participate further in this procurement. I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section. I am aware of the consequences of serious misrepresentation.

1.3 ~ Contact Details and Declaration

1.3(a) Contact name	CHARLOTTE BURKINSHAW
1.3(b) Name of organisation	FIDELIS
1.3(c) Role in organisation	SALES MANAGER
1.3(d) Phone number	01212893258
1.3(e) Email address	CHARLOTTE@FIDELISGROUP.CO.UK
1.3(f) Postal address	FIDELIS GROUP, SHADY LANE, GREAT BARR, BIRMINGHAM, WEST MIDLANDS, B44 9ER,

Section 2 ~ Grounds for Mandatory Exclusion

REGULATIONS 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this web page

([https://www.gov.uk/government/uploads/system/uploads/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)) which should be referred to before completing these questions. Please indicate if, within the past five years you, your organisation or another person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on this webpage

(https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf).

2.1(a)-(i) Participation in a criminal organisation (If yes please provide details at 2.1(b))	No
2.1(a)-(ii) Corruption (If yes please provide details at 2.1(b))	No
2.1(a)-(iii) Fraud (If yes please provide details at 2.1(b))	No
2.1(a)-(iv) Terrorist offences or offences linked to terrorist activities.(If yes please provide details at 2.1(b))	No
2.1(a)-(v) Money laundering or terrorist financing (If yes please provide details at 2.1(b))	No
2.1(a)-(vi) Child Labour and other forms of trafficking in human beings. (If yes please provide details at 2.1(b))	No

<p>2.1(b) If you have answered yes to any of the above questions, please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. Identity of who has been convicted. If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p>	NA
<p>2.2 If you have answered yes to any of the points above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self-Cleaning)</p>	N/A
<p>2.3(a) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisations is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	No
<p>2.3(b) If you have answered yes to question 2.3(a) please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.</p>	NA

Please Note: the authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

Section 3 ~ Grounds for Discretionary Exclusion

The detailed grounds for discretionary exclusion of an organisation are set out on this web-page

(https://www.gov.uk/government/uploads/system/uploads/attachment_data

[/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)), which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.

3.1(a) Breach of environmental obligations (if yes please provide details at 3.2)	No
3.1(b) Breach of social obligations (if yes please provide details at 3.2)	No
3.1(c) Breach of labour law obligations (if yes please provide details at 3.2)	No
3.1(d) Bankrupt or is the subject of insolvency or winding up proceedings, where the organisations assets are being administered by a liquidator or by the court, where it is an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state. (if yes please provide details at 3.2)	No
3.1(e) Guilty of grave professional misconduct. (if yes please provide details at 3.2)	No
3.1(f) Entered into agreements with other economic operators aimed at distorting competition. (if yes please provide details at 3.2)	No

3.1(g) Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure. (if yes please provide details at 3.2)	No
3.1(h) Been involved in the preparation of the procurement procedure? (if yes please provide details at 3.2)	No
3.1(i) Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? (if yes please provide details at 3.2)	No
Please answer the following statements.	
3.1(j)-(i) The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. (If yes please provide details at 3.2)	No
3.1(j)-(ii) The organisation has withheld such information. (If yes please provide details at 3.2)	No
3.1(j)-(iii) The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulation 2015. (If yes please provide details at 3.2)	No

<p>3.1 (j)-(iv) The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection award. (If yes please provide details at 3.2)</p>	No
<p>3.2 If you have answered yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion. (Self Cleaning)</p>	NA

Section 4 ~ Economic and Financial Standing

Are you able to provide a copy of your audited account for the last two years, if requested?	Yes
If no, can you provide one of the following answer with Yes or No in the relevant box.	
a) A statement of the turnover, Profit and Loss Account/Income statement, Balance Sheet/Statement of Financial position and Statement of Cash Flow for the most recent year of trading for this organisation.	Yes
b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	Yes
c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status)	Yes
Where we have specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering "Yes" or "No" that you meet the requirements set out.	Yes
Please upload your financial documents here	Fidelis - Full YE Accounts 31.03.2019.pdf Fidelis Contract Services Ltd - Abridged - signed - 31.03.18.pdf

Section 5 ~ Economic Operator Group

Name of organisation	NA
Relationship to the supplier completing these questions	NA
Are you able to provide parent company accounts if requested to at a later stage?	N/A
If yes, would the parent company be willing to provide a guarantee if necessary?	N/A
If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	N/A

Section 6 ~ Technical and Professional Ability

Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.

The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.

Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).

Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.

If you cannot provide examples see question 6.3.

Contract Example 1

Name of customer organisation	St Francis of Assisi Catholic College
Point of contact in the organisation	Simon Morris
Position in the organisation	School Business Manager
Email address	SMorris@stfrancis.cc
Description of contract	Description of contract Fidelis successfully tendered for St Francis and started providing services to St Francis School in August 2019. Fidelis provides daily high-quality commercial cleaning services with a team of operatives to support site requirements. Our assigned local area Contract Manager manages the site on a daily basis reporting to our Head of Operations who manages SLA requirements and communications with the school management team. Our onsite team provide services outside of school hours in order to minimise the disruption to pupils and staff. We have introduced efficiencies including an upgrade in equipment and machinery and instigated new training methods to deliver excellent standards of cleanliness and a world-class customer service ethic which has consistently delivered above and beyond our agreed SLA.

Contract start date	01/08/2019
Contract completion date	31/07/2022
Estimated contract value	360000
Number of miles from the tender opportunity	5
Relevance to the tender	Awarded via Litmus through tender and same sector and very close in distance

Contract Example 2

Name of customer organisation	Ludlow CE School
Point of contact in the organisation	Rowena Morris
Position in the organisation	Business Manager
Email address	R.Morris@ludlowschool.com
Description of contract	<p>Description of contract Fidelis successfully tendered for Ludlow and started providing services to Ludlow CE School in April 2019. Fidelis provides daily high-quality commercial cleaning services with a team of operatives to support site requirements. Our assigned local area Contract Manager manages the site on a daily basis reporting to our Head of Operations who manages SLA requirements and communications with the school management team. Our onsite team provide services outside of school hours in order to minimise the disruption to pupils and staff. We have introduced efficiencies including an upgrade in equipment and machinery and instigated new training methods to deliver excellent standards of cleanliness and a world-class customer service ethic which has consistently delivered above and beyond our agreed SLA.</p>
Contract start date	01/04/2019

Contract completion date	31/03/2021
Estimated contract value	228000
Number of miles from the tender opportunity	60
Relevance to the tender	Awarded via through tender and same sector
Contract Example 3	
Name of customer organisation	Two Rivers School, Tamworth, Staffordshire
Point of contact in the organisation	Tony Dooley
Position in the organisation	Executive Head Teacher
Email address	Headteacher@tworiversschool.net
Description of contract	Description of contract Fidelis provides daily commercial cleaning services to two separate school sites and locations for Two Rivers Primary and Two Rivers Senior Schools. The Fidelis team consists of cleaning operatives and site supervisors at each site alongside an assigned and dedicated area contracts manager. Our Head of Operations has responsibility for the direct management of the contract and our Managing Director holds quarterly review meetings with the client in accordance with our agreed SLA,s. Our onsite team work outside of school hours in order to minimise the disruption to pupils and staff. We have introduced efficiencies including the upgrade of equipment and machinery and instigated new training methods to deliver excellent standards of cleanliness and a world-class customer service ethic.
Contract start date	01/04/2017
Contract completion date	31/03/2021

Estimated contract value	385500
Number of miles from the tender opportunity	10
Relevance to the tender	Very close to school and same sector
Where you intend to subcontract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your subcontractor(s). Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).	NA
If you cannot provide at least one example for question 6.1, in no more than 500 words please provide an explanation for this, e.g your organisation is a new start up or you have provided services in the past but not under a contract.	NA

Section 7 ~ Modern Slavery Act 2015

7.1 Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc") of the Modern Slavery Act 2015 ("The Act")?	N/A
7.2 If you have answered yes to question 7.1, are you compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?	N/A
If you answered Yes to 7.2 please provide the relevant URL	
If you answered No to 7.2 please provide an explanation	NA

Section 8 ~ Additional Questions

<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below.</p>	
<p>8.1(a)-(i) Employers (Compulsory) Liability Insurance = £5 million</p>	<p>Yes</p>
<p>8.1(a)-(ii) Public Liability Insurance = £5 million</p>	<p>Yes</p>
<p>It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	
<p>Please confirm that your organisation has a robust safeguarding policy in place (or self-certify that this will be in place at the point of contract award), and confirm how your staff recruitment policy takes into account that no staff are permitted to commencement employment on any campus until an enhanced DBS disclosure has been granted.</p>	<p>YES</p>
<p>Please detail your four educational reference sites closest to Birmingham where you currently employ the cleaning operatives. Please give details of all four schools including date of contract award and duration of contract.</p>	<p>St Francis of Assisi Catholic College - 5 miles Two Rivers Primary School, Quince, Tamworth B77 4EN - 10 miles Two Rivers High School, Torc Campus, Silver Link Rd, Tamworth B77 2HJ - 9 miles Lordswood Boys' School, Hagley Rd, Birmingham B17 8BJ - 11 miles</p>

Based on previous experience, please detail your organisation's robust management reporting system to monitor both the input and output of the contract and be able to deliver this information on a timely basis to the Client.

8.2 Based on previous experience, please detail how your organisation manages the services in similar contracts, including management reporting, supervision of staff, proposals for delivery, etc. Quality Management System – Input

At Fidelis, our Operatives are trained to our quality management systems and are taken through an extensive induction process.

A quality management system and electronic Auditing process is implemented to monitor and assure our agreed quality standards.

All Supervisors and Operatives are made aware of these processes at induction stage. Once induction and training is complete we introduce and issue schedules of work and accountabilities to all individual Operatives relevant to the areas for which they will be responsible for. Our 4 weekly site-specific audit is broken down to specifically match individual schedules of work and to mark the entire building area, giving an all-encompassing score as well as operative individual scores. This allows for us to reward and thank our operatives for a job well done and conversely allows us to highlight and give feedback and instruct action on areas of concern or lower scoring.

We have strict instructions and agreements in place with every one of our operatives at all of our customer's sites. A personalised site communication and feedback record is permanently on site for all of our employees, including Supervisors and management team to log in and out at all times when entering and exiting the premises. The site communication and feedback record also allows for feedback and messaging from contract management, operatives and customers. We find that the trust and honesty instilled into our people and within our culture allows for this system to be accurate and also gives us the ability to monitor feedback and actions in a positive way for all concerned.

Audit Reporting System – Output

We have developed a very successful, proven system and method of working within the Education sector with specific quality and efficiency goals to deliver a service of excellence and difference.

	<p>We know that all customers require a bespoke service delivery and therefore we tailor our proven specific service level agreements around the specific requirements of every customer. We have developed our own unique electronic auditing system which helps us to report directly to our customers live through our back office and web portal. The Audit is delivered through a digital tablet device and app, once the Audit is complete a copy is sent electronically to the Client and an additional copy is kept on file within our server at Fidelis Head Office.</p> <p>The audits extend to monitor Health and Safety compliance, reports on the fabric of building issues and challenges and includes customer feedback and agreement for immediate remedial actions where required. Every building and quality audit is measured and scheduled around an individual SLA agreed with our customer to deliver and exceed an agreed level of competence and cleanliness.</p> <p>A weekly physical audit and visit to the site from our allocated area Contracts Manager will occur in the first two months of service to determine and ensure an assured level of service delivery is in place with supervision and training completed with records and site service packs in place.</p> <p>Management reporting is maintained through our physical Contract Manager visits and audits during shift time on a four to six weekly basis dependent and specific to our agreed service plan.</p> <p>A quarterly review meeting with a member of our Senior Management Team takes place to explore, confirm and agree on ongoing efficiencies and actions in all areas of our service delivery.</p>
<p>Please state how many contracts your organisation's typical area manager runs.</p>	<p>30 contracts but is also dependant on contract value/ size so could vary</p>

Genie Cleaning Services

Section 1 ~ Supplier Information	
Full name of the Supplier submitting the information	Genie Cleaning Services Ltd
Registered office address (if applicable)	Suite D, 282 Lichfield Road, Sutton Coldfield, West Midlands, B74 2UB,
Registered website address (if applicable)	www.geniecleaningservices.co.uk
Trading status	a limited company
Date of registration in country of origin	01/12/2004
Company registration number (if applicable)	5302167
Charity registration number (if applicable)	N/A
Head office DUNS number (if applicable)	N/A
Registered VAT number	855110840
If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	N/A
If you responded yes above, please provide the relevant details, including the registration number(s).	N/A

Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	No
If you responded yes above, please provide additional details of what is required and confirmation that you have complied with this.	N/A
Trading name(s) that will be used if successful in this procurement	Genie Cleaning Services Ltd
Relevant classifications (state whether you fall within one of these and, if so, which one)	
Are you a Small, Medium or Micro Enterprise (SME)?	Yes
Details of Persons of Significant Control (PSC), where appropriate:	
Name	Virginia Pagan
Date of birth	24/04/1962
Nationality	British
Country, state or part of the UK where the PSC usually lives	Aldridge, Walsall UK
Service address	30 Lazy Hill Road, Aldridge, Walsall WS9 8RW

The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used)	06/04/2016
Which conditions for being a PSC are met:	
Over 25% up to (and including) 50%	No
More than 50% and less than 75%	No
75% or more	Yes
If none of the above are applicable please enter N/A here	
Details of immediate parent company:	
Full name of the immediate parent company	
Registered office address (if applicable)	
Registration number (if applicable)	
Head office DUNS number (if applicable)	
Head office VAT number (if applicable)	
Please enter N/A if not applicable here	N/A
Details of ultimate parent company:	
Full name of the ultimate parent company	
Registered office address (if applicable)	

Registration number (if applicable)	
Head office DUNS number (if applicable)	
Head office VAT number (if applicable)	
If none of the above are applicable please enter N/A here	N/A
Please note: A criminal record check for relevant convictions may be undertaken for the preferred Suppliers and the persons of significant in control of them.	

1.2 ~ Bidding Model

1.2 (a)-(i) Are you bidding as the lead contact for a group of economic operators?	No
If yes, please provide details listed in questions 1.2(a)-(ii), (a)-(iii) and to 1.2(b), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a)(ii) for reference purposes, and complete 1.3, Section 2 and 3.	
1.2(a)-(ii) Name of group of economic operators (if applicable)	N/A
1.2(a)-(iii) Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	N/A
1.2(b)-(i) Are you, if applicable, the group of economic operators proposing to use subcontractors?	N/A
I declare that to the best of my knowledge the answers submitted and information contained in the document are correct and accurate. I declare that, upon request and without delay I will provide the certificates of documentary evidence referred to in the document. I understand that the information will be used in the selection process to assess my organisations suitability to be invited to participate	

further in this procurement. I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section. I am aware of the consequences of serious misrepresentation.

1.3 ~ Contact Details and Declaration

1.3(a) Contact name	Virginia Pagan
1.3(b) Name of organisation	Genie Cleaning Services Ltd
1.3(c) Role in organisation	Managing Director
1.3(d) Phone number	0800 093 0538 or 07495 532623
1.3(e) Email address	info@geniecleaningservices.co.uk
1.3(f) Postal address	Genie Cleaning Services Ltd, 184e Chester Road, Streetly, Sutton Coldfield, West Midlands, B74 3NA,

Section 2 ~ Grounds for Mandatory Exclusion

REGULATIONS 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this web page

([https://www.gov.uk/government/uploads/system/uploads/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)) which should be referred to before completing these questions.

Please indicate if, within the past five years you, your organisation or another person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on this webpage

([https://www.gov.uk/government/uploads/system/uploads/attachment_data/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)).

2.1(a)-(i) Participation in a criminal organisation (If yes please provide details at 2.1(b))	No
2.1(a)-(ii) Corruption (If yes please provide details at 2.1(b))	No
2.1(a)-(iii) Fraud (If yes please provide details at 2.1(b))	No
2.1(a)-(iv) Terrorist offences or offences linked to terrorist activities.(If yes please provide details at 2.1(b))	No
2.1(a)-(v) Money laundering or terrorist financing (If yes please provide details at 2.1(b))	No
2.1(a)-(vi) Child Labour and other forms of trafficking in human beings. (If yes please provide details at 2.1(b))	No

<p>2.1(b) If you have answered yes to any of the above questions, please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. Identity of who has been convicted. If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p>	N/A
<p>2.2 If you have answered yes to any of the points above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self-Cleaning)</p>	N/A
<p>2.3(a) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisations is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	No
<p>2.3(b) If you have answered yes to question 2.3(a) please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding</p>	N/A

<p>sum including where applicable any accrued interest and/or fines.</p>	
<p>Please Note: the authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.</p>	

Section 3 ~ Grounds for Discretionary Exclusion

The detailed grounds for discretionary exclusion of an organisation are set out on this web-page

(https://www.gov.uk/government/uploads/system/uploads/attachment_data

[/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)), which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.

3.1(a) Breach of environmental obligations (if yes please provide details at 3.2)	No
3.1(b) Breach of social obligations (if yes please provide details at 3.2)	No
3.1(c) Breach of labour law obligations (if yes please provide details at 3.2)	No
3.1(d) Bankrupt or is the subject of insolvency or winding up proceedings, where the organisations assets are being administered by a liquidator or by the court, where it is an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state. (if yes please provide details at 3.2)	No
3.1(e) Guilty of grave professional misconduct. (if yes please provide details at 3.2)	No
3.1(f) Entered into agreements with other economic operators aimed at distorting competition. (if yes please provide details at 3.2)	No

3.1(g) Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure. (if yes please provide details at 3.2)	No
3.1(h) Been involved in the preparation of the procurement procedure? (if yes please provide details at 3.2)	No
3.1(i) Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? (if yes please provide details at 3.2)	No
Please answer the following statements.	
3.1(j)-(i) The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. (If yes please provide details at 3.2)	No
3.1(j)-(ii) The organisation has withheld such information. (If yes please provide details at 3.2)	No
3.1(j)-(iii) The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulation 2015. (If yes please provide details at 3.2)	No

<p>3.1 (j)-(iv) The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection award. (If yes please provide details at 3.2)</p>	No
<p>3.2 If you have answered yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion. (Self-Cleaning)</p>	N/A

Section 4 ~ Economic and Financial Standing

Are you able to provide a copy of your audited account for the last two years, if requested?	Yes
If no, can you provide one of the following answer with Yes or No in the relevant box.	
a) A statement of the turnover, Profit and Loss Account/Income statement, Balance Sheet/Statement of Financial position and Statement of Cash Flow for the most recent year of trading for this organisation.	
b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	
c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status)	
Where we have specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this procurement, please self certify by answering "Yes" or "No" that you meet the requirements set out.	Yes
Please upload your financial documents here	G31 2018 Ltd Accounts.pdf Genie Cleaning 2019 Draft Limited Accs.pdf

Section 5 ~ Economic Operator Group

Name of organisation	N/A
Relationship to the supplier completing these questions	N/A
Are you able to provide parent company accounts if requested to at a later stage?	N/A
If yes, would the parent company be willing to provide a guarantee if necessary?	N/A
If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	N/A

Section 6 ~ Technical and Professional Ability

Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.

The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.

Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).

Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.

If you cannot provide examples see question 6.3.

Contract Example 1

Name of customer organisation	St John's CE Primary School
Point of contact in the organisation	Mr Darren Forth
Position in the organisation	School Business Manager
Email address	d.forth@st-johns-pri.bham.sch.uk
Description of contract	<p>Our contract with St John's CE Primary School is one of cleaning provisions.</p> <p>The following schedule should be adhered to for daily cleaning services.</p> <p>Main Foyer / Reception / Waiting Area</p> <p>Floors Free of litter, debris, dust, grit and loose foreign matter Daily</p> <p>Carpeted areas should be free of visible loose debris, dust, fluff, lint, removable stains and matter</p>

Horizontal surfaces (up to 3 metres) To be free of visible loose debris, dust, cobwebs and stains i.e. furniture, exposed shelving, desks, tables, chairs, window ledges and radiator tops

Fabric covered furniture should be free of dust.

Tables and chairs should have an acceptable appearance, dry and free of removable stains

Vertical surfaces (up to 3 metres)

To be free of visible loose debris, dust, cobwebs and stains i.e. walls and high ledges, skirting boards, radiators & pipes, internal glass and framed glass displays

To be smear and streak free

To have an acceptable appearance, dry and free of removable stains

Internal glass to be cleaned termly

Waste bins Empty and dry with inner and outer surfaces free of dirt and stains that can be removed by washing.

Light fittings Ceiling light fittings below 3m dusted on a termly basis

Corridors / Cloakrooms

Floors Free of litter, debris, dust, grit and loose foreign matter.

Carpeted areas should be free of visible loose debris, dust, fluff, lint, removable stains and matter.

Vinyl, wood and granwood floors should be dry and free of stains, spillages, marks, in-ground dirt and have a uniform acceptable appearance.

Non slip and quarry tiled floors should be dry, free of stains, spillages, marks, in-ground dirt and have a uniform acceptable appearance.

Horizontal surfaces (up to 3 metres)

To be free of visible loose debris, dust, cobwebs and stains

Fabric covered furniture should be free of dust.

i.e. furniture, exposed shelving, desks, tables, chairs, window ledges and radiator tops

Tables and chairs should have an acceptable appearance, dry and free of removable stains

Vertical surfaces (up to 3 metres)

To be free of visible loose debris, dust, cobwebs and stains

To be smear and streak free

i.e. walls and high ledges, skirting boards, radiators & pipes, internal glass and framed glass displays

To have an acceptable appearance, dry and free of removable stains

Internal glass to be cleaned termly

Waste bins Empty and dry with inner and outer surfaces free of dirt and stains that can be removed by washing.

Light fittings Ceiling light fittings below 3m dusted on a termly basis

School Office

Floors Free of litter, debris, dust, grit and loose foreign matter.

Carpeted areas should be free of visible loose debris, dust, fluff, lint, removable stains and matter.

Horizontal surfaces (up to 3 metres) To be free of visible loose debris, dust, cobwebs and stains

i.e. furniture, exposed shelving, desks, tables, chairs, window ledges and radiator tops

Fabric covered furniture should be free of dust.

Tables and chairs should have an acceptable appearance, dry and free of removable stains

Vertical surfaces (up to 3 metres)

To be free of visible loose debris, dust, cobwebs and stains

i.e. walls and high ledges, skirting boards, radiators & pipes, internal glass and framed glass displays

To be smear and streak free

To have an acceptable appearance

Contract start date	02/07/2018
Contract completion date	02/07/2021
Estimated contract value	£97,735.95
Number of miles from the tender opportunity	The distance from St John's CE Primary School to Bishop Vesey Grammar School in Sutton Coldfield is approximately 7.3 Miles
Relevance to the tender	The School Cleaning Contract with St John's CE Primary School is similar to the cleaning contract with Bishop Vesey as the are both schools.

Contract Example 2

Name of customer organisation	Chilwell Croft Academy
Point of contact in the organisation	Mr Martin Edwards
Position in the organisation	Building Services Manager
Email address	MEdwards@chilwellcroftacademy.com
Description of contract	<p>Our contract with Chilwell Croft Academy is one of cleaning provisions.</p> <p>The following schedule should be adhered to for daily cleaning services.</p> <p>Main Foyer / Reception / Waiting Area</p> <p>Floors Free of litter, debris, dust, grit and loose foreign matter Daily</p> <p>Carpeted areas should be free of visible loose debris, dust, fluff, lint, removable stains and matter</p> <p>Horizontal surfaces (up to 3 metres) To be free of visible loose debris, dust, cobwebs and stains i.e. furniture, exposed shelving, desks, tables, chairs, window ledges and radiator tops</p>

Fabric covered furniture should be free of dust.

Tables and chairs should have an acceptable appearance, dry and free of removable stains

Vertical surfaces (up to 3 metres)

To be free of visible loose debris, dust, cobwebs and stains

i.e. walls and high ledges, skirting boards, radiators & pipes, internal glass and framed glass displays

To be smear and streak free

To have an acceptable appearance, dry and free of removable stains

Internal glass to be cleaned termly

Waste bins Empty and dry with inner and outer surfaces free of dirt and stains that can be removed by washing.

Light fittings Ceiling light fittings below 3m dusted on a termly basis

Corridors / Cloakrooms

Floors Free of litter, debris, dust, grit and loose foreign matter.

Carpeted areas should be free of visible loose debris, dust, fluff, lint, removable stains and matter.

Vinyl, wood and granwood floors should be dry and free of stains, spillages, marks, in-ground dirt and have a uniform acceptable appearance.

Non slip and quarry tiled floors should be dry, free of stains, spillages, marks, in-ground dirt and have a uniform acceptable appearance.

Horizontal surfaces (up to 3 metres)

To be free of visible loose debris, dust, cobwebs and stains Fabric covered furniture should be free of dust. i.e. furniture, exposed shelving, desks, tables, chairs, window ledges and radiator tops

<p>Tables and chairs should have an acceptable appearance, dry and free of removable stains</p> <p>Vertical surfaces (up to 3 metres)</p> <p>To be free of visible loose debris, dust, cobwebs and stains</p> <p>To be smear and streak free</p> <p>i.e. walls and high ledges, skirting boards, radiators & pipes, internal glass and framed glass displays</p> <p>To have an acceptable appearance, dry and free of removable stains</p> <p>Internal glass to be cleaned termly</p> <p>Waste bins Empty and dry with inner and outer surfaces free of dirt and stains that can be removed by washing.</p> <p>Light fittings Ceiling light fittings below 3m dusted on a termly basis</p> <p>School Office</p> <p>Floors Free of litter, debris, dust, grit and loose foreign matter.</p> <p>Carpeted areas should be free of visible loose debris, dust, fluff, lint, removable stains and matter.</p> <p>Horizontal surfaces (up to 3 metres) To be free of visible loose debris, dust, cobwebs and stains</p> <p>i.e. furniture, exposed shelving, desks, tables, chairs, window ledges and radiator tops</p> <p>Fabric covered furniture should be free of dust.</p> <p>Tables and chairs should have an acceptable appearance, dry and free of removable stains</p> <p>Vertical surfaces (up to 3 metres)</p> <p>To be free of visible loose debris, dust, cobwebs and stains</p> <p>i.e. walls and high ledges, skirting boards, radiators & pipes, internal glass and framed glass displays</p> <p>To be smear and streak free</p> <p>To have an acceptable appearance</p>
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Contract start date	September 2018
Contract completion date	September 2021
Estimated contract value	£92,058.30
Number of miles from the tender opportunity	The distance from Chilwell Croft Academy to Bishop Vesey Grammar School in Sutton Coldfield is approximately 7.3 Miles
Relevance to the tender	The School Cleaning Contract with Chilwell Croft Academy is similar to the cleaning contract with Bishop Vesey as they are both schools.

Contract Example 3

Name of customer organisation	Marlborough Primary School
Point of contact in the organisation	Mr G Khan MIWFM
Position in the organisation	Facilities Manager
Email address	g.khan@mis_bham.sch.uk
Description of contract	<p>Our contract with Marlborough School is one of cleaning provisions.</p> <p>The following schedule should be adhered to for daily cleaning services.</p> <p>Main Foyer / Reception / Waiting Area</p> <p>Floors Free of litter, debris, dust, grit and loose foreign matter Daily</p> <p>Carpeted areas should be free of visible loose debris, dust, fluff, lint, removable stains and matter</p> <p>Horizontal surfaces (up to 3 metres) To be free of visible loose debris, dust, cobwebs and stains i.e. furniture, exposed shelving, desks, tables, chairs, window ledges and radiator tops</p>

Fabric covered furniture should be free of dust.

Tables and chairs should have an acceptable appearance, dry and free of removable stains

Vertical surfaces (up to 3 metres)

To be free of visible loose debris, dust, cobwebs and stains

i.e. walls and high ledges, skirting boards, radiators & pipes, internal glass and framed glass displays

To be smear and streak free

To have an acceptable appearance, dry and free of removable stains

Internal glass to be cleaned termly

Waste bins Empty and dry with inner and outer surfaces free of dirt and stains that can be removed by washing.

Light fittings Ceiling light fittings below 3m dusted on a termly basis

Corridors / Cloakrooms

Floors Free of litter, debris, dust, grit and loose foreign matter.

Carpeted areas should be free of visible loose debris, dust, fluff, lint, removable stains and matter.

Vinyl, wood and granwood floors should be dry and free of stains, spillages, marks, in-ground dirt and have a uniform acceptable appearance.

Non slip and quarry tiled floors should be dry, free of stains, spillages, marks, in-ground dirt and have a uniform acceptable appearance.

Horizontal surfaces (up to 3 metres)

To be free of visible loose debris, dust, cobwebs and stains

Fabric covered furniture should be free of dust.

i.e. furniture, exposed shelving, desks, tables, chairs, window ledges and radiator tops

Tables and chairs should have an acceptable appearance, dry and free of removable stains

Vertical surfaces (up to 3 metres)

To be free of visible loose debris, dust, cobwebs and stains

To be smear and streak free

i.e. walls and high ledges, skirting boards, radiators & pipes, internal glass and framed glass displays

To have an acceptable appearance, dry and free of removable stains

Internal glass to be cleaned termly

Waste bins Empty and dry with inner and outer surfaces free of dirt and stains that can be removed by washing.

Light fittings Ceiling light fittings below 3m dusted on a termly basis

School Office

Floors Free of litter, debris, dust, grit and loose foreign matter.

Carpeted areas should be free of visible loose debris, dust, fluff, lint, removable stains and matter.

Horizontal surfaces (up to 3 metres) To be free of visible loose debris, dust, cobwebs and stains

i.e. furniture, exposed shelving, desks, tables, chairs, window ledges and radiator tops

Fabric covered furniture should be free of dust.

Tables and chairs should have an acceptable appearance, dry and free of removable stains

Vertical surfaces (up to 3 metres)

To be free of visible loose debris, dust, cobwebs and stains

i.e. walls and high ledges, skirting boards, radiators & pipes, internal glass and framed glass displays

To be smear and streak free

To have an acceptable appearance

Contract start date	September 2019
Contract completion date	September 2022
Estimated contract value	£97,500.00
Number of miles from the tender opportunity	The distance from Marlborough Primary School to Bishop Vesey Grammar School in Sutton Coldfield is approximately 7.3 Miles
Relevance to the tender	The School Cleaning Contract with Marlborough School is similar to the cleaning contract with Bishop Vesey as they are both schools.
Where you intend to subcontract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your subcontractor(s). Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).	N/A
If you cannot provide at least one example for question 6.1, in no more than 500 words please provide an explanation for this, e.g. your organisation is a new start up or you have provided services in the past but not under a contract.	N/A

Section 7 ~ Modern Slavery Act 2015

7.1 Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc") of the Modern Slavery Act 2015 ("The Act")?	N/A
7.2 If you have answered yes to question 7.1, are you compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?	N/A
If you answered Yes to 7.2 please provide the relevant URL	N/A
If you answered No to 7.2 please provide an explanation	N/A

Section 8 ~ Additional Questions

<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below.</p>	
<p>8.1(a)-(i) Employers (Compulsory) Liability Insurance = £5 million</p>	<p>Yes</p>
<p>8.1(a)-(ii) Public Liability Insurance = £5 million</p>	<p>Yes</p>
<p>It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	
<p>Please confirm that your organisation has a robust safeguarding policy in place (or self-certify that this will be in place at the point of contract award), and confirm how your staff recruitment policy takes into account that no staff are permitted to commencement employment on any campus until an enhanced DBS disclosure has been granted.</p>	<p>Genie Cleaning Ltd has implemented a robust Safeguarding Policy which we are committed to. Our safeguarding processes and procedures include:</p> <p>Should new staff be required we would advertise for staff through local papers / local job centres using office telephone numbers. Invitation to interview would be made with particular attention to informing the candidates of the interview process, confirming the enhanced DBS disclosure requirements and to confirm their identity by bringing along passports, driving licence, birth certificates as well as other forms of documentation such a utility bills or bank statements.</p> <p>The candidates would be interviewed at the educational facility at a pre-arranged time and area agreed with the educational facility outside normal educational facility hours by a Manager / Director and the Site Manager. An application form would be completed. All applicants would be interviewed using the application form, pre-prepared job description and job specification.</p>

Job references are requested from interviewees from their most recent employer. If a candidate has previously worked in a educational facility environment a reference is also required from this employer. References are followed up and a written request is made to the referee. Questions asked include: Was the person subject to any disciplinary action? Would they re-employ this person ?. If a previous employer would not re-employ a candidate then we would think very carefully about employing them.

Conditional offer of employment is made subject to e.g. satisfactory references, verification of candidate's identity, and a satisfactory enhanced DBS disclosure.

No person would be allowed to commence work on a educational facility site without having a satisfactory current enhanced DBS check made.

All staff receive training in WI003 – Health & safety Instructions (attached) which includes a Safeguarding element as follows:

Safeguarding

Our Safeguarding Policy is given to all staff who may have access to children and young / vulnerable adults during their work, and forms part of the Company's specific training for their protection. It is mandatory that you comply with the following safeguarding procedures:

All cleaning operatives at educational facilities will be subject to a mandatory Disclosure and Barring Service (DBS) check which shall be repeated on a three-yearly cycle.

Staff are required to maintain appropriate professional boundaries and avoid behaviour which could be misinterpreted by others. We expect all staff to report any incident with this potential. We expect all staff to report any incident with this potential

Do not initiate conversation with a child or young / vulnerable adult.

Do not attempt to clean a room / toilet where a child or young / vulnerable adult is present. Do not engage the child / vulnerable adult in conversation. Report the non-cleaning action to your Supervisor.

No photographs are to be taken on educational facility premises either inside or outside.

	<p>Should you for any reason be concerned about the welfare of a child or young / vulnerable adult, please report this immediately to your Supervisor.</p> <p>All employees receive formal documented annual refresher training in all company documents including all appropriate Health & Safety documents. Safeguarding forms part of this refresher training.</p> <p>Enhanced DBS disclosure checks are repeated every three years.</p>
<p>Please detail your four educational reference sites closest to Birmingham where you currently employ the cleaning operatives. Please give details of all four schools including date of contract award and duration of contract.</p>	<p>Reference 1</p> <p>St John's CE Primary School</p> <p>School Business Manager - Mr Darren Forth</p> <p>Address</p> <p>St John's CE Primary School</p> <p>Stratford Road</p> <p>Sparkhill</p> <p>Birmingham</p> <p>B11 4EA</p> <p>Email - d.forth@st-johns-pri.bham.sch.uk</p> <p>Contract start date: September 2018</p> <p>Duration - 3 Years</p> <p>Reference 2</p> <p>Chilwell Croft Academy</p> <p>Building Services Manager - Mr Martin Edwards</p> <p>Address</p> <p>Chilwell Croft Academy</p>

Birmingham

B19 2QH

Email - MEdwards@chilwellcroftacademy.com

Contract start date: September 2018

Duration - 3 Years

Reference 3

Marlborough Primary School

Mr G Khan MIWFM

Facilities Manager - Mr G Khan MIWFM

Address

Marlborough Primary School

Green Lane

Small Heath

Birmingham

B10 9NY

Email - g.khan@mis_bham.sch.uk

Contract start date: September 2019

Duration – 3 Years

Reference 4

Hillcrest School & Sixth Form Centre

School Business Manager - Sharon Johnson

Address

Hillcrest School and Sixth Form Centre

	<p>Stonehouse Lane</p> <p>Bartley Green</p> <p>B32 3AE</p> <p>Email – s.johnson@hillcrest.bham.sch.uk</p> <p>Contract start date - September 2018</p> <p>Duration – 3 Years</p> <p>Please note we have serviced this site since 2014, having re-won the contract.</p>
<p>Based on previous experience, please detail your organisation's robust management reporting system to monitor both the input and output of the contract and be able to deliver this information on a timely basis to the Client.</p>	<p>Genie Cleaning Services for all educational establishments operate a quality auditing programme which is designed to:</p> <ul style="list-style-type: none"> Ensure audits are conducted on a scheduled basis Ensure all individual work units are checked Identify areas where operations are non-conforming to the procedure Provide a report for action to be taken against these non-conformances Follow up to ensure the corrective action has been effective Identify possible improvements to the Quality Management System Maintain records of quality audits Ensure suitably trained and independent personnel conduct the Audits <p>We will ensure the facility is subjected to rigorous documented weekly auditing activities to ensure cleaning standards are meeting requisite expectations. We ensure our staff are fully trained staff and capable of undertaking audits to a satisfactory level. The staff are normally in-house trained in auditing techniques in order for satisfactory auditing of the site to take place</p> <p>The Area Contracts Manager will audit the site on a scheduled basis using a planned "Audit Schedule". All areas shall be formally audited using a Cleaning Audit Report. The report has a tick box approach: very poor through to excellent criteria. Five boxes in total together with a comments box for each area / feature audited. Areas addressed are: Toilets, Classrooms,</p>

	<p>Offices, Corridors / Entrance, Stairs / landings, Staff / Common Rooms and a Miscellaneous Section.</p> <p>Completed audits will be archived and used to collate a monthly report to feedback findings to the Site Supervisor. A summary of audit finding will be produced detailing issues identified and actions currently being/ to be taken. Audit forms will also be used for training and performance management purposes, identifying areas of poor performance and identifying training requirements so that extra training can be provided. They can also be used to plan for deep cleaning by identify any areas that need particular attention. The audits will ensure a full audit trail for fulfilling the cleaning requirements of the site. If issues are identified during the regular daily or weekly audit these will be dealt with at the time and actions will be documented for the quarterly report meeting detailed below.</p> <p>Contract - Management Control</p> <p>The Area Contracts Manager will assume full responsibility for managing and controlling all aspects of our service and for liaison with site representatives and Site Supervisor to achieve the agreed service level performance indicators defined within the service level agreement. They will have full accountability for the contract. The Area Contracts Manager and Area Supervisor of Genie Cleaning Services Ltd will actively support the Site Supervisor.</p> <p>The Operations Director and Managing Director of Genie Cleaning will have overall responsibility for the contract. They will hold regular quarterly meetings with the nominated Representative (s) together with the Genie Cleaning Services Area Contracts Manager and Site Supervisor. At the meeting the agreed KPI's will be reviewed which includes the quality auditing results.</p>
<p>Please state how many contracts your organisation's typical area manager runs.</p>	<p>Our contracts managers runs between 17-20 contracts depending on the size of contracts and volume of workload.</p>

Regent Samsic

Section 1 ~ Supplier Information

Full name of the Supplier submitting the information	Regent Office Care Ltd
Registered office address (if applicable)	Unit 2, Oak Court, Pilgrims Walk, Prologis Park, Coventry, West Midlands, CV6 4QH,
Registered website address (if applicable)	www.samsic.uk
Trading status	a limited company
Date of registration in country of origin	18th February 1986
Company registration number (if applicable)	1990614
Charity registration number (if applicable)	N/A
Head office DUNS number (if applicable)	29-664-4552
Registered VAT number	415 2528 73
If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	Yes
If you responded yes above, please provide the relevant details, including the registration number(s).	Registered with Companies' House Company Registration Number: 1990614

Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	No
If you responded yes above, please provide additional details of what is required and confirmation that you have complied with this.	<p>As a Limited Company we are registered at Companies House (see above) and, although not compulsory, we are members of:</p> <ul style="list-style-type: none"> • Cleaning & Support Services Association (CSSA) Membership no 396 (from 10.03.1987) • British Institute of Cleaning Science (BICSc) (Approved Assessment Centre No. 16005480) • Institute of Workplace and Facilities Management (IWFM) Membership No. 0082501
Trading name(s) that will be used if successful in this procurement	Samsic UK
Relevant classifications (state whether you fall within one of these and, if so, which one)	
Are you a Small, Medium or Micro Enterprise (SME)?	No
Details of Persons of Significant Control (PSC), where appropriate:	
Name	1. Jonathan King 2. FIGJI SARL
Date of birth	1. 01/04/1963 2. N/A
Nationality	1. British 2. French
Country, state or part of the UK where the PSC usually lives	1. Leicestershire 2. France

Service address	1. Unit 2, Oak Court, Pilgrims Walk , Prologis Park Coventry CV6 4QH 2.6 rue de Châtillon, La Rigourdière, CS 57 745, 35577 – Cesson Sévigné Cedex , France
The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used)	1. 06/04/2016 2. 06/04/2016
Which conditions for being a PSC are met:	
Over 25% up to (and including) 50%	No
More than 50% and less than 75%	No
75% or more	Yes
If none of the above are applicable please enter N/A here	1. N/A
Details of immediate parent company:	
Full name of the immediate parent company	Samsic Groupe
Registered office address (if applicable)	6 rue de Châtillon, La Rigourdière, CS 57 745, 35577 – Cesson Sévigné Cedex, France
Registration number (if applicable)	403 227 796(France)
Head office DUNS number (if applicable)	N/A
Head office VAT number (if applicable)	N/A
Please enter N/A if not applicable here	
Details of ultimate parent company:	

Full name of the ultimate parent company	Samsic Groupe
Registered office address (if applicable)	6 rue de Châtillon, La Rigourdière, CS 57 745, 35577 – Cesson Sévigné Cedex, France
Registration number (if applicable)	403 227 796(France)
Head office DUNS number (if applicable)	N/A
Head office VAT number (if applicable)	N/A
If none of the above are applicable please enter N/A here	
Please note: A criminal record check for relevant convictions may be undertaken for the preferred Suppliers and the persons of significant in control of them.	
1.2 ~ Bidding Model	
1.2 (a)-(i) Are you bidding as the lead contact for a group of economic operators?	No
If yes, please provide details listed in questions 1.2(a)-(ii), (a)-(iii) and to 1.2(b), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a)(ii) for reference purposes, and complete 1.3, Section 2 and 3.	
1.2(a)-(ii) Name of group of economic operators (if applicable)	N/A

1.2(a)-(iii) Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	N/A
1.2(b)-(i) Are you, if applicable, the group of economic operators proposing to use subcontractors?	Yes

I declare that to the best of my knowledge the answers submitted and information contained in the document are correct and accurate. I declare that, upon request and without delay I will provide the certificates of documentary evidence referred to in the document. I understand that the information will be used in the selection process to assess my organisations suitability to be invited to participate further in this procurement. I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section. I am aware of the consequences of serious misrepresentation.

1.3 ~ Contact Details and Declaration

1.3(a) Contact name	Amanda Restall
1.3(b) Name of organisation	Regent Office Care Ltd T/A Samsic UK
1.3(c) Role in organisation	Sales Office Manager
1.3(d) Phone number	01483 861477
1.3(e) Email address	Amanda.Restall@samsic.uk
1.3(f) Postal address	Unit 7, 1st Floor. Godalming Business Centre, Woolsack Way, Godalming, Surrey, GU7 1XW,

Section 2 ~ Grounds for Mandatory Exclusion

REGULATIONS 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this web page

([https://www.gov.uk/government/uploads/system/uploads/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)) which should be referred to before completing these questions.

Please indicate if, within the past five years you, your organisation or another person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on this webpage

([https://www.gov.uk/government/uploads/system/uploads/attachment_data/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)).

2.1(a)-(i) Participation in a criminal organisation (If yes please provide details at 2.1(b))	No
2.1(a)-(ii) Corruption (If yes please provide details at 2.1(b))	No
2.1(a)-(iii) Fraud (If yes please provide details at 2.1(b))	No
2.1(a)-(iv) Terrorist offences or offences linked to terrorist activities.(If yes please provide details at 2.1(b))	No
2.1(a)-(v) Money laundering or terrorist financing (If yes please provide details at 2.1(b))	No
2.1(a)-(vi) Child Labour and other forms of trafficking in human beings. (If yes please provide details at 2.1(b))	No

<p>2.1(b) If you have answered yes to any of the above questions, please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. Identity of who has been convicted. If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p>	N/A
<p>2.2 If you have answered yes to any of the points above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self-Cleaning)</p>	N/A
<p>2.3(a) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisations is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	No

<p>2.3(b) If you have answered yes to question 2.3(a) please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.</p>	<p>N/A</p>
<p>Please Note: the authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.</p>	

Section 3 ~ Grounds for Discretionary Exclusion

The detailed grounds for discretionary exclusion of an organisation are set out on this web-page

(https://www.gov.uk/government/uploads/system/uploads/attachment_data

[/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)), which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.

3.1 (a) Breach of environmental obligations (if yes please provide details at 3.2)	No
3.1 (b) Breach of social obligations (if yes please provide details at 3.2)	No
3.1 (c) Breach of labour law obligations (if yes please provide details at 3.2)	No
3.1 (d) Bankrupt or is the subject of insolvency or winding up proceedings, where the organisations assets are being administered by a liquidator or by the court, where it is an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state. (if yes please provide details at 3.2)	No
3.1 (e) Guilty of grave professional misconduct. (if yes please provide details at 3.2)	No
3.1 (f) Entered into agreements with other economic operators aimed at distorting competition. (if yes please provide details at 3.2)	No

3.1(g) Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure. (if yes please provide details at 3.2)	No
3.1(h) Been involved in the preparation of the procurement procedure? (if yes please provide details at 3.2)	No
3.1(i) Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? (if yes please provide details at 3.2)	No
Please answer the following statements.	
3.1(j)-(i) The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. (If yes please provide details at 3.2)	No
3.1(j)-(ii) The organisation has withheld such information. (If yes please provide details at 3.2)	No
3.1(j)-(iii) The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulation 2015. (If yes please provide details at 3.2)	No

<p>3.1 (j)-(iv) The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection award. (If yes please provide details at 3.2)</p>	No
<p>3.2 If you have answered yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion. (Self Cleaning)</p>	N/A

Section 4 ~ Economic and Financial Standing

Are you able to provide a copy of your audited account for the last two years, if requested?	Yes
If no, can you provide one of the following answer with Yes or No in the relevant box.	
a) A statement of the turnover, Profit and Loss Account/Income statement, Balance Sheet/Statement of Financial position and Statement of Cash Flow for the most recent year of trading for this organisation.	
b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	
c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status)	
Where we have specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this procurement, please self certify by answering "Yes" or "No" that you meet the requirements set out.	Yes
Please upload your financial documents here	Appendix 1, Section 4, Question 4.3 - Audited Accounts y.e. 31.12.2018 & 31.12.2017.zip

Section 5 ~ Economic Operator Group

Name of organisation	Samsic Groupe
Relationship to the supplier completing these questions	Parent Company
Are you able to provide parent company accounts if requested to at a later stage?	Yes
If yes, would the parent company be willing to provide a guarantee if necessary?	Yes
If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	N/A

Section 6 ~ Technical and Professional Ability

Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.

The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.

Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).

Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.

If you cannot provide examples see question 6.3.

Contract Example 1

Name of customer organisation	Leicester Grammar School
Position in the organisation	Facilities Manager
Email address	RyanP@leicestergrammar.org.uk
Description of contract	<p>The Contract comprises of daily, weekly & monthly routine cleaning together with holiday and periodic cleaning. Our contract also includes window cleaning and consumable supplies.</p> <p>We utilise a total of 1 Supervisor & 17 Cleaning Operatives, working a total of 321.5 hours per week, working various shifts throughout the day</p>
Contract start date	August 2019
Contract completion date	July 2022
Estimated contract value	£197,779 per annum

Number of miles from the tender opportunity	47.4 miles
Relevance to the tender	Educational Cleaning Contract in the Midlands
Contract Example 2	
Name of customer organisation	St Peters Catholic School
Point of contact in the organisation	Jane Beale
Position in the organisation	Business Manager
Email address	Bealej@st-peters.solihull.sch.uk
Description of contract	<p>The Contract comprises of daily, weekly & monthly routine cleaning together with holiday and periodic cleaning. A Janitor also carries out duties throughout the day. Our contract also includes the provision of consumables.</p> <p>We utilise a total of 2 Supervisors, 11 Cleaning Operatives & a Janitor working a total of 198.5 hours per week.</p>
Contract start date	August 2016
Contract completion date	July 2021
Estimated contract value	£125,017 per annum
Number of miles from the tender opportunity	19.6 miles
Relevance to the tender	Educational Cleaning Contract in the Midlands
Contract Example 3	
Name of customer organisation	Alcester Academy

Point of contact in the organisation	Helen Seys
Position in the organisation	Business Manager
Email address	helenseys@alcesteracademy.org.uk
Description of contract	The contract is for 45 weeks (including holidays and teacher training days) and consists of daily cleaning during term time and periodic cleaning during holiday periods. We employ 1 Supervisor and 6 Cleaning Operatives working a total of 102 hours per week.
Contract start date	April 2019
Contract completion date	March 2022
Estimated contract value	£66,170 per annum
Number of miles from the tender opportunity	33.9 miles
Relevance to the tender	Educational Cleaning Contract in the Midlands
Where you intend to subcontract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your subcontractor(s). Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).	<p>Supply Chain Partners: Occasionally, for reasons of geography, demand or unusual/specialist conditions we may sub-contract some tasks for Soft FM. Commonly, high level window cleaning/abseiling/specialist stone floor renovation/supplementary services such as pest control/horticulture/indoor plant maintenance.</p> <p>In the process of identifying Partners, we use our existing list of partners (SafeContractor accredited)/procurement selection databases/approaches from interested parties/networking exercises.</p> <p>Once we have chosen a partner, we begin our Selection/Management of Contractors process to validate their capabilities whilst our Commercial Team conducts vetting procedure in terms of financial/company checks: Experience, Financial health, Health/safety/environmental record, Reputation/credibility, Cultural fit, Approval from clients</p>

Managing Partners

The process for managing Partners performance through communication/performance monitoring is carried out at three levels:

Day-to-Day: monitoring/site user meetings – after completion, a client representative completes a Client Review Form, confirming the works have been completed to their satisfaction. This data along with response rates/cost analysis, allows us to produce reports to monitor performance against pre-agreed specific KPIs. Plus, we conduct sample audits, at a proportional rate agreed with the client.

Formal Communication: Meetings: ensuring effective feedback/performance monitoring, sub-contractors meetings are held monthly. Objectives: review performance/identify actions/concerns from sub-contractor/review operational risks/discuss improvements/propose innovations/outline priorities for next month. We hold regular Site User Meetings with pre-agreed representatives (supplier/client) to gain understanding of how the client perceives service delivery/flexibility/ effectiveness of our partnership with suppliers.

Performance Monitoring/Reporting: regular reports produced, any issues arising are dealt with in formal meetings for review/discussion. Performance measured using balanced scorecard/covers: maintaining/improving existing service levels/value for money/flexibility/strategic support. The Contract Manager meets with sub-contractors to: review the SLA report/service standards variances/ escalate customer complaints/other issues impacting service.

All sub-contractors employed operate under KPIs/SLAs, service success dependent upon meeting measurement criteria & they are engaged on performance-based contract, with appropriate financial penalties in place for non-performance. Both formal/informal meetings take place with sub-contractors & requirement for sub-contractor to provide performance information into client's monthly report required.

Should sub contractor's performance fail to meet required standards, they are notified in writing & given 3 working days to resolve. Should issue remain vendor has right to engage another contractor/ charge the sub-contractor with any costs incurred etc.

	<p>Prompt Payment-We are not a member of any Prompt Payment Scheme. However, we apply principles of "fair payment "by:</p> <p>Making sure payment is made on time, usually 30 days from date of invoice. Ensuring correct full payment is made. Deliberate late payment/unjustifiable withholding of payment is unacceptable.</p>
<p>If you cannot provide at least one example for question 6.1, in no more than 500 words please provide an explanation for this, e.g your organisation is a new start up or you have provided services in the past but not under a contract.</p>	<p>N/A</p>

Section 7 ~ Modern Slavery Act 2015

7.1 Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc") of the Modern Slavery Act 2015 ("The Act")?	Yes
7.2 If you have answered yes to question 7.1, are you compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?	Yes
If you answered Yes to 7.2 please provide the relevant URL	https://www.samsic.uk/en/modern-slavery-statement
If you answered No to 7.2 please provide an explanation	N/A

Section 8 ~ Additional Questions

<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below.</p>	
<p>8.1(a)-(i) Employers (Compulsory) Liability Insurance = £5 million</p>	<p>Yes</p>
<p>8.1(a)-(ii) Public Liability Insurance = £5 million</p>	<p>Yes</p>
<p>It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	
<p>Please confirm that your organisation has a robust safeguarding policy in place (or self-certify that this will be in place at the point of contract award), and confirm how your staff recruitment policy takes into account that no staff are permitted to commencement employment on any campus until an enhanced DBS disclosure has been granted.</p>	<p>Samsic UK confirms it has a robust Safeguarding and Prevent Policy. This policy sits within the Safe and Sound framework which has been developed to bring together the key principles Safeguarding, The Prevent Duty, Equality and Diversity, Bullying and Health and Safety.</p> <p>Onboarding and Vetting:</p> <p>We apply our validated onboarding and vetting process for all service colleagues. This approach is consistent with British Standard 7858 that makes sure that employees working in sensitive areas of in proximity to vulnerable people are vetted correctly to provide reassurance and safety to those people.</p> <p>During the service mobilisation process, we require all transferring colleagues to complete an Enhanced Disclosure and Barring Service check. This checks all colleagues for unspent convictions, conditional cautions, reprimands and final warnings. It also includes any information held on the individual by the Police Force.</p>

We review all DBS checks as part of the transfer process and make clients aware of any individuals whose check has returned potential issues. We review all individuals whose checks have shown convictions, cautions or other issues to consider whether those issues are relevant to the role. In any instances where there is relevance to the role, we engage clients to make a formal decision on the individual's suitability for the role and potential employment continuation.

No persons should be confirmed in post until a satisfactory check has been concluded. However we recognise that at some contracts, the Client will agree that the candidate can commence work until the DBS Standard/Enhanced Disclosure is received, this candidate is not allowed to work alone, until the company is satisfied that the person's position is to be made permanent.

Should any vacancies occur then the Region will provide DBS cleared covered staff until the position has been satisfactorily been filled.

Any new recruits joining our business during the contract lifecycle are subject to the same level of DBS checking as those individuals transferring at service commencement.

Our dedicated in-house employee vetting team complete a comprehensive employee vetting procedure as part of the transfer process. This includes,

- 5 years of employment verification
- 6-year credit search
- Proof of ID & UK right to work
- Proof of address
- A character reference
- Coverage of any 31+ day employment gaps

We create a screening file for each individual that holds and maintains all DBS and vetting information. This is held securely within our employee management system with access restricted to our HR Director, HR Manager and our Chief Operating Officer. Regular penetration testing of the system is completed by our Compliance Manager to make sure we continue to comply with all GDPR regulations.

All screening files are maintained for the full period an individual is employed by Samsic UK and for a further 7 years following the expiry of their employment.

<p>Please detail your four educational reference sites closest to Birmingham where you currently employ the cleaning operatives. Please give details of all four schools including date of contract award and duration of contract.</p>	<p>Whitehouse Common School Contract Commenced: 25/06/2012 Contract End: Ongoing Contract Value: £40,066 per annum Services Provided: Daily and periodic cleaning Distance from Bishops Veseys: 1.5 miles</p> <p>Moor Hall Primary School Contract Commenced: 06/09/2012 Contract End: Ongoing Contract Value: £16,026 per annum Services Provided: Daily and periodic cleaning Distance from Bishops Veseys: 1.6 miles</p> <p>Little Suttton Nursery & Primary School Contract Commenced: 16/04/2012 Contract End: Ongoing Contract Value: £36,382 per annum Services Provided: Daily and periodic cleaning Distance from Bishops Veseys: 1.9 miles</p> <p>St Peter's Catholic School Contract Commenced: 01/08/2016 Contract End: 31/07/2021 Contract Value: £125,017 per annum</p>
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	<p>Service Provided: The Contract comprises of daily, weekly & monthly routine cleaning together with holiday and periodic cleaning. A Janitor also carries out duties throughout the day. Our contract also includes the provision of consumables.</p> <p>Distance from Bishops Veseys: 19.6 miles</p>
<p>Based on previous experience, please detail your organisation's robust management reporting system to monitor both the input and output of the contract and be able to deliver this information on a timely basis to the Client.</p>	<p>We implement a performance management methodology that provides regular and consistent analysis of performance outcomes, progress against plans and forecasts, identifies trends and patterns in performance and provides the basis or service correction and improvement.</p> <p>Our service management is based on the Plan, Do, Check, Act continuous life-cycle. At the commencement of a contract we create a detailed service delivery plan for the site. This details the task requirements, task chronology by area and the delivery or shift pattern for the site. Over the course of the contract period we complete a range of work in progress and retrospective audits to assess service performance against our planned actions and quality assurance guarantees.</p> <p>Our performance monitoring is completed on a layer basis providing a reinforced model of performance management and making sure that service outcomes are consistently high. Our process for monthly joint auditing makes sure that perception, priorities and needs of our clients are translated into our operational practice.</p> <p>We create comprehensive monthly reporting packs that include detailed information relating to our budgetary and operational performance alongside key items including:</p> <ul style="list-style-type: none"> • Specification adherence • Health and safety statistics • Sustainability performance • Continuous Improvement Log • Periodic works completions • Staff attendance and shift fulfilment • Customer enquiries and complaints

Our health and safety report details all accidents, incidents, occurrences and near misses. It includes detailed health and safety statistics including any RIDDORs, near misses and any defined key category incidents such as COSHH related incidents.

We provide a budget monitor showing forecast cost and expenditure against each budget line. This provides our clients with complete financial transparency of our cost allocation and overhead and profit contribution. It allows for adjustments in cost allocation to support evolving cleaning or wider contract needs.

We hold monthly joint review meetings between our Contract Manager and our client's nominated representative to make sure that perception, priorities and needs of our clients are translated into our operational practice.

ECAT Auditing

ECAT is a digital quality auditing tool that provides a configurable quality assessment platform. It captures the deterministic aspect of a cleaning service to provide detailed assessment of performance outcomes and incorporate rapid feedback to support corrective actions.

ECAT makes sure that all audits and inspections completed are accurate, consistent and comparable with a common assessment of performance.

This allows us to track performance accurately between inspections, areas and over the contract life-cycle. It enables trends and patterns to be quickly identified and appropriate corrective actions to be implemented.

Daily: Supervisor Audit

Weekly: Contract Manager Performance Audit

Monthly: Contract Manager & Client Representative Joint Performance Audit

Biannual: Divisional Manager, Health Check

Client Portal

This system ensures our clients have complete real time access to all of the operational aspects of the contract.

	<p>The Client Portal provides clients with a dashboard where they can access bespoke data in relation to invoicing, audit trails, training records, COSHH data, Risk Assessments etc. The system is designed to offer reporting the way clients wish to see it, providing completely unique and bespoke data reporting.</p>
<p>Please state how many contracts your organisation's typical area manager runs.</p>	<p>Our Contract Manager will operate around 9 contracts dependent upon size and location of contract. Contract Managers are given responsibility for a number of premises in a geographical area which are carefully selected by our Divisional Managers and Regional/Operations Managers to ensure that each of our clients receives the appropriate amount of management resource necessary to achieve the agreed requirements of each individual contract.</p>

Ridge Crest Cleaning Services

Section 1 ~ Supplier Information	
Full name of the Supplier submitting the information	Pendergate Ltd t/a Ridge Crest Cleaning Services
Registered office address (if applicable)	122 Great North Road , Hatfield, Hertfordshire , AL95JN,
Registered website address (if applicable)	https://www.ridge-crest-cleaning.com/
Trading status	a limited company
Date of registration in country of origin	23/08/1988
Company registration number (if applicable)	2289025
Charity registration number (if applicable)	N/A
Head office DUNS number (if applicable)	23-590-3630
Registered VAT number	504746159
If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	N/A
If you responded yes above, please provide the relevant details, including the registration number(s).	

Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	No
If you responded yes above, please provide additional details of what is required and confirmation that you have complied with this.	
Trading name(s) that will be used if successful in this procurement	Ridge Crest Cleaning Services
Relevant classifications (state whether you fall within one of these and, if so, which one)	
Are you a Small, Medium or Micro Enterprise (SME)?	No
Details of Persons of Significant Control (PSC), where appropriate:	
Name	Richard Carter
Date of birth	March 1962
Nationality	British
Country, state or part of the UK where the PSC usually lives	England
Service address	As Head Office above

The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used	6 April 2016
Which conditions for being a PSC are met:	
Over 25% up to (and including) 50%	No
More than 50% and less than 75%	No
75% or more	Yes
If none of the above are applicable please enter N/A here	
Details of immediate parent company:	
Full name of the immediate parent company	
Registered office address (if applicable)	
Registration number (if applicable)	
Head office DUNS number (if applicable)	
Head office VAT number (if applicable)	
Please enter N/A if not applicable here	N/A
Details of ultimate parent company:	
Full name of the ultimate parent company	
Registered office address (if applicable)	

Registration number (if applicable)	
Head office DUNS number (if applicable)	
Head office VAT number (if applicable)	
If none of the above are applicable please enter N/A here	N/A
Please note: A criminal record check for relevant convictions may be undertaken for the preferred Suppliers and the persons of significant in control of them.	
1.2 ~ Bidding Model	
1.2 (a)-(i) Are you bidding as the lead contact for a group of economic operators?	No
If yes, please provide details listed in questions 1.2(a)-(ii), (a)-(iii) and to 1.2(b), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a)(ii) for reference purposes, and complete 1.3, Section 2 and 3.	
1.2(a)-(ii) Name of group of economic operators (if applicable)	N/A

1.2(a)-(iii) Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	N/A
1.2(b)-(i) Are you, if applicable, the group of economic operators proposing to use subcontractors?	No

I declare that to the best of my knowledge the answers submitted and information contained in the document are correct and accurate. I declare that, upon request and without delay I will provide the certificates of documentary evidence referred to in the document. I understand that the information will be used in the selection process to assess my organisations suitability to be invited to participate further in this procurement. I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section. I am aware of the consequences of serious misrepresentation.

1.3 ~ Contact Details and Declaration

1.3(a) Contact name	Susannah Clements
1.3(b) Name of organisation	Ridge Crest Cleaning Services
1.3(c) Role in organisation	Commercial Director
1.3(d) Phone number	01707 256666
1.3(e) Email address	susannah@ridgecrestcleaning.com
1.3(f) Postal address	122 Great North Road , Hatfield, Hertfordshire , AL95JN,

Section 2 ~ Grounds for Mandatory Exclusion

REGULATIONS 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this web page

([https://www.gov.uk/government/uploads/system/uploads/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)) which should be referred to before completing these questions. Please indicate if, within the past five years you, your organisation or another person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on this webpage

([https://www.gov.uk/government/uploads/system/uploads/attachment_data/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)).

2.1(a)-(i) Participation in a criminal organisation (If yes please provide details at 2.1(b))	No
2.1(a)-(ii) Corruption (If yes please provide details at 2.1(b))	No
2.1(a)-(iii) Fraud (If yes please provide details at 2.1(b))	No
2.1(a)-(iv) Terrorist offences or offences linked to terrorist activities.(If yes please provide details at 2.1(b))	No
2.1(a)-(v) Money laundering or terrorist financing (If yes please provide details at 2.1(b))	No
2.1(a)-(vi) Child Labour and other forms of trafficking in human beings. (If yes please provide details at 2.1(b))	No

<p>2.1(b) If you have answered yes to any of the above questions, please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. Identity of who has been convicted. If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p>	
<p>2.2 If you have answered yes to any of the points above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self-Cleaning)</p>	N/A
<p>2.3(a) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisations is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	No

<p>2.3(b) If you have answered yes to question 2.3(a) please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.</p>	<p>N/A</p>
<p>Please Note: the authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.</p>	

Section 3 ~ Grounds for Discretionary Exclusion

The detailed grounds for discretionary exclusion of an organisation are set out on this web-page

(https://www.gov.uk/government/uploads/system/uploads/attachment_data

[/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)), which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.

3.1(a) Breach of environmental obligations (if yes please provide details at 3.2)	No
3.1(b) Breach of social obligations (if yes please provide details at 3.2)	No
3.1(c) Breach of labour law obligations (if yes please provide details at 3.2)	No
3.1(d) Bankrupt or is the subject of insolvency or winding up proceedings, where the organisations assets are being administered by a liquidator or by the court, where it is an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state. (if yes please provide details at 3.2)	No
3.1(e) Guilty of grave professional misconduct. (if yes please provide details at 3.2)	No
3.1(f) Entered into agreements with other economic operators aimed at distorting competition. (if yes please provide details at 3.2)	No

3.1(g) Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure. (if yes please provide details at 3.2)	No
3.1(h) Been involved in the preparation of the procurement procedure? (if yes please provide details at 3.2)	No
3.1(i) Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? (if yes please provide details at 3.2)	No
Please answer the following statements.	
3.1(j)-(i) The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. (If yes please provide details at 3.2)	No
3.1(j)-(ii) The organisation has withheld such information. (If yes please provide details at 3.2)	No
3.1(j)-(iii) The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulation 2015. (If yes please provide details at 3.2)	No

<p>3.1 (j)-(iv) The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection award. (If yes please provide details at 3.2)</p>	No
<p>3.2 If you have answered yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion. (Self-Cleaning)</p>	

Section 4 ~ Economic and Financial Standing

Are you able to provide a copy of your audited account for the last two years, if requested?	Yes
If no, can you provide one of the following answer with Yes or No in the relevant box.	
a) A statement of the turnover, Profit and Loss Account/Income statement, Balance Sheet/Statement of Financial position and Statement of Cash Flow for the most recent year of trading for this organisation.	
b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	
c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status)	
Where we have specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this procurement, please self certify by answering "Yes" or "No" that you meet the requirements set out.	Yes
Please upload your financial documents here	2019 Approved Full Accounts.pdf

Section 5 ~ Economic Operator Group

Name of organisation	
Relationship to the supplier completing these questions	
Are you able to provide parent company accounts if requested to at a later stage?	N/A
If yes, would the parent company be willing to provide a guarantee if necessary?	N/A
If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	N/A

Section 6 ~ Technical and Professional Ability

Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.

The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.

Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).

Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.

If you cannot provide examples see question 6.3.

Contract Example 1

Name of customer organisation	Queensbridge School
Point of contact in the organisation	Sandra Swain
Position in the organisation	Business Manager
Email address	Sandra.swain@queensbridge.bham.sch.uk
Description of contract	Building cleaning services.
Contract start date	01/04/2019
Contract completion date	01/04/2022
Estimated contract value	£105,113.04 per annum
Number of miles from the tender opportunity	11.8

Relevance to the tender	
Contract Example 2	
Name of customer organisation	St Paul's School for Girls
Point of contact in the organisation	Anna Mcglone
Position in the organisation	Support Services Business Manager
Email address	amcglone@stpaulgl.bham.sch.uk
Description of contract	Building cleaning services
Contract start date	1/04/2019
Contract completion date	01/04/2022
Estimated contract value	£102,274.32 per annum
Number of miles from the tender opportunity	10.6
Relevance to the tender	
Contract Example 3	
Name of customer organisation	John Willmott School
Point of contact in the organisation	Al Tetteh
Position in the organisation	Site Manager
Email address	a.tetteh@jws.bham.sch.uk

Description of contract	Building cleaning services
Contract start date	01/08/2014
Contract completion date	rolling yearly contract
Estimated contract value	£105,997.92 per annum
Number of miles from the tender opportunity	1.7
Relevance to the tender	
Where you intend to subcontract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your subcontractor(s). Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).	N/A
If you cannot provide at least one example for question 6.1, in no more than 500 words please provide an explanation for this, e.g your organisation is a new start up or you have provided services in the past but not under a contract.	N/A

Section 7 ~ Modern Slavery Act 2015

7.1 Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc") of the Modern Slavery Act 2015 ("The Act")?	N/A
7.2 If you have answered yes to question 7.1, are you compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?	N/A
If you answered Yes to 7.2 please provide the relevant URL	
If you answered No to 7.2 please provide an explanation	

Section 8 ~ Additional Questions

<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below.</p>	
<p>8.1(a)-(i) Employers (Compulsory) Liability Insurance = £5 million</p>	<p>Yes</p>
<p>8.1(a)-(ii) Public Liability Insurance = £5 million</p>	<p>Yes</p>
<p>It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	
<p>Please confirm that your organisation has a robust safeguarding policy in place (or self-certify that this will be in place at the point of contract award), and confirm how your staff recruitment policy takes into account that no staff are permitted to commencement employment on any campus until an enhanced DBS disclosure has been granted.</p>	<p>I confirm that we have a robust Safeguarding policy in place. Our process is that an enhanced DBS is applied for on appointment for any member of staff, we use a Contract Management Software product called Templa. Within this the contract will be configured that no personnel are able to clock in or out for work until a DBS has been completed and verified. This means that they will be unable to log any hours and will not be paid for any hours completed while their application is pending and that this information about their pending status is visible to the operative themselves, the Supervisor on site, and the Contract Manager, for the avoidance of any doubt or misunderstanding.</p>
<p>Please detail your four educational reference sites closest to Birmingham where you currently employ the cleaning operatives. Please give details of all four schools including date of contract award and duration of contract.</p>	<p>Queensbridge School, Queensbridge Rd, Moseley, Birmingham B13 8QB, Sandra.swain@queensbridge.bham.sch.uk, Sandra Swain, Business Manager, Start date: 01/04/2019, 3 years St Pauls, Vernon Rd, Birmingham B16 9SL, Anna Mcglone, Support Services Business Manager amcglone@stpaulgl.bham.sch.uk, Start date: 01/04/2019, 3 years,</p>

	<p>John Willmott, Reddicap Heath Rd, The Royal Town of Sutton Coldfield, Sutton Coldfield B75 7DY, Al Tetteh, Site Manager, a.tetteh@jws.bham.sch.uk, Start date: 01/08/2014, it's a rolling yearly contract,</p> <p>Aston Manor Academy, Phillips Street, Birmingham B6 4PZ, Simon Dilkes, Business Manager, enquiry@astonmanoracademy.com, start date: 01/08/2015, 5 years contract</p>
<p>Based on previous experience, please detail your organisation's robust management reporting system to monitor both the input and output of the contract and be able to deliver this information on a timely basis to the Client.</p>	<p>We use an electronic time and attendance system called Chronicle to log hours delivered. These link directly to our payroll system and the figures per month of hours delivered versus planned will be reported automatically in advance of every monthly Management Review Meeting. In terms of the output, we operate a hierarchical system of audits whereby the Supervisor is expected to carry out audits during the shift every day, observing the cleaning output being delivered, there are then weekly checks which include other elements such as the cleaning cupboards being clean, tidy and fully stocked with all machinery in good working order. The Contract Manager then completed a formal audit with a representative from the school every month, this is logged using audit software through Templa and a report automatically generated and emailed, along with access through a client portal. The final element to our management reporting system is a 6 monthly overview meeting where trends are examined from the monthly audit figures and suggestions to made for areas where further improvements or increases in efficiency could be made. These meetings are with a client representative and an agenda will be sent in advance and full minutes circulated within 5 working days after the meeting.</p>
<p>Please state how many contracts your organisation's typical area manager runs.</p>	<p>8</p>

ServiceMaster Mercia

Section 1 ~ Supplier Information	
Full name of the Supplier submitting the information	Arden Services (UK) Ltd T/A ServiceMaster Mercia
Registered office address (if applicable)	2 Mercury Park, Amber Close, Amington, Tamworth, Staffordshire, B77 4RP,
Registered website address (if applicable)	www.servicemastermercia.co.uk
Trading status	a limited company
Date of registration in country of origin	23rd July 2003
Company registration number (if applicable)	4842465
Charity registration number (if applicable)	
Head office DUNS number (if applicable)	
Registered VAT number	738632805
If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	No
If you responded yes above, please provide the relevant details, including the registration number(s).	

Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	No
If you responded yes above, please provide additional details of what is required and confirmation that you have complied with this.	
Trading name(s) that will be used if successful in this procurement	ServiceMaster Mercia
Relevant classifications (state whether you fall within one of these and, if so, which one)	
Are you a Small, Medium or Micro Enterprise (SME)?	Yes
Details of Persons of Significant Control (PSC), where appropriate:	
Name	Kevin Harden
Date of birth	10th June 1957
Nationality	English
Country, state or part of the UK where the PSC usually lives	England
Service address	64 Wylde Green Road, Sutton Coldfield, West Midlands, England, B72 1HD

The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used	6th April 2016
Which conditions for being a PSC are met:	
Over 25% up to (and including) 50%	
More than 50% and less than 75%	
75% or more	Yes
If none of the above are applicable please enter N/A here	
Details of immediate parent company:	
Full name of the immediate parent company	
Registered office address (if applicable)	
Registration number (if applicable)	
Head office DUNS number (if applicable)	
Head office VAT number (if applicable)	
Please enter N/A if not applicable here	
Details of ultimate parent company:	
Full name of the ultimate parent company	
Registered office address (if applicable)	

Registration number (if applicable)	
Head office DUNS number (if applicable)	
Head office VAT number (if applicable)	
If none of the above are applicable please enter N/A here	
Please note: A criminal record check for relevant convictions may be undertaken for the preferred Suppliers and the persons of significant in control of them.	
1.2 ~ Bidding Model	
1.2 (a)-(i) Are you bidding as the lead contact for a group of economic operators?	No
If yes, please provide details listed in questions 1.2(a)-(ii), (a)-(iii) and to 1.2(b), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a)(ii) for reference purposes, and complete 1.3, Section 2 and 3.	
1.2(a)-(ii) Name of group of economic operators (if applicable)	
1.2(a)-(iii) Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	
1.2(b)-(i) Are you, if applicable, the group of economic operators proposing to use subcontractors?	N/A

I declare that to the best of my knowledge the answers submitted and information contained in the document are correct and accurate. I declare that, upon request and without delay I will provide the certificates of documentary evidence referred to in the document. I understand that the information will be used in the selection process to assess my organisations suitability to be invited to participate further in this procurement. I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section. I am aware of the consequences of serious misrepresentation.

1.3 ~ Contact Details and Declaration

1.3(a) Contact name	Mark Harden
1.3(b) Name of organisation	ServiceMaster Mercia
1.3(c) Role in organisation	Sales Director
1.3(d) Phone number	0845 155 1026
1.3(e) Email address	mark.harden@servicemastermercia.co.uk
1.3(f) Postal address	2 Mercury Park, Amber Close, Tamworth, Staffordshire, B77 4RP,

Section 2 ~ Grounds for Mandatory Exclusion

REGULATIONS 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this web page

([https://www.gov.uk/government/uploads/system/uploads/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)) which should be referred to before completing these questions. Please indicate if, within the past five years you, your organisation or another person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on this webpage

(https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf).

2.1(a)-(i) Participation in a criminal organisation (If yes please provide details at 2.1(b))	No
2.1(a)-(ii) Corruption (If yes please provide details at 2.1(b))	No
2.1(a)-(iii) Fraud (If yes please provide details at 2.1(b))	No
2.1(a)-(iv) Terrorist offences or offences linked to terrorist activities.(If yes please provide details at 2.1(b))	No
2.1(a)-(v) Money laundering or terrorist financing (If yes please provide details at 2.1(b))	No
2.1(a)-(vi) Child Labour and other forms of trafficking in human beings. (If yes please provide details at 2.1(b))	No

<p>2.1(b) If you have answered yes to any of the above questions, please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. Identity of who has been convicted. If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p>	
<p>2.2 If you have answered yes to any of the points above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self Cleaning)</p>	N/A
<p>2.3(a) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisations is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	No
<p>2.3(b) If you have answered yes to question 2.3(a) please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.</p>	

Please Note: the authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

Section 3 ~ Grounds for Discretionary Exclusion

The detailed grounds for discretionary exclusion of an organisation are set out on this web-page

(https://www.gov.uk/government/uploads/system/uploads/attachment_data

[/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)), which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.

3.1(a) Breach of environmental obligations (if yes please provide details at 3.2)	No
3.1(b) Breach of social obligations (if yes please provide details at 3.2)	No
3.1(c) Breach of labour law obligations (if yes please provide details at 3.2)	No
3.1(d) Bankrupt or is the subject of insolvency or winding up proceedings, where the organisations assets are being administered by a liquidator or by the court, where it is an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state. (if yes please provide details at 3.2)	No
3.1(e) Guilty of grave professional misconduct. (if yes please provide details at 3.2)	No
3.1(f) Entered into agreements with other economic operators aimed at distorting competition. (if yes please provide details at 3.2)	No

3.1(g) Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure. (if yes please provide details at 3.2)	No
3.1(h) Been involved in the preparation of the procurement procedure? (if yes please provide details at 3.2)	No
3.1(i) Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? (if yes please provide details at 3.2)	No
Please answer the following statements.	
3.1(j)-(i) The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. (If yes please provide details at 3.2)	No
3.1(j)-(ii) The organisation has withheld such information. (If yes please provide details at 3.2)	No
3.1(j)-(iii) The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulation 2015. (If yes please provide details at 3.2)	No

<p>3.1 (j)-(iv) The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection award. (If yes please provide details at 3.2)</p>	<p>No</p>
<p>3.2 If you have answered yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion. (Self-Cleaning)</p>	

Section 4 ~ Economic and Financial Standing

Are you able to provide a copy of your audited account for the last two years, if requested?	Yes
If no, can you provide one of the following answer with Yes or No in the relevant box.	
a) A statement of the turnover, Profit and Loss Account/Income statement, Balance Sheet/Statement of Financial position and Statement of Cash Flow for the most recent year of trading for this organisation.	Yes
b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	Yes
c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status)	
Where we have specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this procurement, please self certify by answering "Yes" or "No" that you meet the requirements set out.	Yes
Please upload your financial documents here	Arden Services UK Limited signed abbreviated accounts 2018.pdf Arden Services UK Limited signed full accounts 2018.pdf

Section 5 ~ Economic Operator Group

Name of organisation	
Relationship to the supplier completing these questions	
Are you able to provide parent company accounts if requested to at a later stage?	N/A
If yes, would the parent company be willing to provide a guarantee if necessary?	N/A
If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	N/A

Section 6 ~ Technical and Professional Ability

Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.

The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.

Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).

Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.

If you cannot provide examples see question 6.3.

Contract Example 1

Name of customer organisation	Prince Albert Community Trust
Point of contact in the organisation	Scott Lewis
Position in the organisation	Trust Business Leader
Email address	s.lewis@princealbert.bham.sch.uk
Description of contract	Following a tender process ServiceMaster were awarded Prince Albert Primary School. This school is a large primary school located in Aston, Birmingham. The current cleaning team consists of 9 cleaners and 1 supervisor.

	<p>ServiceMaster were awarded the contract after demonstrating our ability to manage cleaners and standards through our systems and software. After successfully establishing our ability to manage and address long term issues within the cleaning team we were invited to tender for the remaining schools within the trust.</p> <p>As a result, ServiceMaster have been awarded a total of 4 schools within the trust, Prince Albert School, Heathfield Primary School, Birchfield Primary School, and Highfield Primary School. These schools varied with two of the schools being serviced by Citserve, meaning ServiceMaster went through the appropriate process to be awarded admitted body status into the LG Pension Scheme.</p>
Contract start date	16th February 2018
Contract completion date	Rolling Contract
Estimated contract value	£260,000.00
Number of miles from the tender opportunity	7 miles
Relevance to the tender	Large Educational Trust

Contract Example 2

Name of customer organisation	Southam College
Point of contact in the organisation	David Carter
Position in the organisation	Facility Manager Stowe Valley Multi Academy Trust
Email address	David.Carter@stowevalley.com
Description of contract	Southam College is large comprehensive school located in Southam with 1642 students enrolled in the school. The site is large with multiple buildings situated across the location with a team of with a team of 14 cleaners and 1 site supervisor working at this location.

	ServiceMaster were awarded the contract following a tender process in which we evidenced our contract structure would enable the high levels of support from our local Contract Manager to the onsite supervisor. In addition, our systems and management software gives full transparency of hours received by the school. As a result of the impact we have had since taking on this contract we have now in the process of tendering for additional schools within the Stowe Valley MAT.
Contract start date	1st April 2019
Contract completion date	Ongoing rolling contract
Estimated contract value	£135,000.00
Number of miles from the tender opportunity	50 miles
Relevance to the tender	Similar in size - large secondary school
Contract Example 3	
Name of customer organisation	Humphrey Perkins School
Point of contact in the organisation	Judith Malcom
Position in the organisation	Business Manager
Email address	judith.malcolm@lionhearttrust.org.uk
Description of contract	<p>Humphrey Perkins School is a secondary school with academy status located in Barrow upon Soar, Leicestershire. ServiceMaster were invited to tender for cleaning after a recommendation was made to Humphrey Perkins by another local school who ServiceMaster cleaned.</p> <p>Humphrey Perkins is a large school with multiple buildings spread across the site. As a result, we have a cleaning team of 12 cleaners and 1 supervisor and 1 day time cleaner.</p>

	<p>Cleaning is split between morning and afternoon to ensure all areas of the school are accessible to be cleaned. Vital to our success on this contract is the continued management and support we offer both the cleaners and customer through of procedures and software.</p>
Contract start date	8th June 2019
Contract completion date	Ongoing Rolling Contract
Estimated contract value	£100,000.00
Number of miles from the tender opportunity	39 miles
Relevance to the tender	Similar in size - large secondary school
<p>Where you intend to subcontract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your subcontractor(s). Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).</p>	
<p>If you cannot provide at least one example for question 6.1, in no more than 500 words please provide an explanation for this, e.g your organisation is a new start up or you have provided services in the past but not under a contract.</p>	

Section 7 ~ Modern Slavery Act 2015

7.1 Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc") of the Modern Slavery Act 2015 ("The Act")?	N/A
7.2 If you have answered yes to question 7.1, are you compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?	N/A
If you answered Yes to 7.2 please provide the relevant URL	
If you answered No to 7.2 please provide an explanation	

Section 8 ~ Additional Questions

<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below.</p>	
<p>8.1(a)-(i) Employers (Compulsory) Liability Insurance = £5 million</p>	<p>Yes</p>
<p>8.1(a)-(ii) Public Liability Insurance = £5 million</p>	<p>Yes</p>
<p>It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	
<p>Please confirm that your organisation has a robust safeguarding policy in place (or self-certify that this will be in place at the point of contract award), and confirm how your staff recruitment policy takes into account that no staff are permitted to commencement employment on any campus until an enhanced DBS disclosure has been granted.</p>	<p>ServiceMaster Mercia is committed to providing extensive Safeguarding best practices to all of our customers. We have a dedicated Safeguarding policy which is audited and continuously maintained by the Support Centre Operational Department.</p> <p>Prior to employment with ServiceMaster Mercia, will ensure certain checks will be carried out on individuals. The checks that we carry out will depend on the type of job the potential employee will be going to do. We adhere to our 'Recruitment Policy' and follow an in depth 'Recruitment & Selection' manual to ensure we select the most suitable and qualified individuals .</p> <p>Prior to employment the candidate will be required to complete an application form, the information gathered on the application form includes;</p> <p>Name and Address</p> <p>Previous work experience</p> <p>References</p>

	<p>All necessary paperwork that qualifies an individual to work in the UK</p> <p>DBS certification if required due to nature of site</p> <p>All new employees receive an extensive preliminary on-site training programme which encompasses Health & Safety policies and procedures as well as safeguarding requirements and an understanding of the importance of such a policy to be implemented. Employee's will only pass the preliminary training if the on-site supervisor is completely satisfied that they will be confident in adhering to our safeguarding policies and procedures.</p> <p>Further monthly reviews/audits are delivered to all employees to ensure that best safeguarding practices are maintained and upheld.</p> <p>All policies and procedures (including safeguarding) are internally and externally audited on an annual basis as part of our ISO accreditation.</p>
<p>Please detail your four educational reference sites closest to Birmingham where you currently employ the cleaning operatives.</p> <p>Please give details of all four schools including date of contract award and duration of contract.</p>	<p>Prince Albert Primary School, Albert Rd, Aston, Birmingham B6 5NH.</p> <p>Cleaning team consists of 1 Supervisor and 9 cleaners</p> <p>Contract Commenced 19th February 2018</p> <p>Contract Length – Initial 12 month rolling contract</p> <p>Highfield Primary School, Highfield Road, Saltley, Birmingham, B8 3QF</p> <p>Cleaning team consists of 1 Supervisor and 8 Cleaners employed at the school.</p> <p>Contract Commenced 21st April 2018</p> <p>Contract Length – Initial 12 month rolling contract</p> <p>Birchfield Community School, Trinity Road, Birmingham, B6 6AJ</p> <p>Cleaning team consists of 1 Supervisor and 8 Cleaners.</p> <p>Contract Commenced 1st April 2018</p> <p>Contract Length – 12 month rolling contract</p> <p>Heathfield Primary School, Heathfield Road, Birmingham, B19 1HJ</p>

	<p>Cleaning team consists of 5 cleaners.</p> <p>Contract Commenced 16th February 2018</p> <p>Contract Length – 12 month rolling contract</p>
<p>Based on previous experience, please detail your organisation's robust management reporting system to monitor both the input and output of the contract and be able to deliver this information on a timely basis to the Client.</p>	<p>ServiceMaster Mercia is dedicated to examining, evaluating and considering the effectiveness of this Quality Management System, through formal internal audits and documented Management Review Meetings.</p> <p>This 'prevention rather than cure approach' ensures that we are constantly monitoring our operational delivery and, in the pursuit of continuous improvement, regularly modifying our approach to derive maximum efficiency, value and quality.</p> <p>Our organisation demands nothing less than complete focus from all staff to go beyond, re-define and help transcend ServiceMaster Mercia to the very top of the cleaning industry marketplace.</p> <p>The key benefit of using our CleanLink Mobile technology system is to enable our Contract Managers to work more effectively on site, by providing them with the latest information and allowing them to update this on site, by using a range of functions.</p> <p>The Mobile app's functionality means they can perform key operational and administrative tasks without the need to complete paper forms and deliver them back to their office.</p> <p>Cleanlink uses a traffic light system for quality auditing, ensuring problematic areas are quickly identified and tangible solutions can be sought.</p> <p>The interactive functionality is made possible via an Internet link to the main Site Manager system used by our head office staff. This dramatically speeds up activity and response times, resulting in better customer service for our clients. Cleanlink uses a traffic light system for quality auditing, ensuring problematic areas are quickly identified and tangible solutions can be sought.</p> <ul style="list-style-type: none"> • Site Management • Time & Payroll • Quality Control

	<ul style="list-style-type: none"> • Machinery & stock Management • Automated Invoicing <p>Cleanlink integrates with eziTracker to allow ServiceMaster easily to maintain back office systems and to provide customers with KPI reports as required.</p> <p>Transparency of service is vital and ServiceMaster Mercia has invested in the “EziTracker” system to monitor and measure time and attendance of our cleaning staff at our client sites. Ezitracker is integrated with our Cleanlink CRM system and payroll software, which enables our operations team to closely manage staff’s activity whilst working on our customer sites.</p> <p>The Ezitracker solution uses proven data capture technology to record time and attendance via the telephone network. Our cleaning staff simply dial a free phone number, key in their unique pin, whereupon Ezitracker will automatically capture the employee ID, location, hours and work activities.</p> <p>By utilising this solution customers and ServiceMaster benefit from:</p> <ul style="list-style-type: none"> • Continuity of Service Delivery – “No Show” alerts prevent service breakdown • Increases Accountability – Real time verification of time and attendance • Lone Worker Safety – “No Go” alerts raised if staff fail to log out
<p>Please state how many contracts your organisation's typical area manager runs.</p>	<p>An Contract Manager typically runs 5-10 contracts in conjunction with a dedicated Mobile Cover Cleaner to assist with cover cleaning requirements. Due to the size of the contract we envisage a dedicated on-site supervisor to act as the main channel of communication between all stakeholders.</p>

Shire Services

Section 1 ~ Supplier Information

Full name of the Supplier submitting the information	Shire Services
Registered office address (if applicable)	Shropshire Food Entrprise Centre, Vanguard Way, Battlefield, Shrewsbury, Shropshire, SY1 3TG,
Registered website address (if applicable)	www.shireservices.co.uk
Trading status	Local Authority
Date of registration in country of origin	
Company registration number (if applicable)	
Charity registration number (if applicable)	
Head office DUNS number (if applicable)	
Registered VAT number	162347472
If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	
If you responded yes above, please provide the relevant details, including the registration number(s).	

Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	No
If you responded yes above, please provide additional details of what is required and confirmation that you have complied with this.	
Trading name(s) that will be used if successful in this procurement	Shire Services
Relevant classifications (state whether you fall within one of these and, if so, which one)	
Are you a Small, Medium or Micro Enterprise (SME)?	No
Details of Persons of Significant Control (PSC), where appropriate:	
Name	
Date of birth	
Nationality	
Country, state or part of the UK where the PSC usually lives	
Service address	

The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used)	
Which conditions for being a PSC are met:	
Over 25% up to (and including) 50%	
More than 50% and less than 75%	
75% or more	
If none of the above are applicable please enter N/A here	
Details of immediate parent company:	
Full name of the immediate parent company	
Registered office address (if applicable)	
Registration number (if applicable)	
Head office DUNS number (if applicable)	
Head office VAT number (if applicable)	
Please enter N/A if not applicable here	
Details of ultimate parent company:	
Full name of the ultimate parent company	
Registered office address (if applicable)	

Registration number (if applicable)	
Head office DUNS number (if applicable)	
Head office VAT number (if applicable)	
If none of the above are applicable please enter N/A here	
Please note: A criminal record check for relevant convictions may be undertaken for the preferred Suppliers and the persons of significant in control of them.	
1.2 ~ Bidding Model	
1.2 (a)-(i) Are you bidding as the lead contact for a group of economic operators?	No
If yes, please provide details listed in questions 1.2(a)-(ii), (a)-(iii) and to 1.2(b), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a)(ii) for reference purposes, and complete 1.3, Section 2 and 3.	
1.2(a)-(ii) Name of group of economic operators (if applicable)	

1.2(a)-(iii) Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	
1.2(b)-(i) Are you, if applicable, the group of economic operators proposing to use subcontractors?	N/A

I declare that to the best of my knowledge the answers submitted and information contained in the document are correct and accurate. I declare that, upon request and without delay I will provide the certificates of documentary evidence referred to in the document. I understand that the information will be used in the selection process to assess my organisations suitability to be invited to participate further in this procurement. I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section. I am aware of the consequences of serious misrepresentation.

1.3 ~ Contact Details and Declaration

1.3(a) Contact name	Melanie Pilliner
1.3(b) Name of organisation	Shire Services
1.3(c) Role in organisation	Project Officer
1.3(d) Phone number	01743 250253
1.3(e) Email address	melanie.pilliner@shropshire.gov.uk
1.3(f) Postal address	Shropshire Food Enterprise Centre, Vanguard Way, Battlefield Enterprise Centre, Shrewsbury, Shropshire, SY1 3TG,

Section 2 ~ Grounds for Mandatory Exclusion

REGULATIONS 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this web page

([https://www.gov.uk/government/uploads/system/uploads/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)) which should be referred to before completing these questions.

Please indicate if, within the past five years you, your organisation or another person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on this webpage

([https://www.gov.uk/government/uploads/system/uploads/attachment_data/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)).

2.1(a)-(i) Participation in a criminal organisation (If yes please provide details at 2.1(b))	No
2.1(a)-(ii) Corruption (If yes please provide details at 2.1(b))	No
2.1(a)-(iii) Fraud (If yes please provide details at 2.1(b))	No
2.1(a)-(iv) Terrorist offences or offences linked to terrorist activities.(If yes please provide details at 2.1(b))	No
2.1(a)-(v) Money laundering or terrorist financing (If yes please provide details at 2.1(b))	No
2.1(a)-(vi) Child Labour and other forms of trafficking in human beings. (If yes please provide details at 2.1(b))	No

<p>2.1(b) If you have answered yes to any of the above questions, please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. Identity of who has been convicted. If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p>	
<p>2.2 If you have answered yes to any of the points above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self Cleaning)</p>	N/A
<p>2.3(a) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisations is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	No

2.3(b) If you have answered yes to question 2.3(a) please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.

Please Note: the authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

Section 3 ~ Grounds for Discretionary Exclusion

The detailed grounds for discretionary exclusion of an organisation are set out on this web-page

(https://www.gov.uk/government/uploads/system/uploads/attachment_data

[/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)), which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.

3.1(a) Breach of environmental obligations (if yes please provide details at 3.2)	No
3.1(b) Breach of social obligations (if yes please provide details at 3.2)	No
3.1(c) Breach of labour law obligations (if yes please provide details at 3.2)	No
3.1(d) Bankrupt or is the subject of insolvency or winding up proceedings, where the organisations assets are being administered by a liquidator or by the court, where it is an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state. (if yes please provide details at 3.2)	No
3.1(e) Guilty of grave professional misconduct. (if yes please provide details at 3.2)	No
3.1(f) Entered into agreements with other economic operators aimed at distorting competition. (if yes please provide details at 3.2)	No

3.1(g) Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure. (if yes please provide details at 3.2)	No
3.1(h) Been involved in the preparation of the procurement procedure? (if yes please provide details at 3.2)	No
3.1(i) Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? (if yes please provide details at 3.2)	No
Please answer the following statements.	
3.1(j)-(i) The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. (If yes please provide details at 3.2)	No
3.1(j)-(ii) The organisation has withheld such information. (If yes please provide details at 3.2)	No
3.1(j)-(iii) The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulation 2015. (If yes please provide details at 3.2)	No

<p>3.1 (j)-(iv) The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection award. (If yes please provide details at 3.2)</p>	<p>No</p>
<p>3.2 If you have answered yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion. (Self Cleaning)</p>	

Section 4 ~ Economic and Financial Standing

Are you able to provide a copy of your audited account for the last two years, if requested?	Yes
If no, can you provide one of the following answer with Yes or No in the relevant box.	
a) A statement of the turnover, Profit and Loss Account/Income statement, Balance Sheet/Statement of Financial position and Statement of Cash Flow for the most recent year of trading for this organisation.	
b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	
c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status)	
Where we have specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this procurement, please self certify by answering "Yes" or "No" that you meet the requirements set out.	Yes
Please upload your financial documents here	statement-of-accounts-201819.pdf statement-of-accounts-2017-18.pdf

Section 5 ~ Economic Operator Group

Name of organisation	n/a
Relationship to the supplier completing these questions	n/a
Are you able to provide parent company accounts if requested to at a later stage?	N/A
If yes, would the parent company be willing to provide a guarantee if necessary?	N/A
If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	N/A

Section 6 ~ Technical and Professional Ability

Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.

The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.

Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).

Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.

If you cannot provide examples see question 6.3.

Contract Example 1

Name of customer organisation	Queen Mary Grammar School
Point of contact in the organisation	Julie Bridgett
Position in the organisation	Trust Business Manager for Mercian Trust
Email address	postbox@qmgs.walsall.sch.uk
Description of contract	Secondary School cleaning contract
Contract start date	01/11/2015
Contract completion date	Ongoing

Estimated contract value	£104,688 annual
Number of miles from the tender opportunity	8.6
Relevance to the tender	Secondary school at which we are already providing cleaning services

Contract Example 2

Name of customer organisation	Lacon Childe School
Point of contact in the organisation	Tom White
Position in the organisation	Facilities Manager
Email address	tom.white@laconchildeschool.co.uk
Description of contract	Secondary school cleaning contract
Contract start date	01/03/2014
Contract completion date	Rolling contract annually
Estimated contract value	£59,654 annually
Number of miles from the tender opportunity	39.3
Relevance to the tender	Secondary school contract at which we are already providing cleaning services

Contract Example 3

Name of customer organisation	Meole Brace School
Point of contact in the organisation	Jennie Fisher

Position in the organisation	
Email address	admin@meole.co.uk
Description of contract	Secondary School contract for cleaning services
Contract start date	1996
Contract completion date	rolling contract
Estimated contract value	£188,320
Number of miles from the tender opportunity	53.1
Relevance to the tender	Secondary school cleaning services (Sports Hall attached but charged to Local Authority)
Where you intend to subcontract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your subcontractor(s). Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).	n/a
If you cannot provide at least one example for question 6.1, in no more than 500 words please provide an explanation for this, e.g your organisation is a new start up or you have provided services in the past but not under a contract.	n/a

Section 7 ~ Modern Slavery Act 2015

<p>7.1 Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc") of the Modern Slavery Act 2015 ("The Act")?</p>	<p>N/A</p>
<p>7.2 If you have answered yes to question 7.1, are you compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?</p>	<p>N/A</p>
<p>If you answered Yes to 7.2 please provide the relevant URL</p>	
<p>If you answered No to 7.2 please provide an explanation</p>	

Section 8 ~ Additional Questions

<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below.</p>	
<p>8.1(a)-(i) Employers (Compulsory) Liability Insurance = £5 million</p>	<p>Yes</p>
<p>8.1(a)-(ii) Public Liability Insurance = £5 million</p>	<p>Yes</p>
<p>It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	
<p>Please confirm that your organisation has a robust safeguarding policy in place (or self-certify that this will be in place at the point of contract award), and confirm how your staff recruitment policy takes into account that no staff are permitted to commencement employment on any campus until an enhanced DBS disclosure has been granted.</p>	<p>Shire Services Children Safeguarding Policy All organisations that work with children have a commitment to safeguard and promote their welfare. Local authorities also have duties to safeguard and promote the welfare of children in relation to its functions under section 175 of the Education Act 2002. Shire Services core business is the provision of a school meals service. The majority of our staff are employed onsite within schools. As well as the education service provided by the local authority, schools (both maintained and independent) and Further Education institutions, including 6th form colleges, have further duties to safeguard and promote the welfare of their pupils who are under 18. Guidance about these education duties is contained in "Safeguarding Children and Safe Recruitment in Education" Shire Services, as part of Shropshire Council, is committed to following Shropshire Safeguarding Children Board (SSCB) processes regarding safeguarding and meeting the needs of children. This policy, and the accompanying information, is based on the West Mercia Consortium Inter Agency Child Protection Procedures of which SSCB is a member. New Employees Shire Services recruitment and selection procedures specify that all employees who work within an environment that provide services to children will require an enhanced DBS disclosure. This is to help ensure that unsuitable people are prevented from working with children. All new employees must attend a</p>

	<p>Shire Services Induction Day within 3 months of being appointed. Within that induction day employees will be given safeguarding training and information through the following formats: s Raising Awareness in Safeguarding Children and Young People. Course content and delivery approved (and audited) by Shropshire Safeguarding Children's Board. s Employee Handbook. All staff will be issued with an employee handbook or signposted to an electronic version. Within this handbook will contain detailed information on safeguarding processes (appendix A) to follow should such a situation present itself. Existing Employees Information included in the Employee Handbook will be printed off and pinned to staff noticeboards on sites where employees work with children. Safeguarding refresher training will be given every three years. This will be provided by Shire Services in-house Compliance Officer who will deliver content approved by the SSCB when the mandatory slips, trips and falls (refresher) session is held. This will ensure all existing employees will be covered. Shire Services Designated Senior Person (DSP) for Child Protection All schools must have a DSP for child protection. Shire Services safeguarding procedures sign post onsite line managers to this individual on most occasions. If for any reason this is not possible, line managers should contact Shire Services Head Office to discuss the concerns. Shire Services have their own Designated Senior Person for Child Protection who will be appropriately trained in line with SSCB recommendations. Shire Services Safeguarding Awareness Flowchart is available on request. Please ask should you wish to see this.</p>
<p>Please detail your four educational reference sites closest to Birmingham where you currently employ the cleaning operatives. Please give details of all four schools including date of contract award and duration of contract.</p>	<p>Queen Mary Grammar School, Sutton Road, Walsall, WS1 2PG - this contract start date was 1st November 2015, this contract is an ongoing rolling contract.</p> <p>Lacon Childe Secondary, Love Lane, Cleobury Mortimer, DY14 8PE - the contract start date for this school was 1st March 2014, this contract is an ongoing rolling contract.</p> <p>Claverley Primary School, Aston Lane, Claverley, Wolverhampton, WV5 7DX - the contract start date for this is April 2018 this contract is an ongoing rolling contract.</p> <p>St Joseph and St Theresa Catholic Primary School, High Street, Chasetown, Staffordshire, WS7 3XL the contract start date for this contract is April 2019band this contract is for 12 months with a potential for ongoing review and extension.</p>

Based on previous experience, please detail your organisation's robust management reporting system to monitor both the input and output of the contract and be able to deliver this information on a timely basis to the Client.

We monitor and manage our service using Key Performance Indicators will be the following;

- Actual hours worked compared to the contract hours
- Number of staff trained - All staff to have completed Induction within one month of commencing employment - One member of staff to be First Aid trained - One member of staff to be ladder trained
- Number of complaints responded to within the response rate of 24 hours and resolution within 72 hours
- Sickness absence rates
- Cypad Audit Inspections and monitoring results to achieve 85% and above
- Area Management Team visits to site on at least a half termly basis and Area Manager once per term

The Bishop Vesey contract will have a designated Area Supervisor who will visit as a minimum once per half term to perform inspections and liaise with the Site Supervisor and team. A site inspection checklist is available to view on request. The Area Supervisor will also perform additional unannounced inspections on an ad-hoc basis to ensure that staff are present and performing their duties as expected.

Each half term a member of the Area Management Team will meet with the Facilities and Contract Manager at Bishop Vesey Campus to ensure everything is satisfactory and conduct a tour of the premises to check cleaning standards are being achieved.

Shire Services make use of information technology solutions for our cleaning and health and safety audits. Area Supervisors are equipped with tablets which have Cypad application software which can be synchronised with our central drives and folders. Cypad specialise in web-based solutions for completing questionnaires that record a series of predetermined indicators on cleaning and health and safety audits. The outcome is calculated, and a report is generated automatically and sent to the Area Manager for analysis.

The Area Management Team discuss these reports with the College's appointed contact during review meetings.. An example of our Cypad Cleaning Inspection is available on request.

	<p>The Area Supervisor will also record their visit in the site's Logbook and place anything relevant to their inspection in the book. The Logbook will be left for the client to be able to access should they wish to place any comments. The Logbook is a daily communication tool for use between the client and the cleaning team to record any relevant information, for example maintenance issues.</p> <p>The Area Manager will carry out periodic visits (agreed with the client) to ensure the contract is running to the client's satisfaction, this will include dealing with any employee issues that cannot be brought to a satisfactory conclusion by the Area Management Team.</p> <p>Any standard issues will be dealt with promptly to ensure customer satisfaction.</p> <p>Monitoring and review of the contract will be ongoing, once mobilisation starts, Shire Services will undertake a full review of all the chemicals and equipment which the sites currently use and will be looking to enhance productivity rates through improved equipment for the site staff.</p>
<p>Please state how many contracts your organisation's typical area manager runs.</p>	<p>Typically, an area manager will be responsible for the day to day running of between 25-30 sites.</p>

Tenon FM

Section 1 ~ Supplier Information

Full name of the Supplier submitting the information	Tenon FM UK Limited
Registered office address (if applicable)	2nd Floor, No. 1 Farriers Yard, 77-85 Fulham Palace Road, London , W6 8JA,
Registered website address (if applicable)	http://www.tenonfm-uk.com
Trading status	a limited company
Date of registration in country of origin	12/10/1987
Company registration number (if applicable)	02176652
Charity registration number (if applicable)	N/A
Head office DUNS number (if applicable)	2209268927
Registered VAT number	539208927
If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	Yes
If you responded yes above, please provide the relevant details, including the registration number(s).	Tenon FM are registered in accordance with all UK legislation as a limited company. Our registration number is 02176652. All our supply chain partners are registered in line with all UK legislation requirements.

Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	Yes
If you responded yes above, please provide additional details of what is required and confirmation that you have complied with this.	If you responded yes above, please provide additional details of what is required and confirmation that you have complied with this. We hold the following professional certifications as evidence to our commitment to delivering all services in line with legislative and best practice methodologies: • British Institute of Cleaning Science, Corporate Member, No: 16001021 • British Institute of Facilit
Trading name(s) that will be used if successful in this procurement	Tenon FM
Relevant classifications (state whether you fall within one of these and, if so, which one)	
Are you a Small, Medium or Micro Enterprise (SME)?	Yes
Details of Persons of Significant Control (PSC), where appropriate:	
Name	Tenon Facility Management UK Ltd
Date of birth	N/A
Nationality	N/A
Country, state or part of the UK where the PSC usually lives	N/A
Service address	2nd Floor, No. 1 Farriers Yard, 77-85 Fulham Palace Road, London, W6 8AH

The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used)	06th April 2016
Which conditions for being a PSC are met:	
Over 25% up to (and including) 50%	No
More than 50% and less than 75%	No
75% or more	Yes
If none of the above are applicable please enter N/A here	
Details of immediate parent company:	
Full name of the immediate parent company	Tenon FM UK Limited
Registered office address (if applicable)	2nd Floor, No1 Farriers Yard, 77-85, Fulham Palace Road, London, UK, W6 8AH
Registration number (if applicable)	2nd Floor, No1 Farriers Yard, 77-85, Fulham Palace Road, London, UK, W6 8AH
Head office DUNS number (if applicable)	N/A
Head office VAT number (if applicable)	09628622
Please enter N/A if not applicable here	N/A
Details of ultimate parent company:	
Full name of the ultimate parent company	Mortice PLC
Registered office address (if applicable)	South Beach Tower, #29-11, 38 Beach Road, Singapore, (189767)

Registration number (if applicable)	N/A
Head office DUNS number (if applicable)	N/A
Head office VAT number (if applicable)	N/A
If none of the above are applicable please enter N/A here	N/A
Please note: A criminal record check for relevant convictions may be undertaken for the preferred Suppliers and the persons of significant in control of them.	
1.2 ~ Bidding Model	
1.2 (a)-(i) Are you bidding as the lead contact for a group of economic operators?	No
If yes, please provide details listed in questions 1.2(a)-(ii), (a)-(iii) and to 1.2(b), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a)(ii) for reference purposes, and complete 1.3, Section 2 and 3.	
1.2(a)-(ii) Name of group of economic operators (if applicable)	N/A
1.2(a)-(iii) Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	N/A

1.2(b)-(i) Are you, if applicable, the group of economic operators proposing to use subcontractors?

N/A

I declare that to the best of my knowledge the answers submitted and information contained in the document are correct and accurate. I declare that, upon request and without delay I will provide the certificates of documentary evidence referred to in the document. I understand that the information will be used in the selection process to assess my organisations suitability to be invited to participate further in this procurement. I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section. I am aware of the consequences of serious misrepresentation.

1.3 ~ Contact Details and Declaration

1.3(a) Contact name	Chantelle Morrison
1.3(b) Name of organisation	Tenon FM
1.3(c) Role in organisation	Bid Writer
1.3(d) Phone number	0161 2043 003
1.3(e) Email address	Chantelle.morrison@tenonfm-uk.com
1.3(f) Postal address	2 Maitland Avenue, Chorlton , Manchester , M21 7WB,

Section 2 ~ Grounds for Mandatory Exclusion

REGULATIONS 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this web page

([https://www.gov.uk/government/uploads/system/uploads/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)) which should be referred to before completing these questions.

Please indicate if, within the past five years you, your organisation or another person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on this webpage

([https://www.gov.uk/government/uploads/system/uploads/attachment_data/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)).

2.1(a)-(i) Participation in a criminal organisation (If yes please provide details at 2.1(b))	No
2.1(a)-(ii) Corruption (If yes please provide details at 2.1(b))	No
2.1(a)-(iii) Fraud (If yes please provide details at 2.1(b))	No
2.1(a)-(iv) Terrorist offences or offences linked to terrorist activities.(If yes please provide details at 2.1(b))	No
2.1(a)-(v) Money laundering or terrorist financing (If yes please provide details at 2.1(b))	No
2.1(a)-(vi) Child Labour and other forms of trafficking in human beings. (If yes please provide details at 2.1(b))	No

<p>2.1(b) If you have answered yes to any of the above questions, please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. Identity of who has been convicted. If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p>	N/A
<p>2.2 If you have answered yes to any of the points above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self Cleaning)</p>	N/A
<p>2.3(a) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisations is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	No
<p>2.3(b) If you have answered yes to question 2.3(a) please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.</p>	N/A

Please Note: the authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

Section 3 ~ Grounds for Discretionary Exclusion

The detailed grounds for discretionary exclusion of an organisation are set out on this web-page

(https://www.gov.uk/government/uploads/system/uploads/attachment_data

[/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)), which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.

3.1(a) Breach of environmental obligations (if yes please provide details at 3.2)	No
3.1(b) Breach of social obligations (if yes please provide details at 3.2)	No
3.1(c) Breach of labour law obligations (if yes please provide details at 3.2)	No
3.1(d) Bankrupt or is the subject of insolvency or winding up proceedings, where the organisations assets are being administered by a liquidator or by the court, where it is an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state. (if yes please provide details at 3.2)	No
3.1(e) Guilty of grave professional misconduct. (if yes please provide details at 3.2)	No
3.1(f) Entered into agreements with other economic operators aimed at distorting competition. (if yes please provide details at 3.2)	No

3.1(g) Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure. (if yes please provide details at 3.2)	No
3.1(h) Been involved in the preparation of the procurement procedure? (if yes please provide details at 3.2)	No
3.1(i) Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? (if yes please provide details at 3.2)	No
Please answer the following statements.	
3.1(j)-(i) The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. (If yes please provide details at 3.2)	No
3.1(j)-(ii) The organisation has withheld such information. (If yes please provide details at 3.2)	No
3.1(j)-(iii) The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulation 2015. (If yes please provide details at 3.2)	No

<p>3.1 (j)-(iv) The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection award. (If yes please provide details at 3.2)</p>	No
<p>3.2 If you have answered yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion. (Self Cleaning)</p>	N/A

Section 4 ~ Economic and Financial Standing

Are you able to provide a copy of your audited account for the last two years, if requested?	Yes
If no, can you provide one of the following answer with Yes or No in the relevant box.	
a) A statement of the turnover, Profit and Loss Account/Income statement, Balance Sheet/Statement of Financial position and Statement of Cash Flow for the most recent year of trading for this organisation.	
b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	
c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status)	
Where we have specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this procurement, please self certify by answering "Yes" or "No" that you meet the requirements set out.	Yes
Please upload your financial documents here	Tenon fm Accounts 2017.pdf Tenon fm Accounts 2018.19.pdf

Section 5 ~ Economic Operator Group

Name of organisation	N/A
Relationship to the supplier completing these questions	N/A
Are you able to provide parent company accounts if requested to at a later stage?	Yes
If yes, would the parent company be willing to provide a guarantee if necessary?	Yes
If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	N/A

Section 6 ~ Technical and Professional Ability

Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.

The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.

Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).

Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.

If you cannot provide examples see question 6.3.

Contract Example 1

Name of customer organisation	Bournville Village Primary School
Point of contact in the organisation	Judie Davies
Position in the organisation	School Business Manager
Email address	judavies@bournvillevillageprimary.org.uk
Description of contract	Cleaning Services
Contract start date	2017
Contract completion date	2020

Estimated contract value	139,651.56
Number of miles from the tender opportunity	12.9
Relevance to the tender	Offering cleaning services to an educational establishment local to your location

Contract Example 2

Name of customer organisation	Barr Beacon School
Point of contact in the organisation	Gary Smart
Position in the organisation	Facilities Manager
Email address	GSmart@matrixacademytrust.co.uk
Description of contract	Cleaning Services
Contract start date	Septemebr 2012
Contract completion date	September 2021
Estimated contract value	£162,000 per annum
Number of miles from the tender opportunity	6.2
Relevance to the tender	Offering cleaning services to an educational establishment local to your location

Contract Example 3

Name of customer organisation	Al-Furqan Primary School
Point of contact in the organisation	Farhat Mazhar

Position in the organisation	School Business Manager
Email address	f.usman@al-furqan-pri.bham.sch.uk
Description of contract	Cleaning Services
Contract start date	2015
Contract completion date	2021
Estimated contract value	259,714.2
Number of miles from the tender opportunity	11
Relevance to the tender	Offering cleaning services to an educational establishment local to your location
<p>Where you intend to subcontract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your subcontractor(s). Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).</p>	<p>Tenon FM believes maintaining healthy supply chains first starts by us recruiting and vetting the right partners who share a commitment to service delivery excellence and partnership.</p> <p>Accordingly, all of our nominated partners have passed our stringent vetting / approval process.</p> <p>Reviews are carried out at a minimum annually to ensure ongoing compliance with our service standards and stringent performance requirements (e.g. quality reviews, insurance certificates, etc.).</p> <p>To facilitate integration, we always hold sub- contractor inductions to outline the required quality standards, individual building requirements (e.g. higher risk areas requiring greater care), work specification requirements, performance standards and outline integration with our rolling training programmes to maintain high quality services.</p> <p>Sub-contractors currently on our supply chain have typically worked with us for over 5 years and are fully aligned with our quality policies and customer experience expectations as a seamless extension to our in-house team.</p>

To ensure our supply chain provides ongoing value for money they are subject to financial auditing and rate comparisons to like for like competitors, ensuring their service prices are competitive and provide value for money to our clients. This includes regular benchmarking (of both performance and price) and market testing by scrutinising alternative supplier quotes.

Management Tracking

Sub-contractors are treated as a seamless extension of our in-house delivery teams with performance and risk being evaluated and monitored in exactly the same way as direct employees using a range of management tracking techniques including:

- Inducting all sub-contractors before they commence any works, providing detailed guidance on building requirements and performance expectations.
- ServiceTrac inspections of work - on-site Managers and Supervisors carry out audits of work to spot check sub-contractor service standards and ensure these are delivered correctly.
- Carrying out a regular programme of planned and unplanned Environmental, Health and Safety inspections
- Holding quality assurance review meetings with our Contract Managers with sub-contractor workmanship reviewed and discussed
- Holding centralised sub-contractor work schedules on our CLARITY intranet system so Team Leaders can monitor attendance and subsequently assess quality standards

Prompt Payment

We recognise the importance of making prompt and on time payments to all of our suppliers, many of whom have long-standing relationships with us and employ high numbers of local people. We therefore ensure that we are diligent in paying sub-contractors and suppliers and monitor our own performance in paying our invoices typically to 14-day payment terms. Our supply chain management policy and procedures support prompt payment by;

- Supporting the principles of the UK Prompt Payment Code
- 'Fair Payment' applies equally throughout our supply chain irrespective of industry, services delivered, etc

	<ul style="list-style-type: none"> • Processes are transparent so that members of our supply chain have certainty regarding how much and when they will be paid • Correct payment will accurately represent the work properly carried out, and/or products supplied to us • Any withholding of payment due to defects or non-delivery will be proportionate and in line with arrangements made at the time of contract • Payment procedures are agreed at the outset of the contracts in order to avoid payment delays • Monitoring and measuring actual average payment terms to ensure we are meeting our obligations
<p>If you cannot provide at least one example for question 6.1, in no more than 500 words please provide an explanation for this, e.g your organisation is a new start up or you have provided services in the past but not under a contract.</p>	<p>N/A</p>

Section 7 ~ Modern Slavery Act 2015

7.1 Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc") of the Modern Slavery Act 2015 ("The Act")?	Yes
7.2 If you have answered yes to question 7.1, are you compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?	Yes N/A
If you answered Yes to 7.2 please provide the relevant URL	http://www.tenonfm-uk.com/wip/wp-content/uploads/2019/04/HRP29-ModernSlaveryHumanPolicy.pdf
If you answered No to 7.2 please provide an explanation	

Section 8 ~ Additional Questions

<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below.</p>	
<p>8.1(a)-(i) Employers (Compulsory) Liability Insurance = £5 million</p>	<p>Yes</p>
<p>8.1(a)-(ii) Public Liability Insurance = £5 million</p>	<p>Yes</p>
<p>It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	
<p>Please confirm that your organisation has a robust safeguarding policy in place (or self-certify that this will be in place at the point of contract award), and confirm how your staff recruitment policy takes into account that no staff are permitted to commencement employment on any campus until an enhanced DBS disclosure has been granted.</p>	<p>I can confirm Tenon FM have a safeguarding policy in place. and all Tenon FM staff are DBS checked prior to employment.</p>
<p>Please detail your four educational reference sites closest to Birmingham where you currently employ the cleaning operatives. Please give details of all four schools including date of contract award and duration of contract.</p>	<p>Reference 1 Name of School: Barr Beacon Point of Contact in the School: Gary Smart Contact's Position in the School: Facilities Manager Email Address: GSmart@matrixacademytrust.co.uk</p>

Description of Contract Supply of cleaning services across several Matrix Academy sites

Contract Start Date: September 2012

Contract End Date: September 2021

Estimated Contract Value (£): 162,000 per annum

Reference 2

Name of School: Al-Furqan Primary School

Point of Contact in the School: Farhat Mazhar

Contact's Position in the School: School Business Manager

Email Address: f.usman@al-furqan-pri.bham.sch.uk

Description of Contract Supply of cleaning services

Contract Start Date: 2017

Contract End Date: 2020

Estimated Contract Value (£): 139,651.56

Reference 3

Name of School: Bournville Village Primary School

Point of Contact in the School: Julie Davies

Contact's Position in the School: School Business Manager

Email Address: f.usman@al-furqan-pri.bham.sch.uk

Description of Contract Supply of cleaning services

Contract Start Date: 2015

Contract End Date: 2021

Estimated Contract Value (£): 259,714.2

Reference 4 Name of School: Severn Vale School

	<p>Point of Contact in the School: Andy Oldham Contact's Position in the School: Operations Manager</p> <p>Email Address: AOldham@severnvaeschool.com</p> <p>Description of Contract: Cleaning of all areas of the school on a split basis of mornings and evenings.</p> <p>Periodic cleaning and specialist cleaning include external window cleaning, kitchen deep clean and high-level cleaning annually.</p> <p>With any school the main challenges are retaining staff and I feel that we retain staff by letting them know how valuable they are to us and to the client making them feel part of the school getting them to take pride in what they do and that without them we as a company would not be where we are today.</p> <p>Customer Feedback:</p> <p>Tenon FM (Formerly Elite Environmental Service) have provided a great service over the past five years. Any issues have been dealt with swiftly and further measures have been introduced to help the team work as effectively as possible. Overall, we are very happy with the service that Tenon has provided</p> <p>Contract Start Date: September 2018</p> <p>Contract End Date: September 2023</p> <p>Estimated Contract Value (£): 120,000 per annum</p>
<p>Based on previous experience, please detail your organisation's robust management reporting system to monitor both the input and output of the contract and be able to deliver this information on a timely basis to the Client.</p>	<p>Robust Management Systems</p> <p>The EziTracker Time and Attendance Management system monitors each individual's attendance and enables us to quickly identify circumstances where teams are below expected capacity levels ensuring we bring-in additional back-up to fulfil the School's needs. Any missed sign-ins will be notified to our Cleaning Supervisors and Account Manager on their smartphone to take pro-active action.</p> <p>The information generated can provide the contract participant with real time and back dated reports identifying staff attendance, delivering alerts to the Accounts Manager for</p>

lone workers .As the reports are directly linked to individuals pay role, any failure to deliver weekly/monthly agreed hours can easily be identified. Should this situation arise, after consultation with the school we will either bank the hours and carry out one off remedial or special cleans or raise appropriate the credits to ensure we operate in an open book manner.

Spot checks will be undertaken to ensure there is no misuse or fraudulent activity being carried out with this system.

SERVICETRAC - We would implement a market leading software solution called ServiceTrac to carry out quality auditing, ensuring that we are delivering the required standards. We will use the ServiceTrac operational platform and smart phones to control and monitor our delivery activities via quality auditing. The solution is used as a key management tool and is linked through to our CLARITY extranet site.

ServiceTrac will deliver a range of benefits including:

- Capturing and reporting on work delivered
- Driving efficiencies by generating robust reports to analyse performance
- Demonstrating performance ensuring that we are meeting required standards

aspects of our performance via remote access to our CLARITY extranet system. This will include:

- Key Performance Areas (KPA's)
- Key Performance Indicator's (KPIs)
- Service Level Agreements (SLAs)
- General contract and employee information
- Monthly audits
- Training details
- Health and Safety information, including RAMS and COSHH data sheets
- General company information (insurance certificates and company policies)

CLARITY - will mirror the requirements of our contract specification and KPA/KPI framework to ensure all relevant information is available. We recognise that whilst many core items will be

	<p>consistent between our clients, there will be specific items relative to the Nova Education Trust, which can be easily configured within CLARITY.</p> <p>We currently monitor a range of management information with our educational sites on our portfolio, enabling us to rapidly mobilise and deploy CLARITY ready for go-live to cover the following items:</p> <ul style="list-style-type: none"> • Hours worked against contracted hours • Hours worked above contracted hours • Level of staff training against agreed objectives • Availability of relief staff for sickness and holidays (a relief cleaner will be on site within 24 hours in the absence of the regular cleaner) • Management visits • Quality • Absenteeism • Staff turnover • Customer surveys • Near miss reporting • Health and Safety statistics <p>This information can also be collated into hard copy reports as well as accessed via our website.</p>
<p>Please state how many contracts your organisation's typical area manager runs.</p>	<p>We aim to give our account manager no more than 15 sites. We have 3 Account Managers covering Birmingham with the maximum of 15 sites each</p>

Wolverhampton City Council

Section 1 ~ Supplier Information

Full name of the Supplier submitting the information	City of Wolverhampton Council
Registered office address (if applicable)	Civic Centre, St Peters Square, Wolverhampton , West Midlands, WV1 1RG,
Registered website address (if applicable)	www.wolverhampton.gov.uk
Trading status	Local authority - City of Wolverhampton Council
Date of registration in country of origin	United Kingdom
Company registration number (if applicable)	N/A
Charity registration number (if applicable)	N/A
Head office DUNS number (if applicable)	N/A
Registered VAT number	101 2687 11
If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	No
If you responded yes above, please provide the relevant details, including the registration number(s).	
Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular	No

organisation in order to provide the services specified in this procurement?	
If you responded yes above, please provide additional details of what is required and confirmation that you have complied with this.	
Trading name(s) that will be used if successful in this procurement	Cleaning Services
Relevant classifications (state whether you fall within one of these and, if so, which one)	Public service mutual
Are you a Small, Medium or Micro Enterprise (SME)?	No
Details of Persons of Significant Control (PSC), where appropriate:	
Name	N/A
Date of birth	N/A
Nationality	N/A
Country, state or part of the UK where the PSC usually lives	N/A
Service address	N/A
The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used)	N/A
Which conditions for being a PSC are met:	

Over 25% up to (and including) 50%	
More than 50% and less than 75%	
75% or more	
If none of the above are applicable please enter N/A here	N/A
Details of immediate parent company:	
Full name of the immediate parent company	N/A
Registered office address (if applicable)	
Registration number (if applicable)	
Head office DUNS number (if applicable)	
Head office VAT number (if applicable)	
Please enter N/A if not applicable here	N/A
Details of ultimate parent company:	
Full name of the ultimate parent company	City of Wolverhampton Council
Registered office address (if applicable)	As above
Registration number (if applicable)	
Head office DUNS number (if applicable)	
Head office VAT number (if applicable)	

If none of the above are applicable please enter N/A here	
Please note: A criminal record check for relevant convictions may be undertaken for the preferred Suppliers and the persons of significant in control of them.	
1.2 ~ Bidding Model	
1.2 (a)-(i) Are you bidding as the lead contact for a group of economic operators?	No
If yes, please provide details listed in questions 1.2(a)-(ii), (a)-(iii) and to 1.2(b), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a)(ii) for reference purposes, and complete 1.3, Section 2 and 3.	
1.2(a)-(ii) Name of group of economic operators (if applicable)	N/A
1.2(a)-(iii) Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	
1.2(b)-(i) Are you, if applicable, the group of economic operators proposing to use subcontractors?	No

I declare that to the best of my knowledge the answers submitted and information contained in the document are correct and accurate. I declare that, upon request and without delay I will provide the certificates of documentary evidence referred to in the document. I understand that the information will be used in the selection process to assess my organisations suitability to be invited to participate further in this procurement. I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section. I am aware of the consequences of serious misrepresentation.

1.3 ~ Contact Details and Declaration

1.3(a) Contact name	Chris East
1.3(b) Name of organisation	City of Wolverhampton Council
1.3(c) Role in organisation	Head of Facilities
1.3(d) Phone number	01902 550132
1.3(e) Email address	chris.east@wolverhampton.gov.uk
1.3(f) Postal address	City of Wolverhampton Council, St Peters Square, Wolverhampton, West Midlands, WV1 1RG,

Section 2 ~ Grounds for Mandatory Exclusion

REGULATIONS 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this web page

([https://www.gov.uk/government/uploads/system/uploads/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)) which should be referred to before completing these questions.

Please indicate if, within the past five years you, your organisation or another person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on this webpage

([https://www.gov.uk/government/uploads/system/uploads/attachment_data/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

[file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)).

2.1(a)-(i) Participation in a criminal organisation (If yes please provide details at 2.1(b))	No
2.1(a)-(ii) Corruption (If yes please provide details at 2.1(b))	No
2.1(a)-(iii) Fraud (If yes please provide details at 2.1(b))	No
2.1(a)-(iv) Terrorist offences or offences linked to terrorist activities.(If yes please provide details at 2.1(b))	No
2.1(a)-(v) Money laundering or terrorist financing (If yes please provide details at 2.1(b))	No
2.1(a)-(vi) Child Labour and other forms of trafficking in human beings. (If yes please provide details at 2.1(b))	No
2.1(b) If you have answered yes to any of the above questions, please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons	N/A

<p>for conviction. Identity of who has been convicted. If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p>	
<p>2.2 If you have answered yes to any of the points above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self Cleaning)</p>	N/A
<p>2.3(a) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisations is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	No
<p>2.3(b) If you have answered yes to question 2.3(a) please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.</p>	N/A
<p>Please Note: the authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.</p>	

Section 3 ~ Grounds for Discretionary Exclusion

The detailed grounds for discretionary exclusion of an organisation are set out on this web-page

(https://www.gov.uk/government/uploads/system/uploads/attachment_data

[/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)), which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.

3.1 (a) Breach of environmental obligations (if yes please provide details at 3.2)	No
3.1 (b) Breach of social obligations (if yes please provide details at 3.2)	No
3.1 (c) Breach of labour law obligations (if yes please provide details at 3.2)	No
3.1 (d) Bankrupt or is the subject of insolvency or winding up proceedings, where the organisations assets are being administered by a liquidator or by the court, where it is an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state. (if yes please provide details at 3.2)	No
3.1 (e) Guilty of grave professional misconduct. (if yes please provide details at 3.2)	No
3.1 (f) Entered into agreements with other economic operators aimed at distorting competition. (if yes please provide details at 3.2)	No

3.1(g) Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure. (if yes please provide details at 3.2)	No
3.1(h) Been involved in the preparation of the procurement procedure? (if yes please provide details at 3.2)	No
3.1(i) Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? (if yes please provide details at 3.2)	No
Please answer the following statements.	
3.1(j)-(i) The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. (If yes please provide details at 3.2)	No
3.1(j)-(ii) The organisation has withheld such information. (If yes please provide details at 3.2)	No
3.1(j)-(iii) The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulation 2015. (If yes please provide details at 3.2)	No

<p>3.1 (j)-(iv) The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection award. (If yes please provide details at 3.2)</p>	<p>No</p>
<p>3.2 If you have answered yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion. (Self Cleaning)</p>	

Section 4 ~ Economic and Financial Standing

Are you able to provide a copy of your audited account for the last two years, if requested?	Yes
If no, can you provide one of the following answer with Yes or No in the relevant box.	
a) A statement of the turnover, Profit and Loss Account/Income statement, Balance Sheet/Statement of Financial position and Statement of Cash Flow for the most recent year of trading for this organisation.	No
b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	No
c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status)	Yes
Where we have specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this procurement, please self certify by answering "Yes" or "No" that you meet the requirements set out.	Yes
Please upload your financial documents here	Appendix B - Statement of Accounts 2017-18 Final.pdf Appendix 2 Statement of Accounts 2018 - 2019.pdf

Section 5 ~ Economic Operator Group

Name of organisation	N/A
Relationship to the supplier completing these questions	
Are you able to provide parent company accounts if requested to at a later stage?	N/A
If yes, would the parent company be willing to provide a guarantee if necessary?	N/A
If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	N/A

Section 6 ~ Technical and Professional Ability

Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.

The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.

Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).

Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.

If you cannot provide examples see question 6.3.

Contract Example 1

Name of customer organisation	WV Active
Point of contact in the organisation	Paul Watson
Position in the organisation	Manager
Email address	paul.watson@wolverhampton.gov.uk
Description of contract	Cleaning Services provided to 3 leisure centres
Contract start date	September 2017
Contract completion date	Ongoing

Estimated contract value	£145k
Number of miles from the tender opportunity	13
Relevance to the tender	The provision of a cleaning service

Contract Example 2

Name of customer organisation	Wolverhampton Homes
Point of contact in the organisation	Darren Baggs
Position in the organisation	Assistant Director
Email address	Darren.baggs@wolverhamptonhomes.org.uk
Description of contract	Provision of a cleaning service to multiple Wolverhampton Homes establishments to include, high rise accommodation, housing offices, void properties and sheltered housing estates
Contract start date	2005
Contract completion date	ongoing
Estimated contract value	£400k per annum
Number of miles from the tender opportunity	13
Relevance to the tender	Provision of a cleaning service

Contract Example 3

Name of customer organisation	Bereavement Services
Point of contact in the organisation	Steve Woodward

Position in the organisation	Head of Environmental Services
Email address	steve.woodward@wolverhampton.gov.uk
Description of contract	To provide a cleaning service at various locations within the City of Wolverhampton to include crematoriums, waste sites and the local mortuary
Contract start date	2017
Contract completion date	Ongoing
Estimated contract value	£30k per annum
Number of miles from the tender opportunity	15
Relevance to the tender	Provision of a cleaning service
Where you intend to subcontract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your subcontractor(s). Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).	N/A
If you cannot provide at least one example for question 6.1, in no more than 500 words please provide an explanation for this, e.g your organisation is a new start up or you have provided services in the past but not under a contract.	N/A

Section 7 ~ Modern Slavery Act 2015

7.1 Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc") of the Modern Slavery Act 2015 ("The Act")?	N/A
7.2 If you have answered yes to question 7.1, are you compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?	N/A
If you answered Yes to 7.2 please provide the relevant URL	
If you answered No to 7.2 please provide an explanation	Although we have answered n/a to this question, we have a Modern Slavery Statement that the Council uses to show support in this area. If you require us to provide a copy please do not hesitate to contact us.

Section 8 ~ Additional Questions

<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below.</p>	
<p>8.1 (a)-(i) Employers (Compulsory) Liability Insurance = £5 million</p>	<p>Yes</p>
<p>8.1 (a)-(ii) Public Liability Insurance = £5 million</p>	<p>Yes</p>
<p>It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	
<p>Please confirm that your organisation has a robust safeguarding policy in place (or self-certify that this will be in place at the point of contract award), and confirm how your staff recruitment policy takes into account that no staff are permitted to commencement employment on any campus until an enhanced DBS disclosure has been granted.</p>	<p>The City of Wolverhampton Council has a stringent recruitment and selection policy to which all a managers must adhere to. We employ a diverse range of staff with varied cultural backgrounds. we have also worked closely with Enable a company who assist people with disabilities to find employment.</p> <p>All short-listed applicants must meet the desired shortlisting criteria to be invited for interview. They are also required to carry out a 15-minute test to assess their understanding of English. Applicants must also provide evidence of eligibility to work in the UK and are expected to carry out both a DBS and medical clearance and will not be employed till they have full clearance. All employees are expected to sign to say they have received and understood the Councils safeguarding policy. We also offer online training via our learning hub for all employees.</p> <p>Potential employees who have a disclosure on their DBS are invited to a meeting with Human Resources and the Service manager to carry out a risk assessment on suitability for the role that they are looking to be employed in. This comprehensive risk assessment covers where the individual will work, whether supervised, the nature of the offence and how long ago and</p>

	<p>whether there is a repeating occurrence. After the risk assessment is completed the form is sent for approval to the director in consultation with the school as required.</p>
<p>Please detail your four educational reference sites closest to Birmingham where you currently employ the cleaning operatives. Please give details of all four schools including date of contract award and duration of contract.</p>	<p>Plantsbrook School, Sutton Coldfield - award date 01 January 2019 - 2 years - contact Miss N Kumari - Director of Finance and Support Services</p> <p>Town Junior School - Sutton Coldfield award date 01 January 2019 - 2 years - Contact Ms Adrienne Smith - Head teacher</p> <p>Fallings Park Primary School, Old Fallings Lane, Wolverhampton - since 2001 currently on a 3 year service level agreement - John Hopkins - Head teacher</p> <p>Bilston Primary School, Albany Crescent, Bilston, Wolverhampton - since 2001 currently on a 3 year service level agreement- Mr Gary Gentle - Head teacher</p>
<p>Based on previous experience, please detail your organisation's robust management reporting system to monitor both the input and output of the contract and be able to deliver this information on a timely basis to the Client.</p>	<p>It is the responsibility of the 5 Area Cleaning Officers to report to the Cleaning Manager. Each Area Cleaning Officer has a planned programme of performance monitoring of standards for each of their sites. Secondary school sites are monitored on a 4 weekly basis using the CYPAD electronic monitoring system which generates a report which is then emailed to the client. All secondary schools have the provision of an on site Cleaner In Charge to supervise the staff and monitor the performance of the cleaning team on a weekly basis. Regular meetings are encouraged between the client and either the Area Cleaning Officer or the Cleaning Manager to discuss any matters in relation to the contract. Day to day contract management issues will be dealt with by the on-site cleaner-in-charge, their chief responsibility will be to ensure the school is cleaned to the specification provided and agreed with between both parties. The cleaner-in-charge will also facilitate and address and local service issues as they arise on a day to day basis. The Area Manager will have regular meetings with the school management team to ensure full understanding of the specification and expected outcomes on the cleaning service provided. The Area Manager will also provide monitoring results through the Cypad system of monitoring to ensure a high standard of cleaning on-site. Initial site meetings will be weekly to start with moving to monthly/quarterly as required by the client.</p>
<p>Please state how many contracts your organisation's typical area manager runs.</p>	<p>We have 5 Area Cleaning Officers and each Officer manages 12 school contracts within their area of responsibility</p>

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