

## Instructions

This template has been provided to give you the opportunity to summarise your tender bid.

**Step one:** Please amend the Header of this document stating your Organisation Name.

**Step two:** Please complete your summary below. You are free to structure this document as you see fit, but are required to **keep your response to a maximum of 6 sides only**.

**Step three:** When complete, the document should be saved and uploaded as part of your response via the secure LTMS Portal. **Please ensure this template is completed and uploaded onto LTMS as a Word document. Please do not submit as a PDF file.**

## POINTS FOR CONSIDERATION

We thank you for allowing us the opportunity to provide our proposal for the cleaning services contract at Bishop Vesey's Grammar School.

Our proposal is based on information gained from the school and a detailed site survey from the Schools measurements provided. Due to the current health challenges we face we were unable to obtain CAD drawings and cross reference floor types from a group visit and our own individual site visit however we know through our expertise and experience in the education sector that we can make some major improvements and efficiencies to your site and as such we set out within our proposal a number of points which we feel can make a big difference to you operationally through a professionally managed and efficient service delivery. We are highly experienced at working within the Schools and educational sector and have proven processes and procedures which have contributed to excellent implementation and ongoing services to many Schools. Please see our points for consideration below. We would very much welcome the opportunity to discuss and present our proposals to you and take questions at your convenience.

Our service across many educational and NHS establishments is a professional and well delivered managed service. We have many clients who we would be very happy to refer to you and who have all agreed to be contacted directly should you need to

## CROSS CONTAMINATION AND INFECTION CONTROL

Cross contamination and infection control processes and procedures are a huge part of our operation in order to keep your school "Healthy and Happy" at all times. Please see our set colour coding scheme and processes in Appendix 2 which will be trained and installed into our contract systems and processes from our first day of service. All on site operatives and supervisors will be trained and fully qualified and certified within the first 4 weeks of our contract start. All new and replacement operatives will also be required to attend this course.

## PROFESSIONAL AND COMPETANT CONTRACT MANAGEMENT

We are a highly experienced and skilled management team to the schools and education sector for over 27 collective years. We set out our contract management team to Bishop Vesey's Grammar School and give brief summaries in our bid response in Section 2 "Management". We hope this gives you the assurance that as a local team we really will deliver that World Class customer service

experience that our current customers are and have been receiving for many years and renewing long term contracts consistently shows that we really do deliver that quality managed service.

### **FIDELIS BRANDED UNIFORM/ PPE**

All Fidelis employees are equipped with the following uniform which will also be our recommendation for Bishop Vesey's Grammar School:

Polycotton Polo Shirts

Green Cotton T-Shirts (including Fidelis embroidery)

Black Jumpers

Black Trousers and Black Enclosed Shoes

Photographic Identification Badge with clear representative colour lanyard showcasing full

Enhanced DBS compliance

The uniform indicated above as well as photo identification badge will be provided by Fidelis and items replaced as and when required. PPE will be used during the handling of chemicals, we take health and safety very seriously and ensure our operatives are comfortable and understand the usage of chemicals and to wear the correct PPE.

### **CAPITAL EQUIPMENT**

We have included in our bid a Viper 20. This pedestrian scrubber dryer is to be used in the following areas but not limited to: Main Hall, Assembly Halls, Sports Hall, Corridors and Dining Room etc. Based upon our productivity ratings and site survey measurements, we have calculated that by using the innovation of the Scrubber Dryer you are saving 3.05 Hours Per Day/ 15.25 Hours Per Week/ 655.75 Hours Per Annum (Based upon 43 Weeks) Therefore saving you in labour £7,849.33 (£11.97 – TUPE) or £7,875.56 (£12.01 – Alternative)

The Viper 20 Scrubber Dryer is an investment of £1,768.00 per annum. Therefore giving you an overall efficiency saving of £6,081.33(TUPE)/ £6,107.56 (Alternative) whilst enhancing your current service delivery

On hire machines, all maintenance work is included except for consumable parts i.e. Suction rubbers and brushes. In the case of breakdown, the machine will be repaired within 24 hours. Should the machine not be repaired a replacement machine will be supplied within 48 hours as part of our machines contract commitment.

The scrubber dryers also allow for a deeper and more thorough regular clean including Corridors, Gyms, Halls and Dining Room etc which are commonly neglected resulting in black trainer marks, chewing gum and a layer of dust being left regularly on the floor therefore having to be manually removed. The Scrubber Dryer will fit in the Bishop Vesey's Grammar School lift therefore will be able to access these areas.

### **ON SITE SUPERVISION**

Our proposal sets out for us to provide 1 on-site Working supervisor/ Team Leader and 1 Working Cleaning Manager who will both work permanently and be fully dedicated to your site and to the operational cleaning team. We will invest in these roles through technical training in contract management, Health and safety qualifications and the Fidelis contract management systems including electronic auditing and CRM systems training. The working supervisor has the responsibility of supervising all of our services on site with daily support and working closely with your dedicated Cleaning manager. Through our extensive experience in schools and education cleaning services we know these will be key roles to bring some real efficiencies and support to you as our partner and to our team on site.

## HOUSEKEEPER/ JANITOR

We have also implemented a Housekeeper/ Janitor role who will work from 06.30am – 14.30pm which we know from our experience within the Education sector will work well at Bishop Vesey's Grammar School and will also eradicate some of the current challenges at the School. The Housekeeper/ Janitor will provide support to the main amenities as a light cleaning and replenishment service across all areas applicable. Having a housekeeping operative on site has benefits of being able to be highly reactive to Bishop Vesey's Grammar School's requirements and any emergency servicing needed throughout the school day that is unseen.

## OUR FIDELIS TEAMS

At Fidelis we are renowned for our teamwork and for the quality of our people. We ensure that our teams are well informed and well presented to deliver conformance, are well trained and always working with us to exceed service expectations. We encourage open dialogue and no nonsense teamwork and our philosophy of "*The Difference is us*" comes from great teamwork and the commitment of our people. Our proposal is very much focused on providing an investment for a team of quality that is committed to deliver a real and positive customer experience throughout all areas of your School. With great teams on and off site we know we can deliver that difference. Please see section 2a in our bid response for more information on how we train and invest in our people.

## INDUCTION

We will train our team and induct, through the Fidelis induction process, a number of our people who are already employed locally to the Bishop Vesey's Grammar School area and who already have education cleaning experience with current customers such as Two Rivers Primary & Upper School, Lickey Hills Primary School, Ludlow CE School, St Francis of Assisi Catholic Technology College and Lordswood Boys Schools. We also have a number of employed operatives very local to the school who are currently working with us at local client sites.

## TUPE

We are fully aware and highly competent around the TUPE requirements and legislation and will work very closely with the incumbent and seek advice and confirmations through our highly trained and skilled head office HR team.

Our proposal allows for hours and benefits which we feel will be beneficial to a full and competent service delivery. Following our full TUPE due diligence process we would like to reserve the right to come back and discuss with you any challenges such as but not limited to hours, people, pensions, holiday pay and pay rates which may or may not affect our offering and charges given

## HOURS OF WORK

We have submitted a "TUPE bid" for the current number of hours at 235 hours per week. Our on-site surveys and subsequent site time and motion summary indicates that we can take an alternative view to deliver overall site hours at 223.75 hours per week. We have therefore also submitted an alternative bid for your consideration. We know that as a customer you know how your site performs and how the service has performed previously so we are open to discussion around how we have arrived at our proposed schedule of hours through our measured time and motion method which we are keen and willing to share. Please see our site survey breakdown in our appendix 31 for a full breakdown of how we have arrived at our 223.75 hours per week.

## EFFICIENCIES

We have set out a number of ways where we can be efficient in our services. Our CRM software and technology with live real time auditing and contract management gives assurance that we will

always be looking to provide and improve services which are immediate, efficient and in real time reporting. Our additional site service offerings and open, up front fair pricing schedules gives us the opportunity to work with you on further services and aspects of the site to deliver real efficiencies. Please see our additional service offerings Section 3b in our bid response.

### **HEALTH AND SAFETY CONFORMANCE**

At Fidelis we know and understand the huge importance of keeping ours and your people safe. Our experience with current schools we know that our training and H&S standard gives us and you the peace of mind and the ability to know that we are operating safely and to the conformance of your operations at your school. Please see our Health and Safety statements and commitments in section 3c in our bid response and our Health and Safety officers' profile in section 3c in our bid response

### **FAIR AND OPEN BOOK PRICING**

Our open book and detailed pricing models are set out in our pricing schedule. Our pricing is highly dominated by hours and pay rates to our operatives which in turn determine our overall pricing model. You will see that investments in training, quality and conformance are included in our overheads to deliver a high quality and fully managed high-quality service.

### **EARLY PAYMENT SCHEME**

We can offer percentage discounts of up to **3%** of annual value for early payment. This works very well for our current schools and education customers and we are happy to discuss these further on in the tender process.

### **IMPLEMENTATION PROCESS**

Our experience of Implementation of Cleaning Services within a school setting is vast. At Fidelis we have the skills and experience gained over many years working very successfully with several businesses. Our implementation process has helped us to build very strong foundations within our service function to schools. The plan has been an instrumental tool which has helped us to maintain our quality services over many years. We feel this is evident in our customer testimonials and evident in being consistently awarded long term service agreements and extensions to contracts already in place.

An implementation team is allocated to every new site start up. Our proven implementation process includes every detail of how and when the implementation of every process and procedure takes place in our lead up to starting any new service. In a weekly communication to our client we identify and confirm every stage of the process and an updated version of our plan is submitted with a communication from the contract lead at Fidelis, for Bishop Vesey's Grammar School. Our head of operations, Ian Ansermoz will be the project and implementation lead. Please see section 3c in our bid response for further clarification of our Health and Safety and induction processes proposed.

### **APPENDICES**

We have included our appendices which we feel are relevant for policies and procedures to deliver a system of quality and excellence to your School. Please feel free to request any further information or confirmations required.

The difference is us

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## Instructions

Please submit your response as a Word document via the secure LTMS Portal.

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## Contents

Your response to the following questions will help determine how well your proposal addresses the requirements of the Client as set out in the tender specification. Your response must be structured under the following headings and will be scored in accordance with the following weightings:

1.	Cleaning Service Delivery	12.5%
2.	Management	5%
3.	People	5%
4.	Service Development	5%
5.	Finance	65%
6.	Compliance and Cultural Fit	7.5%
	<b>Total</b>	<b>100%</b>

Your response to each question must be within the stated maximum word count (where stated).

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## 1. Cleaning Service Delivery

### Mandatory response

#### a. Cleaning Standards

How will you monitor, maintain and improve cleaning standards to continuously meet the requirements of the specification?

**Maximum words: 500**

*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.*

*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, digital 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.*

*The audit extends to monitor Health and Safety compliance reports on the fabric of building issues and challenges. Our audits also include customer feedback and agreement for immediate remedial actions where required. Every building and quality audit is measured and scheduled around our individual SLA agreed with our customer to deliver and exceed agreed levels of competence and cleanliness.*

*A weekly physical audit and visit to Bishop Vesey's Grammar School from our allocated 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.*

*Management reporting is maintained through our physical Contract Manager visits and audits during shift time on a four to six weekly dependent and specific to our agreed service plan.*

*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.*

*Cross Contamination and infection control processes and procedures are a huge part of our operation in order to keep your school "Healthy & Happy" at all times.*

**Please refer to Appendix 1 – Fidelis Quality Policy Statement**

**Appendix 2 – Fidelis National Colour Coding System**

**Appendix 31 – Fidelis Site Survey & Outcomes**



How do you motivate your cleaners to deliver consistently high standards of cleaning performance?

**Maximum words: 500**

*We believe communication and support is a key factor in our relationships with our cleaning operatives. Fidelis Contract Managers visit their customer sites on a regular basis to ensure all operatives are happy with their day-to-day duties and have everything they require to deliver our quality services.*

*Along with regular visits, Contract Managers are available 24/7 over the phone allowing operatives support where required. For additional requests i.e. holiday request, ordering stock and uniforms, our Head Office service desk team are available to assist.*

*Commercial Cleaning is a career, not just a job. As well as offering ongoing training opportunities, we encourage all team members to really focus on their career path and what they want from life. We then support them towards their goals and aspirations for a balanced work and personal life.*

*We respect and reward all our operatives that go above and beyond. From achieving high standards to supporting the team to innovative ideas that lead to best practice.*

Operative Recognition

***"Amoah has been with us for nearly 12 months. Within his time at Fidelis, he has proven to be not just an amazing operative but an asset to us and our customers. His hard work and dedication has been so effective that he has even been rewarded an Employee of the Month by Auria Solutions, our customer! Amoah stands for everything about Fidelis and who we are and what we do. Well done Amoah and thank you for being brilliant!"***



*As part of our reward and recognition programme, as a team, we nominate "Employees of the quarter". Contract Manager, Ryan Halford, nominated two of our operatives for their dedication, commitment and outstanding hard work.*

***"Since I became Contracts Manager for IAC Elmdon I have realised how much dedication Karl and Chris have for Fidelis and our customer, IAC. I am so grateful for the commitment and support that they have given. I would love to see them recognised for this, not only as two of our longest serving operatives but also for the passion they have and continue to have in their roles. It's because of teams like Karl and Chris that we can proudly say the difference really is us. "***

*We welcome feedback from our operatives and really appreciate they can come to us for anything. Here is what our colleagues say about us.*

***"I enjoy the diversity of my work and the fantastic team spirit, whether it be colleagues, managers or office staff. Everyone matters at Fidelis."***

***Julie, Lordswood Boys School Operative***

*People are at the core of everything we do here at Fidelis. Customers, Teams and the communities that we work within. It is very important to help others as much as we can with the resources that we have. If we can help make positive changes for those around us, then we are our definition of success.*

**Appendix 3 -Fidelis Newsletter**

**Appendix 4 -Fidelis Thank You Card Example**

**Appendix 5 -Fidelis Birthday Card Example**

**Appendix 6 -Fidelis Christmas Card Example**

Provide examples of the evidence you will provide to the Client on a monthly basis to demonstrate compliance with cleaning standards.

**Maximum words: 500**

*Our Contracts Manager will visit the site as a minimum every 4 weeks to carry out monthly audits. It is the Contracts Manager responsibility to ensure that the client is present to sign off the completed audit form and is consulted on the outcome.*

*A copy of the completed electronic data audit will be shared and sent electronically to the client immediately and in real time. Challenges will be discussed with operatives and rectified immediately.*

*We include in our response an example of our meeting agenda, dependant on the agreed SLA, we have estimated a monthly meeting with Bishops Vesey's Grammar School and a quarterly meeting with the Head of Operations to discuss ongoing efficiencies in all areas.*

**Please refer to Appendix 7 – Example of Electronic Audit Data Form**

**Please refer to Appendix 8 – Example of Meeting Agenda**

**b. Cleaning Equipment**

What cleaning chemicals, machinery and light equipment will you use on this contract? What is your reason for selecting these items and how have you calculated volume requirements?

**Maximum words: 1,000**

*Our experience tells us that a minimal product "family" of safe and easily understood chemicals and agents should be used to complete tasks in all areas relevant to the specification and the chemicals are well known to us and our operatives with easy pictorial instruction labels and colour coding which matches our colour coding standards and processes.*

*At Fidelis, we partner with Clover Chemicals UK to provide the "i.t" range of cleaning agents to deliver our daily cleaning and housekeeping services in the Education sectors.*

*Fidelis has an exclusivity agreement in place with one single provider for all of our equipment, materials, consumables and chemicals which allows for a very efficient and accurate ordering and delivery process direct to all of our customer sites. An authorised and signed delivery note must be gained for every delivery made in order for the supplier to raise their invoice. This allows us to report accurately and efficiently on all site deliveries and stock maintained on site.*



Our experience tells us that the correct allocation of equipment and materials to operatives in order to deliver an efficient and quality clean is essential. We have therefore allocated each operative with relevant ratios and added in additional equipment for call off once we are aware of actual requirements. Every School is different and has different requirements and so we have the philosophy of what is needed will be provided. All equipment initially introduced to site will be New and will conform to site as required.

## Materials

All chemicals supplied are environmentally friendly and comply with the COSHH Regulations

All materials and equipment of a high quality to be supplied as necessary to complete specified duties

### CleanIt



#### Interior Cleaner

A surface safe multi-surface cleaner, which cleans, freshens and enhances all hard surfaces without leaving a residue.

Suitable for use on wood, glass, plastic, aluminium, stainless steel and other water washable surfaces.

### ScaleIt



#### Sanitary Cleaner & Descaler

A concentrated, acidic liquid, Scaleit can be used both neat for toilet descaling and diluted for general washroom cleaning.

The thick, red liquid contains safe sulphamic and citric acids to clean, kill germs and remove limescale and organic deposits in one operation.

We use Scaleit to clean and disinfect toilets, urinals, sinks, baths, showers, tiles and washroom floors. Scaleit is safe for use on porcelain, stainless steel, chrome, ceramic and tiled surfaces.

### FloorIt



#### Floor Cleaner

A neutral, green floor cleaner which is suitable for use on all hard floors. Floorit is low foaming and leaves a fresh, lemony fragrance after use.

With a sophisticated self-levelling formulation, Floorit dries quickly and evenly over the surface of the floor without leaving patches or smears.

Floorit is safe for use on all hard floors including polished floors, marble, linoleum, wood, PVC, concrete, tiles and laminate floors.

## Freshnit



### Perfumed Sanitary Cleaner

A pH neutral sanitary cleaner designed to clean, disinfect and create a very long lasting aroma. Freshnit consists of surfactants and emulsifiers to dissolve body fats and scum, and bactericides to ensure the effective neutralisation of odour at the source.

Freshnit is safe to clean and freshen all washroom surfaces, including; sinks, taps, baths, walls, doors, floors, fittings and fixtures, toilets, bidets and urinals.

## Sinkit



### Ready to use Sanitary Cleaner

A neutral, ready-to-use sanitary cleaner designed to clean and disinfect all surfaces throughout the washroom.

A thin, red liquid with a fresh citrus fragrance, Sinkit effectively removes dirt, body fats and soap scum from surfaces.

Use Sinkit to clean and disinfect all washroom surfaces, including; sinks, taps, toilet seats, baths, showers, walls, doors, floors, fittings and fixtures.

## UltraAX



### Ready to use Viricidal/Bactericidal Disinfectant

Viricidal activity against all enveloped viruses (including Coronavirus, Influenza Virus, HIV) (Passes EN 14476:2013+A1:2015/prA2:2016)

Kills 99.999% of bacteria – passes EN 1276

A proven viricidal/ bactericidal disinfectant which is safe to use on all touch surfaces that are washable

Suitable for use in food preparation areas

MACHINERY/EQUIPMENT			
Make/Type	No	Item Cost	Total Cost
Flat Mop Set	9	£47.00	£423.00
Kentucky Mop Set	9	£45.55	£409.95
Tub Vac	9	£85.00	£765.00
V Sweeper	6	£51.24	£307.44
Rotary Machine	1	£450.00	£450.00
Trolley	6	£80.00	£480.00
Total cost to depreciate			£2,835.39
Weeks to depreciate over	156		£18.18
TOTAL WEEKLY COST			£18.18

## Equipment

- ✔ All equipment conforms to British Standards and is regularly maintained by qualified Electrical Engineers
- ✔ **In the case of breakdown, the machine will be repaired within 24 hours. Should the machine not be repaired a replacement machine will be supplied within 48 hours as part of our machines contract**
- ✔ The equipment supplied by Fidelis Contract Services will be regularly checked in compliance with the Electricity at Work Regulations 1989 in order to conform to current legislation
- ✔ Tub Vacuum cleaning machines will be Fidelis Contract Services approved machines with a 2 year PAT Test. For all other machines, PAT tests are carried out on a minimum of once per annum



From the above table you can see the allocated light equipment/ machinery to Bishop Vesey's Grammar School. The above items have been chosen to take into account variety of flooring types at Bishop Vesey's Grammar School, the cleaning cupboard availability within the School, school layout (buildings & levels) and also the quantity of operatives working at one time to conduct their roles and responsibilities efficiently.

We have also found further savings in hours and therefore costs and at the same time being able to exceed current operations which are not currently being serviced to the full specification along with thorough **Scrubber Dyer** cleaning of floors the key zones to eradicate the current challenges in standards (Main Hall, Assembly Halls, Sports Hall, Corridors and Dining Room etc)



We have included in our bid a Viper 20. This pedestrian scrubber dryer is to be used in the following areas but not limited to: Main Hall, Assembly Halls, Sports Hall, Corridors and Dining Room etc.

Based upon our productivity ratings and site survey measurements, we have calculated that by using the innovation of the Scrubber Dryer you are saving 3.05 Hours Per Day/ 15.25 Hours Per Week/ 655.75 Hours Per Annum (Based upon 43 Weeks) Therefore saving you in labour £7,849.33 (£11.97 – TUPE) or £7,875.56 (£12.01 – Alternative)

The Viper 20 Scrubber Dryer is an investment of £1,768.00 per annum. Therefore giving you an overall efficiency saving of £6,081.33(TUPE)/ £6,107.56 (Alternative) whilst enhancing your current service delivery

On hire machines, all maintenance work is included except for consumable parts i.e. Suction rubbers and brushes. In the case of breakdown, the machine will be repaired within 24 hours. Should the machine not

*be repaired a replacement machine will be supplied within 48 hours as part of our machines contract commitment.*

*The scrubber dryers also allow for a deeper and more thorough regular clean including Corridors, Gyms, Halls and Dining Room etc which historically have been neglected resulting in black trainer marks, chewing gum and a layer of dust being left regularly on the floor therefore having to be manually removed. The Scrubber Dryer will fit in the Bishop Vesey's Grammar School lift therefore will be able to access these areas.*

### c. Safe Working Practices

How do you ensure safe working practices are complied with by your cleaning staff?

**Maximum words: 500**

Please submit your recommendations for staff uniform, including visuals. What PPE would you issue to staff working on this contract?

*Our employees are our most valuable asset and we are dedicated to providing the safest work environment possible to ensure their health and safety.*

*All employees are given training appropriate to their responsibilities.*

*The Fidelis induction training process specifically includes Fire Safety processes and procedures which include specific information on exits and entrances, emergency fire exits and alarm points and site-specific Fire evacuation procedures and assembly points.*

*All of our operatives are trained individually on all COSHH Safety Data which are relevant to the site, this is a critical part of our training programme and our Managers ensure all aspects of COSHH training have been understood and signed for. All operatives have individual COSHH training certificates issued once training is completed within their personnel file. This is reviewed annually and on the introduction of any new product.*

*Manual handling and electrical safety procedures and written pictorial guides are elements included in the induction process and all trainees are required to confirm an understanding prior to the completion of our induction.*

*A site-specific site file is produced for every site which contains all Safety Data Sheets, hazards, first aid measures and practical training including the use of all chemicals alongside specific Risk Assessments and Method Statements. Our site file always remains on site and is accessible to our customer, our operatives and all employees to refer to in the case of an incident and for additional knowledge and further reference. All files within our site file are updated and electronically audited as part of our Audit and contract management visit every 4 to 6 weeks*

*Documents within our site file include but are not limited to:*

- ✔ Manual Handling Guidance*
- ✔ COSHH Regulations and Data Sheets*
- ✔ Health & Safety Training & Productive and Preventative measures*
- ✔ First Aid & Accident Procedures*

- ✔ Security Arrangements
- ✔ Smoking, Drugs & Alcohol Policy
- ✔ Health & Safety Policy
- ✔ Material Safety Data Sheets
- ✔ PPE and Uniform Policy
- ✔ Risk Assessments & Method Statements
- ✔ Fire Procedures and Processes
- ✔ Electrical Safety Guidance
- ✔ Machinery & Equipment Process



Our uniform policy is communicated and committed to by all operatives as part of our induction programme and will be Audited within all site Audits. Disciplinary action will be instigated where operatives fail to adhere to our uniform and PPE policy set at Network Telecom.

All Fidelis on-site operatives will be equipped with the following uniform and PPE. All items will be **Fidelis** branded and in line with our performance measures already in place at our customer sites. After initial issue of 2 sets of uniform and PPE costs have been included in our proposal to renew items as and when required.

- Polycotton Polo Shirts
- Green Cotton T-Shirts
- Black Sweatshirts
- Hi Viz (If applicable)
- Outdoor Coat (If applicable)
- Black and green tabard (Office cleaning operatives with Polo shirt and Black trousers)
- Black Trousers (Ladies and Gents combat)
- Black Metal Tarsal Steel Cap Boots (If applicable)



**Jill Middleton** GRAD IOSH MCMI MIIRSM.



*We know that Health and safety is a major element of our services to our manufacturing customer sites and we take all Health and Safety matters within our services very seriously and ensure full compliance at all times.*

*Jill is our appointed Fidelis Health and Safety officer. Jill is a skilled, conscientious and reliable Health and Safety professional with over 15 years' experience and specialising in the Manufacturing sector. Jill was the winner of the Chartered Institute of Public Finance and Accountancy 'Highly Commended' Cliff Nicholson award in 2014 for innovation in Health and Safety auditing. Jill is an accredited trainer for the National Examination Board in Occupational Safety and Health (NEBOSH) the Institute of Occupational Safety and Health (IOSH), Chartered Institute of Environmental Health (CIEH) and Safety Passport Alliance (SPA).*

*Jill is an accredited trainer and provides all of our H&S training across the whole of the business. All of our Management Team are IOSH trained and Jill has been able to ensure full compliance with all Health and Safety matters.*

*We include in our response the following appendices:*

**Appendix 9 – Example of Risk Assessments (ScaleIt & SinkIt)**

**Appendix 10 – Example of Method Statement**

**Appendix 11 - Safety Data Sheets**

**Appendix 12- Example Colour Operative Schedule**

**Appendix 28- H & S Organisation Chart**

**Appendix 29- Health and Safety Policy**

**Appendix 30- Health and Safety Policy Statement of Intent**



## 2. Management

### Mandatory response

#### d. Mobilisation

##### New Bid Companies

- Who would be responsible for mobilising this contract and what other comparable contracts have they mobilised?

*Our Head of Operations, Ian, will be responsible for mobilising the Bishop Vesey's Grammar School Cleaning Contract. Ian currently manages similar contracts at Two Rivers Upper & Lower Schools, Lordswood Boys School & St Francis of Assisi Catholic Technology College as well as Ludlow CE School.*

##### Ian Ansermoz – Head of Operations



*Ian works tirelessly to ensure new contracts are set up and established with complete ease and for the benefit of our customers and our people. Having spent over 15 years working extensively in the facilities sector delivering cleaning and facilities management Ian works closely with our clients in schools across the Midlands and the surrounding areas. He has overall responsibility for our operational performance to ensure high standards of cleaning and service levels are delivered to exacting and efficient standards.*

*As leader of our reactive and Industrial operations team Ian is highly experienced and qualified and leads the team to deliver deep cleaning and services required to any busy school.*

*Ian has extensive experience mobilising new contracts with his team of contract managers, which involves being part of all aspects throughout the process, this includes the following:*

- ✔ New DBS clearance and checks for all operatives who transfer over*
  - ✔ Re-training prior to contract start*
  - ✔ De-briefing new operatives on our Health & Safety Policy and Procedures*
  - ✔ Lone Working policy where required*
  - ✔ Ensuring all operatives are clear on how to use chemicals and equipment in the correct manner*
  - ✔ Making sure our operatives have the correct materials for their cleaning duties*
  - ✔ Clear communication with our client and operatives to ensure standards are being delivered*
- How will you go about mobilising this contract?

*At Fidelis, we have our contract implementation plan which will be specific to Bishop Vesey's Grammar School. The plan is initiated at contract award and at least 4 weeks prior to our contract start date. The weekly milestones include such actions as TUPE consultation and due diligence along with relevant conformance which are implemented well in advance and prior to contract start along with our senior and contracts management*

allocation and project team to start and fulfil the implementation plan from contract award to start date and three months beyond.

From day one at the start of contract we closely monitor our services on a daily, weekly and monthly basis with close management supervision on site and via our electronic quality auditing system.

All operatives are inducted to our systems and ways of working on the first day of our start to determine skills and any further training requirements or specific specialist skills. Personal development plans are devised and consulted to support those requirements to ensure fulfilment of our agreed service level agreement (SLA).

Please refer to the following documents

Appendix 13- Bishop Vesey's Grammar School Example Implementation Plan

- What do you anticipate will be the main challenges of mobilising this contract and how will you mitigate any risks?

**Maximum words: 1,000**

We know that every new contract start is different and that there will be challenges around mobilisation of any new contract. To mitigate these challenges our assigned Contract Management team will spend quality time with Bishop Vesey's Grammar School to understand the challenges the School is currently experiencing and will explore and then understand the School's objectives and culture and potentially put in place 4 main objectives of:

**Objective 1:** Improving then maintaining standards of cleaning day-to-day and always looking for ways of improvements to maintain a healthy and clean school

To ensure high standards are consistently being met, our monthly audits will determine that our improved cleaning standards are being maintained. In addition to the monthly audits, Fidelis will introduce 'Fidelis National Colour Coding System' for control of infections and to prevent cross-contamination throughout all areas.

Appendix 2 - Fidelis National Colour Coding System

Appendix 12- Example Colour Operative Schedule

**Objective 2:** To ensure that there is a clear structure and delivery to daily, weekly and deep cleans and term break cleans.

Regular minuted and agreed meetings with the Contracts Manager, Head of Operations and Bishop Vesey's Grammar School to review requirement around term dates and determine a schedule and dates for when the deep cleaning duties are required to take place.

Planned visual schedules of all the dates and working hours for all cleaning operatives and supervisors will be agreed and issued to all parties involved. Our schedules will also cover alternative dates to cover bank holidays, so all cleaning tasks will be covered within the time frame agreed.

We include in our response:

Appendix 14 – Example of Summer Deep Cleaning

**Objective 3:** To modify and improve work practices, particularly regarding equipment and chemicals, ensuring that skills training is delivered initially and then regular and ongoing throughout the contract term.

To improve work practices, we have included within our bid "Viper Fang 20" pedestrian Scrubber Dryer machines for a more thorough daily clean of the corridors, Gyms, Halls and Dining Room etc saving time and energy on the "traditional" method of using sweep/mop. We have also implemented Wide V sweepers and flat mops in a variety of areas within the school to produce time efficiencies over the contract term.

All our chemicals required for daily cleaning duties will be non- biohazardous and non-bleaching and as such can be safely disposed of through the building's foul drainage systems where required and are safe to dispose of through storm drains.

To measure our operative's performance, our Contracts Managers will complete Toolbox Talks where any challenges are discussed, and actions are agreed. During assessment, training will be identified where required, once the operative has completed their re-training a further and final assessment will be carried out to ensure standards are being met and the levels of quality are being met.

**Objective 4:** Modifying work patterns in order to improve and maximise productivity

Based on the measurements of Bishop Vesey's Grammar School, we calculated the productivity across all areas within the specification. Our Area breakdown and measures data sheet submitted shows us that 223.75 hours per week at the School are required to fulfil the detailed specification. The measures data sheet takes into consideration that the introduction of upgraded and more efficient machinery will be introduced to bring efficiency to the weekly hours. However we have also submitted a "TUPE bid" of 235 hours per week.

We include in our response:

Appendix 15 – Example of Toolbox Talks

Appendix 31 – Fidelis Site Survey & Outcomes

### Current Contractor

- Who would be responsible for relaunching a new contract for this Client and what other relaunches have they successfully completed?
- How will that person go about relaunching the contract?
- What do you anticipate will be the main challenges of relaunching this contract and how will you mitigate any risks?

**Maximum words: 1,000**

NA

## e. Management and Reporting

- What management structure will support this contract? Describe how the experience of those key managers is directly relevant to the services you will provide to this contract.



### Lloyd Ansermoz – Managing Director

For the past 27 years, Lloyd has built up extensive business expertise in the cleaning and facilities management industry whilst operating in multi sector markets. Lloyd's passion is focused on delivering a World Class customer service ethic within our teams and building long-term relationships whilst remaining passionate about people development.



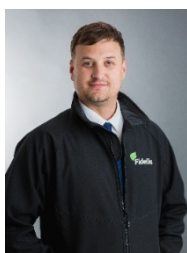
### Jon Shaw – Finance Director

Jon joined Fidelis in April 2018 as Finance Director having spent 30 years working in finance, most recently with owner managed businesses experiencing periods of rapid growth. Jon manages the complete Finance function at Fidelis and is always looking to develop relationships with our company's stakeholders to ensure customers, employees and suppliers are always held in their highest regard.



### Ian Ansermoz – Head of Operations and Industrial Team

Ian is responsible for the set up and implementation of new contracts. Having spent over 15 years working extensively in the Education sector delivering cleaning and facilities management, Ian works closely with our clients in schools across the midlands area. He has overall responsibility for our operational performance to ensure high standards of cleaning and service levels are consistently delivered to our exacting standards.



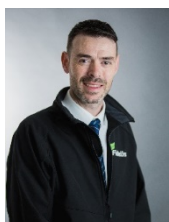
### Ryan Halford – Contracts Manager NEBOSH

Ryan joined Fidelis in 2015, with a background in industrial cleaning and supervision in Manufacturing. He joined Fidelis as an operative at one of our prestigious manufacturing sites and was quickly promoted to site Manager after realising his potential, managing the team and customers' requirements. Ryan was promoted to Area Contracts Manager in 2017 as a result of his dedication to the Fidelis team and to our customers. Ryan works to deliver very high standards to our customers and is prepared and ready to step in at any level where required.



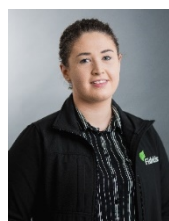
### Mike Freeman – Contracts Manager

Mike has 16 years of management experience in the cleaning and facilities sector. He prides himself on his high standards and believes the way to success is through clear communication and dedication to the task at hand. Mike is focussed on getting the best from his team through continued support, training and teamwork. He is always quick to see the potential in others and always encourages our people to self-progress within our business.



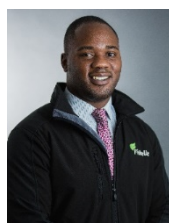
### Trevor Maguire – Contracts Manager

Trevor has 18 years' experience in the social and commercial cleaning sectors. Trevor is highly respected and extremely experienced in the operational delivery of contracts. Throughout his career Trevor has managed some of the largest social and commercial contracts in the Midlands. He is keen to continue to build key relationships with clients so that he understands their needs to deliver our renowned World Class Customer Service.



### Michaela Wilson – Contracts Support Manager

Michaela has gained key supervisory experience in cleaning and facilities management within our business over the past three years and we are proud that she has been able to step up in her role to support our contract management team. Michaela has the ability and experience to support and manage sites and understands the complexities that sometimes occur at the last minute and is always ready and available to step in where required.



### Nathaniel Levy – Reactive Team and Industrial Manager

"Natty" has a relentless passion and persistence to constantly deliver ultra-high standards of work and customer service. His extensive knowledge of Industrial cleaning and facilities maintenance derives from over 11 years within the sector. Natty is highly trained to mandatory qualifications to manage cleaning and industrial works in Healthcare, Education and NHS sites and has an in-depth knowledge and understanding of specialist and specific cleaning methods. Natty's rise through our business now sees him as our specialist in all industrial, window cleaning, carpet cleaning and reactive works.



### Alison John – Office, H.R & Compliance Manager

"Ali" brings her vast experience in the professional services, commercial, public and manufacturing sectors to Fidelis. Ali's particular areas of expertise include operations and project management and expert compliance around our H.R and TUPE processes and procedures whilst also managing our admin and operational systems at our Head office. Her expertise around health and safety, accreditations and compliance across the business is highly respected and she is SSMTS qualified.



### Charlotte Burkinshaw – Sales Manager

Charlotte joined the Fidelis team at the end of October 2018 from Land Rover Birmingham. Charlotte has vast knowledge within administration working in recruitment managing a team of administrators for several years and within the automotive sector looking after Jardine Jaguar Land Rover dealing with the smooth running of the showrooms and HR for the internal employees. During her career, Charlotte has gained experience within customer service dealing with a range of high-end customers and clients and has delivered a great experience



### Michael Williamson – Sales Manager

Mick joined Fidelis in May 2019 after working from ground level through to leading a project management team to design and deliver to high end customers. This has built an understanding of customers' needs and expectations of project delivery across a broad spectrum of sectors. Design work was led by AUTOCAD knowledge allowing Fidelis opportunities to base quote from builder's CAD drawings. Mick has a clear drive to build and develop a team that shares in these experiences allowing positive enthusiasm from sale to delivery.

- Who will be the area / contract manager for this contract and how many other contracts would they be supporting and over what geographical area?

*Ian Ansermoz will be leading our highly experienced operational team to provide our services to the School. Ian currently manages our 7 schools' contracts within the Midlands region and 2 key accounts with the support of 5 contract support managers.*

- Set out the anticipated frequency of visits by key area / regional / head office personnel and how far team members live from the Client's premises.

*We anticipate a weekly physical audit and visit to Bishop Vesey's Grammar School from our allocated operational team 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. Management reporting is maintained through our physical contract manager visits and audits during shift time on a minimum four weekly basis dependent and specific to our agreed service plan.*

*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.*

- Provide a sample report setting out the information you will communicate to the Client during your monthly meeting.

*Our Contract Manager will visit the site minimum every 4 weeks to carry out the monthly audit. It is the Contracts Manager responsibility to ensure that the client is present to sign off the completed audit form and is consulted on the outcome.*

*A monthly meeting is held to determine and agree the results of each Audit and reports on hours delivered in line with the SLA.*

*We include in our response an example of our meeting agenda, dependant on the agreed SLA, we have estimated a monthly meeting with each school and a quarterly meeting with Head of Operations to discuss ongoing efficiencies in all areas.*

#### **Appendix 8 – Example of Meeting Agenda**

**Maximum words: 1,000**



### 3. People

#### Mandatory response

##### a. Staffing Rationale ~ Compliant

- Notwithstanding the effect of the current TUPE regulations, please outline your rationale in respect of the staffing structures you are planning to adopt upon mobilisation of the contract.
- What staff productivity assumptions have you used to calculate that the labour provision is sufficient?

**Maximum words: 1,000**

Taking the information provided through the TUPE detail given we have allocated staffing hours and the structure as set out in the table below. However, we have also submitted an alternative bid which is set out in the "Staffing Rationale ~non-compliant" section further on.

Category	Shift	Rate £ / HR	Hours / Week
Supervisor	06.30am - 09.30am & 14.00pm - 17.45pm	£8.89	37.5
Full Time Housekeeper	06.30am - 14.30pm	£8.72	37.5
Operative 2	15.30pm onwards	£8.72	11.25
Operative 3	15.30pm onwards	£8.72	15
Operative 4 - Current Vacancy	Current Vacancy 15.30pm onwards	£8.72	11.25
Operative 5	15.30pm onwards	£8.72	11.25
Operative 6	15.30pm onwards	£8.72	11.25
Operative 7	15.30pm onwards	£8.72	15
Operative 8	15.30pm onwards	£8.72	11.25
Operative 9	15.30pm onwards	£8.72	11.25
Operative 10	15.30pm onwards	£8.72	11.25
Operative 11 -- Current Vacancy	Current Vacancy 15.30pm onwards	£8.72	15
Operative 12	15.30pm onwards	£8.72	12.5
Operative 13	15.30pm onwards	£8.72	11.25
Operative 14	15.30pm onwards	£8.72	12.5
<b>Totals</b>			<b>235</b>

We are experienced in transferring LGPS attached employees and hold admitted body status. Our contract implementations at all our current school's contracts have involved Unionised operatives and various pension and sickness benefits. All have been implemented and started very successfully without any cause for concern and with a 100% transfer rate.

Based on the measurements and the current TUPE information, we believe the current cleaning requirements to be slightly excessive of requirements with regards to TUPE hours. Therefore, from our calculations this results in reducing the weekly working hours at Bishop Vesey's Grammar School.

We have found savings in hours and therefore costs and at the same time being able to exceed current operations. Along with thorough Scrubber Dyer cleaning of the Corridors, Gyms, Halls and Dining Room floor to eradicate the common challenges of black trainer marks, chewing gum and layers of dust. Whilst adding in the above additional services and implementing our time & motion exercise regarding hours taking into account the efficiencies of machinery and our dedicated contract management team and processes. We will also provide support during the periodic deep cleans of high-level cleaning in all areas which is commonly neglected. We have also included a TUPE bid of 235 Hours.

Please also see in our response our rationale and survey sheet:

Appendix 31 – Fidelis Site Survey & Outcomes

### **What is our time & motion.....?**

Within our bid, we have calculated the productivity across all areas within the specification. Our Area breakdown and measures data sheet submitted shows us that 223.75 hours per week for Bishop Vesey's Grammar School is required to fulfil the detailed specification and have therefore submitted our "Non-compliant" bid. Our measures data sheet takes into consideration that the introduction of upgraded and more efficient machinery will be introduced to bring efficiency to the weekly hours.

The calculation is the room measurement divided by the output per square foot based on the flooring type. This allows all areas within the specification scope to be cleaned to the standard required and prevents over allocating hours where not required.

Fidelis productivity ratings are based upon our current educational sector contracts and can be seen below.

KEY FOR GENERAL ESTIMATING		
<b>Toilet &amp; Kitchen unit minutes</b>	3 Mins (550)	per unit of Basin, Urinal, WC, Shower per unit of sink, fridge, white goods etc
<b>Standard production floor rates</b>	Vinyl/ Hard Floor (sweep&Mop)	2200
	Vinyl/ Hard Floor with S Dryer	5000
	Carpet (Open Spaces)	3700
	Carpet (Enclosed Spaces)	3500
	Wide Open Space - Carpet (Wide Vac)	4000

### **b. Staff Development**

- What practical, professional cleaning skills and management development will you provide to the cleaning staff, how will you deliver it and over what timeframe?

We will spend an average of **74%** of your investment in Fidelis on labour and our operatives. Encouraging our colleagues to commit with us to deliver a reliable and efficient service, in line with our vision and values to ensure a delivery of World Class Customer Service is essential.

We believe that there is an opportunity to be unique in our approach by introducing small yet effective actions within the *Bishop Vesey's Grammar School* structure. Introducing our people development and care program will exceed your expectations and be aligned behind our vision and our values of:

- Delivery of excellence; World Class Customer Service and communication
- Commitment to our values and our roles
- Honesty within the workplace and with colleagues
- Integrity within our business and within the workplace
- Passion - the importance of our roles and of sharing in our success
- Achievement - against set goals and performance targets individually set
- Honest, well delivered, feedback and contribution
- The courtesy system – the development of a behavioural habit

Our investment in our people ensures that we have skilled, customer focused and motivated individuals throughout our organisation. This results in:

- Reduced staff turnover
- Valued, long term retention and relationships with you
- Service of excellence for additional and essential services
- A valued partnership in business with continuous investment in our people
- A service agreement with an assured business with motivated and happy people

### **Our Resource – Our Colleagues**

The Fidelis philosophy is based on rewarding our operatives for work well done. This gives us the benefit of low staff turnover and the ability to recruit the right people for both our organisation and to fit in with our clients.

All of our people are introduced to the Fidelis program of continuous personal improvement to ensure that all of team members can acquire the skills, knowledge and experience to aid their career. Every new member of our team will be welcomed face to face and a personal development program introduced to encourage only the highest of candidates join our team.

### **Training**

As part of our commitment to providing a world class customer service experience, we ensure compliance with Health and Safety regulations and requirements in line with *Bishop Vesey's Grammar School* processes and procedures. All of our colleagues are taken through the Fidelis induction program prior to commencement of employment. All Regional and Contract Managers have undertaken British Institute of cleaning science training along with Safeguarding, First Aid, COSHH & Manual Handling training which is cascaded through to our people through regular toolbox talks and group training sessions.

We propose that a minimum of one nominated operative per shift is to be First aid certified. We understand that safeguarding and DBS is of paramount importance therefore Fidelis standard practice would be to carry

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out these checks during the vetting process prior to any employment commencing. Also during vetting/ implementation process Fidelis will ensure all operatives receive site specific inductions such as Fire/ site safety and Fidelis will facilitate any other mandatory requirements as set out by *Bishop Vesey's Grammar School*.

### **Apprenticeships**

We are proud to be one of the first commercial contract cleaning companies in the UK who offer an apprenticeship in Commercial Cleaning, recognised by City and Guilds. Our Management team have been trained to the equivalent BICSc (British Institute of Cleaning Science) cleaning services management and supervision in the workplace qualifications.

- How is your development programme funded?

#### **Maximum words: 1,000**

Development programmes and training courses and additional ongoing training within Fidelis is funded through a mixture of self-funding and any available funding initiatives through BICSC or local Government. We have recently been successful in being allocated local government funding to enable a number of our people to be qualified to BICS license to Practice levels, these include operatives and supervisors and we will always look to expand these courses to all of our teams.

We have a long-standing relationship and work with a local training specific to cleaning centre in Birmingham where specific training programmes are delivered on site within a tailored cleaning environment or at customer sites during working hours. We fully support our operatives and we encourage personal development to all our employees. We also encourage all of our operatives to undertake a program of continuous personal development and offer skills gap training where identified through our training partnership with the Environmental Excellence training partnership.

## Non-mandatory response

### a. Staffing Rationale ~ Non-compliant

- If your staffing proposals and costs are different from the TUPE information provided in the tender specification, please outline your rationale for the revised staff complement to fully meet the specification / operational requirement for this contract where relevant.
- What staff productivity assumptions have you used to calculate your proposed labour provision? This should include a timescale to achieve these proposals.

**Maximum words: 1,000**

- Provide a job description for any 'non-compliant' employed position you intend for this contract.

We have provided an "Alternative bid" within this response. After taking the measurements provided by Bishop Vesey's Grammar School and implementing our efficiencies are able to reduce the current operation hours from the given TUPE hours and still be able fulfil the tender specification and produce the service delivery at Bishop Vesey's Grammar School. *Based on the measurements and the current TUPE information, we believe the current cleaning requirements to be slightly excessive of requirements with regards to TUPE hours. Therefore, from our calculations this results in reducing the weekly working hours at Bishop Vesey's Grammar School.*

We have found savings in hours and therefore costs and at the same time being able to exceed current operations. Along with thorough Scrubber Dyer cleaning of the Corridors, Gyms, Halls and Dining Room floor to eradicate the common challenges of black trainer marks, chewing gum and layers of dust. Whilst adding in the above additional services and implementing our time & motion exercise regarding hours taking into account the efficiencies of machinery and our dedicated contract management team and processes. We will also provide support during the periodic deep cleans of high level cleaning in all areas which is commonly neglected. We have also included a TUPE bid of 235 Hours.

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[Appendix 31 – Fidelis Site Survey & Outcomes](#)

### What is our time & motion.....

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	Vinyl/ Hard Floor with S Dryer	5000
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	Carpet (Enclosed Spaces)	3500
	Wide Open Space - Carpet (Wide Vac)	4000

Please also see in our response our rationale and survey sheet:

#### Appendix 31 – Fidelis Site Survey & Outcomes

We have also implemented a Housekeeper/ Janitor role who will work from 06.30am – 14.30pm which we know from our experience within the Education sector will work well at *Bishop Vesey's Grammar School* and will also eradicate some of the current challenges at the School. The Housekeeper/ Janitor will provide support to the main amenities as a light cleaning and replenishment service across all areas applicable. Having a housekeeping operative on site has benefits of being able to be highly reactive to *Bishop Vesey's Grammar School's* requirements and any emergency servicing needed throughout the school day that is unforeseen.

#### Appendix 34 - Fidelis Housekeeper- Job Description

We have highlighted a more streamlined and efficient process with regards to the Supervisor role hours as we did not see a need for the supervisor to be doing a split shift and only supervising 1 operative who is actually the housekeeper. We have therefore amended the supervisor to work in the evening only this will allow a direct supervision across the full team while in operation. To implement a more efficient process we have included a "Working Cleaning Manager" with additional roles and responsibilities above the supervisor, who would have overall responsibility for the site whilst reporting to the dedicated School's Contracts Manager.

With these additional responsibilities we have implemented different pay rate which can be seen below to attract and retain the right dedicated person for the School and role.

Please see our rationale on how we would implement our alternative bid with hours and "zonal cleaning" in the table below where we know efficiencies can be made.



Category	Shift	Rate £ / HR	Hours / Week
Working Cleaning Manager	15.00pm - 19.00pm	£9.72	20
Working Supervisor/ Team Leader	15.30pm - 19.00pm	£9.12	17.5
Full Time Housekeeper	06.30am - 14.30pm	£8.72	37.5
Operative 1	15.30pm onwards	£8.72	11.25
Operative 2	15.30pm onwards	£8.72	15
Operative 3	15.30pm onwards	£8.72	11.25
Operative 4	15.30pm onwards	£8.72	11.25
Operative 5	15.30pm onwards	£8.72	15
Operative 6	15.30pm onwards	£8.72	11.25
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Operative 8	15.30pm onwards	£8.72	11.25
Operative 9 -Current Vacancy	Current Vacancy 15.30pm onwards	£8.72	15
Operative 10	15.30pm onwards	£8.72	12.5
Operative 11	15.30pm onwards	£8.72	11.25
Operative 12	15.30pm onwards	£8.72	12.5
<b>Totals</b>			<b>223.75</b>

#### 4. Service Development

##### Mandatory response

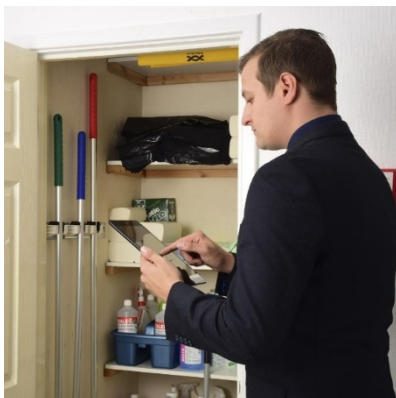
##### a. Service Innovation

What service innovation would you intend to introduce to improve the efficiency and effectiveness of the cleaning operation on day one?

##### b. Technical Input and Continuous Development

What ongoing technical input will you provide to ensure continuous improvement in the services and knowledge of staff?

**Maximum words (a. and b. combined): 1,500**



*As a business we have invested heavily in innovation to deliver a World Class customer service experience which is efficient and is beneficial to all areas of our business and to the benefit of our customers. We have introduced these innovations to all of our school locations and the increase in productivity has hugely improved the quality of our services and ultimately made all of our schools cleaner and healthier than ever before. Our customers regularly tell us this in their feedback on Audits and through many written client testimonials.*

##### **Live Electronic auditing and management system**

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

*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 with time stamp and GPS positioning confirmation to our Client and an additional copy is kept on file within our servers at Fidelis Head Office in order to monitor and report on real time challenges.*

*The audit extends to monitor Health and Safety compliance and also reports on any fabric of building issues and challenges. Our audits also include customer feedback and agreement for immediate remedial actions where required. Every building and quality audit is measured and scheduled around our individual SLA agreed with our customer to deliver and exceed agreed levels of competence and cleanliness.*



## Time Keeping and Attendance CRM system

We have a customer and employee support team function within our servers at our head office in Birmingham. Real time reporting through our Innovise© Timegate software allows us to manage individual sites across the whole of our business giving us the advantage and opportunity to:

### 1. Reduced Costs of operation

We have taken out the guess work and the errors normally associated with planning and monitoring workforce operations. By automating the planning, the capture of time & attendance, as well as the associated salary calculations (including even the most complicated of pay rules) we have ensured accuracy prevails across our business. This was step one in optimising workforce management processes throughout our business.

### 2. Increased flexibility and productivity

Giving our experienced management team all the information that they need, the workforce management technology that we have in place now enables better decisions to be made. Creating transparency like never before, our management team can now plan and quickly react to unexpected demands without skimping on quality. Assigning the right people with the right skills to the right place at the right time, workforce utilisation is dramatically increased and our business has become significantly more agile.

### 3. Cutting the risk of non-compliance

By eliminating doubt and proving compliance and forcing adherence, our Timegate workforce management software has enabled us to swiftly demonstrate that compliance obligations have been met thus satisfying our clients through our auditing systems and Administration processes and procedures.

### 4. Satisfied Customers

With clear management and administrative information demonstrating your professional service and contractual satisfaction our business is operating more smoothly and customers are receiving higher, measured customer service and compliance. Indeed, with our Timegate efficient workforce management system, not only has quality been even further enhanced but our customers are rewarding that with the potential to grow our relationships and work more strategically together.

### 5. Happy Employees

Through effective use of our technology we have seen increasing employee engagement. Transparency as to strategy and service expectation coupled with giving employees access to what matters to them personally, we have developed a workforce management tool that our front line teams also want to use and that provides and boosts motivation in our people.

### 6. Advanced Administrative and Service Support

Our administration and service team work at a higher efficiency through our Timegate software system. Our revised workflows mean their time helping our front line people, as well as servicing requests from clients has all got a lot easier. Timegate reduces all of the complexity, gets rid of all the paper and puts all the data on the screen in front of them. They have been able to reduce time on tasks by 90% and speed up response times by 75%. Holiday processes and pay queries are such an emotive area of the business for both the

*At Fidelis we will always look and explore innovation in the quest to improve and grow our business capabilities and efficiencies for the benefit of our customers and colleagues.*

*Our Operatives and Management teams will always be equipped with the means and the technology to deliver our World Class customer service across all areas of our business for the benefit of them and ultimately our customers.*

Our quality and time management systems and electronic Auditing processes are implemented to monitor and assure our agreed quality standards are exceeded and this innovation is currently being upgraded and improved and will be constantly under review to always be delivering beyond the next stage.

We are currently developing an App which will be specific and licenced to Fidelis which will bring even further innovation to our services. The App will enable us to offer training and tips on cleaning methods and will also allow operatives and team members to monitor their own performance, hours worked and review their pay slips and hours paid for through our timegate CRM technology.

The App will also give us the capability to GPS stamp within a small radius to ensure our operatives are on site to their agreed hours and more importantly will help us to understand and react to service issues and challenges in real time. We are aiming to have this App in place through any android or mobile device within the next 12 months.

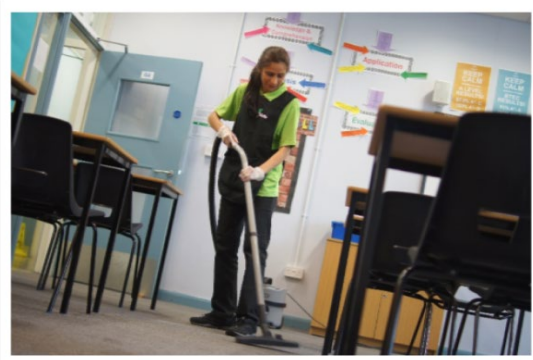
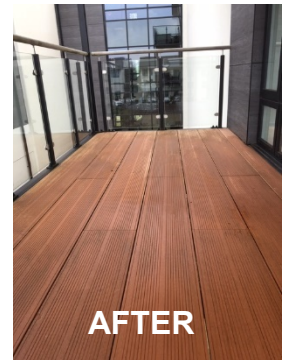
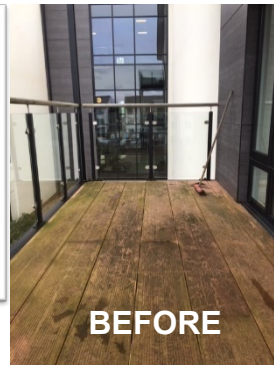
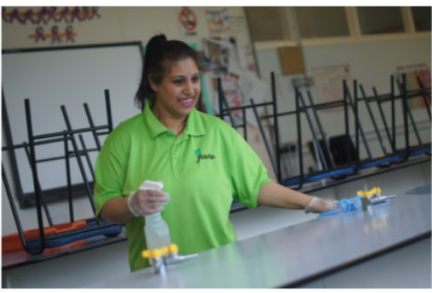
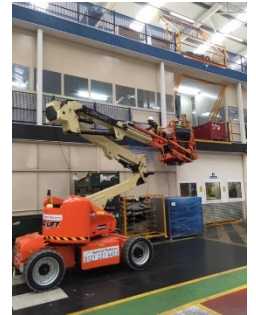
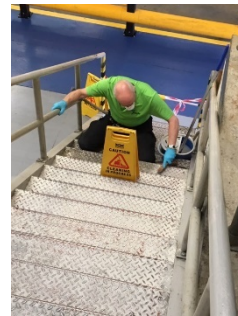
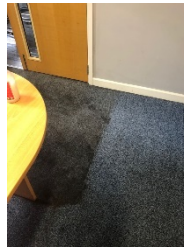
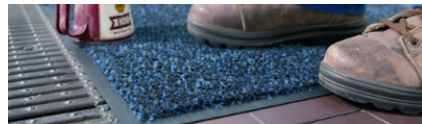
*We provide a number of services in addition to daily Housekeeping and Cleaning.*

*All of our services are measured, audited and Managed within the same processes and procedures and include full auditing within our monthly Audits and full ongoing assessment for Health and Safety compliance. They include;*

- ✔ Deep Cleans and periodic work
- ✔ High Level and ducting deep cleans
- ✔ Decontamination and Graffiti removal
- ✔ Washroom Services and Consumables
- ✔ Carpet and hard floor deep cleaning
- ✔ Internal and External Window Cleaning
- ✔ Grounds Maintenance services
- ✔ Pest Control
- ✔ Barrier Matting
- ✔ Electrical & Plumbing Services (contract and call out)
- ✔ Maintenance and Caretaker Services
- ✔ Painting & Decorating







The difference is us

## Finance

### Mandatory response

#### a. Financial Competitiveness

Please complete all aspects of the LTMS financial templates

#### b. Financial Rationale

- In support of the financial figures you submit on LTMS, please provide a clear rationale for all lines of expenditure.

Please refer to the Pricing Schedule for a full clear breakdown of our costs for Bishop Vesey's Grammar School.

- Please provide a cost for each additional labour hour worked to provide services outside of core scheduled cleaning, showing a breakdown of how you have arrived at this cost.

We have allocated 4 weeks deep cleaning along with the term time cleaning (39 Weeks + 4 Weeks =43 Weeks), this can be adjusted if and as required. (20 days)

If labour work is required outside of the term cleaning and deep cleaning over the periodic term, cost per hour will be as follows:

#### **TUPE BID (With Early Payment Option)**

Year 1 - £11.61 Per Hour

Year 2 - £11.71 Per Hour

Year 3 - £12.40 Per Hour

OR

#### **ALTERNATIVE BID (With Early Payment Option)**

Year 1 - £11.65 Per Hour

Year 2 - £11.72 Per Hour

Year 3 - £12.42 Per Hour

The above hourly charge has been calculated based on the hourly charge of each contractual year with a 6% operative pay rise year on year. (See Pricing Schedule for a breakdown where the hourly charge is displayed)

- Please provide a breakdown of what your management fee covers with a cost of each element assigned.

Our management fee will be a cost of £13,657.85 (TUPE) or £13,004.36 (ALTERNATIVE) per annum over the first year, this covers management visits to the site and support to all operatives and the clients at Bishop Vesey's Grammar School.



- If you have identified any capital investment requirements that would enhance the delivery of the services, please detail these here with a cost against each and how this is to be funded.



We have included in our bid a Viper 20. This pedestrian scrubber dryer is to be used in the following areas but not limited to: Main Hall, Assembly Halls, Sports Hall, Corridors and Dining Room etc.

Based upon our productivity ratings and site survey measurements, we have calculated that by using the innovation of the Scrubber Dryer you are saving 3.05 Hours Per Day/ 15.25 Hours Per Week/ 655.75 Hours Per Annum (Based upon 43 Weeks) Therefore saving you in labour £7,849.33 (£11.97 – TUPE) or £7,875.56 (£12.01 – Alternative)

The Viper 20 Scrubber Dryer is an investment of £1,768.00 per annum. Therefore giving you an overall efficiency saving of £6,081.33(TUPE)/ £6,107.56 (Alternative) whilst enhancing your current service delivery

On hire machines, all maintenance work is included except for consumable parts i.e. Suction rubbers and brushes. In the case of breakdown, the machine will be repaired within 24 hours. Should the machine not be repaired a replacement machine will be supplied within 48 hours as part of our machines contract commitment.

The scrubber dryers also allow for a deeper and more thorough regular clean including Corridors, Gyms, Halls and Dining Room etc which commonly are neglected resulting in black trainer marks, chewing gum and a layer of dust being left regularly on the floor therefore having to be manually removed. The Scrubber Dryer will fit in the Bishop Vesey's Grammar School lift therefore will be able to access these areas.

## 5. Compliance and Cultural Fit

### Mandatory response

#### a. Compliance with the Specification and Contract Agreement

- Please confirm your acceptance of the requirements of the specification and contract agreement.

*We can confirm Fidelis Contract Services Ltd's acceptance of the requirements of the specification and contract agreement.*

- If you are unable to comply in any way then please outline the areas of non-compliance.

*Not Applicable apart from our "Non-Compliant" bid on charges and hours*

- If there are no areas of non-compliance then please state that this is the case.

*We can confirm there are no areas of non-compliance apart from our "Non-Compliant" bid on charges and hours, throughout this tender and within our bid.*

#### b. Cultural Fit

- Why is your organisation a good fit for this contract?

**Maximum words (a. and b. combined): 800**

The difference is us

?





**fīdēlis**, e, adj. 1. fides,

*One that may be trusted or relied upon, trusty, faithful, sincere, true* (class.; syn. fidus)

*At Fidelis our culture has been built and created to set out to make a difference through our people who we highly value as our family. At Fidelis we will always encourage personal development and pride in what we do as professionals and individuals. We create a change in environment to our customers and all of our teams are encouraged to be proud of what we do and to take pride in their appearance, their skillset and how we make a difference to surroundings within our own and customer's premises. We want to be part of the team at Bishop Vesey's Grammar School and we know we can achieve this through our culture, our people, and our experience and pride in our expertise. We feel that our cultural fit with Bishop Vesey's Grammar School will deliver a strong bond and a mutually beneficial relationship around both of our core values and beliefs.*

*We understand that Our continuous investment in our people means that we maintain a business of skilled, customer focused and reliable people who deliver a unique customer service experience to our clients resulting in:*









 Reduced staff turnover

-  Valued, long-term retention and relationships with our people and you, our customer
-  Increased long term and charitable partnerships
-  A growing, successful business with a valuable investment in its people
-  A happy business with happy people – happy people will contribute to a happy service

Fidelis has over 25 years of experience in providing commercial cleaning solutions and facilities management to the commercial, industrial, and Education sectors.

We will achieve an environmental change, which is individual to you as a school and is delivered in line with our core vision and values.

### Our Unique Offering

-  Delivery of excellence, "World Class" customer care and communication
-  Commitment to our people and to their roles
-  Honesty within the workplace and with colleagues
-  Integrity within our company and within the workplace
-  Passion - the importance of the role and of sharing in our success
-  Achievement - against set goals and performance targets individually set
-  Honest, well delivered, feedback and contribution
-  The courtesy system – the development of a behavioural habit

Our continuous investment in our people means that we maintain a business of skilled, customer focused and reliable people who deliver a unique customer service experience to you our client partnership.

- Fidelis are **ISO 9001** registered with registration number 8147 and we are audited by National Business Standards, our certification can be verified and validated at [www.nationalbusinessstandards.co.uk](http://www.nationalbusinessstandards.co.uk)
- **SAFE contractor** systems of work - Certificate Number: IB5740
- Fidelis are **BALI** accredited. Registration Number **ORG18423**
- Fidelis are registered with **ICO (Information Commissioners Office)**, ref ZA 026841 – confirming we conform to Data Protection/GDPR
- Certificate of Registration under the **Waste** (England and Wales) Regulations 2011 – Registration Number: CBDU302555
- Fidelis are also members of **Greater Birmingham Chamber of Commerce**
- **Operator Training Certificate Number:** OP/1251991 Training certified by TUV as conforming with ISO 18878 4 IPAF (International Powered Access Federation)  
Every 3 Years Date Issued: 24/06/2016 Expiry Date: 30/06/2021
- **NVQ Diploma in Occupational Health and Safety Practice**  
1 City & Guilds Awarded 16th February 2015

- **NEBOSH Certificate in Occupational Health & Safety**  
1 The National Examination Board in Occupational Safety and Health  
Awarded 21st February 2012 NEBOSH does not require qualifications to be periodically re-taken.
- **Fidelis Health & Safety Training**  
Including Manual Handling, COSHH, Risk Assessments and Method Statements, Accident Procedures and Machinery Training. 180 Fidelis InHouse Training conducted by a qualified Fidelis Health & Safety Officer. Our in-house training is part of Fidelis Induction Programme, there is an annual retraining or as and when necessary
- **COSHH Training** 240 Astleys & In-house conducted by a qualified Fidelis Health & Safety Officer  
Our in-house training is part of Fidelis Induction Programme, there is an annual retraining or as and when necessary
- **First Aid Training** 2 x Fidelis Head Office Employees (This course is also available to operatives who require) St Johns Ambulance, updated training annually unless there are any changes in legislation
- **PASMA - Prefabricated Access Suppliers' & Manufacturers' Association Ltd**
  - (Towers / Work at Height / Mobile and Low-Level Access) Smart Platform, No expiry – Annual updates
- We are corporate members of iwfm (Institute of Workplace and Facilities Management) Membership Number: 0043591



**Appendix 16 - Safe Contractor Certificate**

**Appendix 17 - Fidelis Environmental Management**

**Systems Policy**

**Appendix 18 - Environmental Management ISO 9001 Certificate**

**Appendix 19 - Fidelis Safeguarding Policy**

**Appendix 20 - Employee Induction**

**Appendix 21 - Recruitment and Selection Policy**

**Appendix 22 - Fidelis Employee Training Policy 2019**

**Appendix 23 - Fidelis Equal Opportunities Policy**

**Appendix 24- Fidelis Sustainability Policy**

**Appendix 25- Modern Slavery Act Statement**

**Appendix 26-Colleague Charter**

## Instructions

This template has been provided to give you the opportunity to summarise your tender bid.

**Step one:** Please amend the Header of this document stating your Organisation Name.

**Step two:** Please complete your summary below. You are free to structure this document as you see fit, but are required to **keep your response to a maximum of 6 sides only**.

**Step three:** When complete, the document should be saved and uploaded as part of your response via the secure LTMS Portal. **Please ensure this template is completed and uploaded onto LTMS as a Word document. Please do not submit as a PDF file.**

In preparation of this response I have focused our rationale on delivering a bespoke, quality service to your school, not only concentrating on returning a compliant specification but seeking to add as much value as possible.

At Ridge Crest we believe that our long term approach to retaining and becoming a provider of choice to our customers enables us to create efficiencies and savings through innovation and experience throughout the life of any contract.

Being a family run business, with a significant presence in Birmingham and the surrounding areas, we pride ourselves on our local knowledge and are invested in delivering the very best possible service to your school.

To this end, we believe we have the technical capability, expertise and passion to support our financial return in presenting a robust commercial offer to Bishop Vesey's Grammar School.

Our "retain and value" approach to customer partnership can be evidenced through our long working partnerships, many of which are in excess of 10 years, within the education sector.

### The key elements of our proposal I would summarise as:

**Supervision** – Critical to our solution is a fully trained and supported Supervisor who will have full day-to-day responsibility of ensuring the cleaning is being delivered to meet the specification.

**Detail** – the performance of each operative is monitored through a system of daily audits carried out by the supervisor, by the supervisor and Contract Manager observing work being carried out on shift, and through our monthly formal cleaning audit carried out with a representative from the school. We like to format the audit so that each area being scored corresponds to a cleaning zone so that the report can provide detail not only on the spaces and the finishes and the performance as a whole but even down to the performance of individual

operatives. It's a great tool to be able to deliver positive quantified feedback on a job well done, and also to identify operatives who aren't performing to an acceptable standard for action to be taken.

**Clean every day** – I would like to bring a focus towards a “clean every day” attitude within the contract. Dusting, removing cobwebs, treating stains and lifting chewing gum need to be part of the daily cleaning service, not left to holiday deep cleans.

**The right equipment** – machinery that is only used periodically can often be ignored by operatives. Even though they may have been fully trained on how to use it, without regular use this knowledge can quickly fade and over time the prospect of trying to use it becomes more and more daunting. Fundamentally, if an operative feels as though it is harder work to use the equipment than not, it will spend the majority of its life in a cupboard somewhere. I have proposed only very easy to use equipment that would be used every day on a variety of areas within the school buildings. In this way the equipment becomes familiar, and each of the items I have specified do deliver a clear benefit over the traditional method it would replace. Innovative equipment such as the Motor Scrubber MS2000 will also deliver a higher standard of finish.

**Strong Contract Management** – Jessica Hibbert currently operates other school cleaning contracts within the Birmingham area. She is local to the school, knows this area very well and is an experienced and safe pair of hands to manage this contract. She would expect to visit the school twice per week as a minimum and her approach is very much hands on, she will generally be in touch with her Supervisor on a daily basis to make sure the contract is running smoothly.

**Accountability** – this is a transparent proposal outlining the charges for cleaning the school and we operate in a straightforward way reporting on the hours delivered versus planned via Litmus. Our system of monthly audits and tailored Key Performance Indicators allow us to monitor our own performance and to make sure that we are meeting and exceeding your expectations of our delivery. This straightforward and clear approach is part of our path to building a strong working relationship with the school.



## Instructions

Please submit your response as a Word document via the secure LTMS Portal.

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## Contents

Your response to the following questions will help determine how well your proposal addresses the requirements of the Client as set out in the tender specification. Your response must be structured under the following headings and will be scored in accordance with the following weightings:

1.	Cleaning Service Delivery	12.5%
2.	Management	5%
3.	People	5%
4.	Service Development	5%
5.	Finance	65%
6.	Compliance and Cultural Fit	7.5%
	<b>Total</b>	<b>100%</b>

Your response to each question must be within the stated maximum word count (where stated).

---

## 1. Cleaning Service Delivery

### Mandatory response

#### a. Cleaning Standards

How will you monitor, maintain and improve cleaning standards to continuously meet the requirements of the specification?

**Maximum words: 500**

How do you motivate your cleaners to deliver consistently high standards of cleaning performance?

**Maximum words: 500**

Provide examples of the evidence you will provide to the Client on a monthly basis to demonstrate compliance with cleaning standards.

**Maximum words: 500**

#### b. Cleaning Equipment

What cleaning chemicals, machinery and light equipment will you use on this contract? What is your reason for selecting these items and how have you calculated volume requirements?

**Maximum words: 1,000**

#### c. Safe Working Practices

How do you ensure safe working practices are complied with by your cleaning staff?

**Maximum words: 500**

Please submit your recommendations for staff uniform, including visuals. What PPE would you issue to staff working on this contract?

## a. CLEANING STANDARDS

### a. CLEANING STANDARDS

#### Monitor

It is critical to the continued performance of the contract that we continuously monitor the standards being achieved. We do this through a variety of different means. Firstly the Supervisor on site is allocated specific time every day to conduct daily quality audits. They have a form to complete and will move through day by day covering different areas to ensure that each member of staff is audited for their work on a regular basis and that high prestige areas or areas which pose particular challenges are regularly checked at the end of the cleaning shift. We then also conduct a formal quality audit with the Contract Manager and a representative of the client. These audits are tailored to the site and to the needs of the client and are very detailed, covering individual rooms and surfaces within them if required. These audits are carried out on a phone or tablet device, they are required to be agreed and signed by the client and once completed they generate a report which is automatically emailed to the client and any other nominated email address required. The Contract Manager will also perform spot checks, unannounced visits during the cleaning shift to observe the work being carried

out. We also recognise the value of feedback from the users of the building and so will set up a dedicated email address to be distributed amongst staff on site for them to very easily provide feedback, or issues that they may be having with the cleaning. Finally from our Head Office we conduct a rolling system of telephone interviews with our customers to ask them about their levels of satisfaction along with a periodic invite to complete a satisfaction questionnaire online through Survey Monkey, which allows for anonymous feedback to be supplied if desired.

### **Maintain**

To maintain a high standard of cleaning at all times we take care to ensure clarity of expectation. We put together detailed area maps during the mobilisation process, which each area then with a set of tasks cards which set out the frequency of expected tasks and also the specification in terms of output. We operate a working practice which combines zone cleaning methodology with an awareness that the objective is to have a clean school and so we expect operatives to react and clean what needs cleaning. This means that if the task card states that a room must be vacuumed once per week but on the day for vacuuming there are coffee stains all over the tables, we would expect time to be spent cleaning the table and the floor instead cleaned of any litter or debris, leaving the vacuuming for tomorrow if it is not needed. This is rather than vacuuming a clean floor but leaving a not fully clean table because the schedule states that today is the day for vacuuming. The most important area to be clear in order to maintain standards is in terms of our expectations of "what clean means". This is communicated by the Supervisor and the Contract Manager and is demonstrated personally on a regular basis. Whether something is clean or not is not black and white and these need to be tailored to the area being covered, and the needs of the school in terms of the resource allocated. This flexibility allows us to offer a best value solution to the school where budgets are generally restricted.

The final critical component required to maintain high standards of cleaning is for the Supervisor on site to have time available to spend on supervisory tasks of checking and training. If they are spending each shift cleaning themselves it is unrealistic to expect supervision and control of the cleaning standards and this is often how detail work such as high level dusting or a really clean finish on glazing or tables, begins to deteriorate. I have allowed time within our proposal for this supervision and our preference would be to develop the role of supervisor into one concerned solely with supervision who has no area allocated to them to clean.

### **Improve**

We use the feedback obtained through these various methods to bring back round and communicate to the cleaning team to drive improvements. Sometimes the improvements come from simply clarifying expectations. Often where a contract has been held for some time expectations evolve into certain tasks being considered to be "not my job" by the operative. Things like dusting down fire extinguishers or cleaning skirting boards and kick boards get relegated to a periodic task simply because they aren't something that needs to be done every day. We work hard to change the culture into an expectation that periodic cleaning is a maintenance task and that the daily cleaning should be such that "spring cleans" on classrooms should not be required. Cleaning little and often is a much more effective means of maintaining standards and failing to do this can lead to higher maintenance requirements as surfaces and items become dirty or damaged beyond repair. Chewing gum, for example, needs to be removed on sight. Leaving it as a periodic task normally means having to replace the whole carpet. The feedback can also lead to improvements through identifying and


resolving obstacles. We have had situations where access has been problematic, for example, and it was only through feedback from the teacher in the area that we investigated and discovered that although the area was allocated 1 hour to clean, the operatives were only able to access the area for 45 minutes of this time and so were not able to complete to the expected standard. We were able to move the schedule around and provide more operatives for this reduced window and improved the standard of clean. Other means of improvement come from providing additional training to operatives where a requirement is identified. We also work very closely with our machinery and chemicals suppliers to look for improvements in the service we offer. We have recently introduced new "twister" pads for use on scrubber driers which our equipment supplier recommended to leave vinyl floors shiny without the need for additional buffing. For our clients this has meant freeing up periodic hours for other uses as the floor are effectively maintained during the daily cleaning shift and no longer require any periodic maintenance work during the holidays.

Our approach to motivating the cleaning staff is to start with a clearly defined area, and set of tasks for completion within it. This clarity of expectation generally makes a big improvement in motivation to start with, we ensure that the amount of work is achievable and we make sure that we recognise when someone does a good job. This culture of responsibility and accountability makes for a well motivated team, who all know that their contribution is valued, both by us and by the school. They will see the Contract Manager on site during the cleaning shift, and they will be given the opportunity to raise any queries or problems they may have. Providing operatives with up to date, working equipment to do their job with also helps with morale. We find that in our experience, people enjoy doing a good job and one of the benefits of delivering a cleaning service is that the results are clearly visible. Having their own area, arriving with it dirty and leaving their shift with it sparkling clean, is very motivating.

Every month we will send an audit report, as previously described. This is a detailed survey inspection of every area of the school. It is conducted with a nominated representative for the school and is tailored to the school buildings and the priorities identified during the mobilisation process. Each area has a colour coded rating for whether it is cleaned to specification or not, providing a very easy visual cue to where action needs to be taken to make improvements.

Here is an example section of an audit report:

## Completed Audit Visit Report

Contract: EXAMPLE				<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="width: 20px; height: 20px; background-color: red;"></div> <div style="width: 20px; height: 20px; background-color: yellow;"></div> <div style="width: 20px; height: 20px; background-color: green;"></div> </div>	Marking Traffic Lights		Trigger %	75.00%
Site: SALVATORI					Actual		850 Out of 850	100.00%
Completed By: Client MCNABOLA EMMA					Agreed Audit Frequency:			
Date: In 29/01/18 14:47 Out 29/01/18 14:51					Immediate Action	Improvement Required	Acceptable Standard	
<b>CLASSROOMS</b>								
Bins emptied, cleaned & lined								
Desks & tables								
Carpets vacuumed/floor swept & mopped								
Radiators								
Walls								
Window sills & ledges								
Skirtings								
Vision panels								
Cabinets & shelves								
High level								
<b>CORRIDORS</b>								
Glass & vision panels								
Skirting								
Window sills & ledges								
Bins emptied, cleaned & lined								
Vacuum carpets & edges								
Floor swept & mopped								
Walls								
Radiators								
Banisters & railings								
High level								
Light fittings								
Locker tops								
<b>ENTRANCE</b>								
Glass & vision panels								
Skirting								
Window sills & ledges								
Fingerplates & kickplates								
Bins emptied, cleaned & lined								
Floor mopped/vacuumed								
Desks & tables								
Walls								
Radiators								
Phones sanitised								
Signature/Signed by Ratna Halai 				Additional Comments				

## b. CLEANING EQUIPMENT

We have estimated the cost of cleaning materials including bin bags, microfiber cloths, mop heads, machinery rotation pads and chemicals based on the staffing levels within our proposal at a standard multiplier of the hours being delivered per week.

We will also supply a washing machine to each site, space permitting, to use for washing microfiber cloths and mopheads. We find that this means that they are always really clean, making them more effective at cleaning, plus it increases the lifespan, reducing the need for replacements, saving cost and reducing the impact of our activities on the environment.

We also use self dosing chemical sachets. These take up less storage space and ensure that the correct dosage is always used. This results in less chemicals being used, again reducing cost and the impact on the environment.

Machinery I have proposed for this contract is as follows:



Imop-XL

This is a lightweight, battery operated scrubber drier which is excellent for safety flooring and for reaching awkward areas such as toilets and washrooms. It can also be used for corridors and particularly can be used with a "twister" pad for vinyl flooring so will leave an attractive shine finish on the vinyl flooring within the new block of the school without the need for periodic stripping, resealing and buffing during holiday periods, reducing the requirement for deep cleaning.



TRUVOX ORBIS ECO – standard speed scrubber

These are used with various pads attached to scrub off hard surfaces. It is used during periodic cleaning and on a weekly basis to remove scuff marks and other harder to remove dirt from hard surfaces.



MOTOR SCRUBBER MS2000 – small battery operated scrubber

This is a small version of the scrubber with a fully telescopic and adjustable cleaning wand. This is excellent for cleaning limescale and water marks in awkward shower areas and changing rooms, or scuff marks and dirt along skirting boards or stairs. It can also be used with a soft brush attachment for dusting and cleaning higher level fittings and ledges. . It is lightweight with the battery

attached to a lightweight and comfortable backpack and so I would expect this to be used during the regular daily cleaning shift.





VIPER DR1500H – Ultra High Speed Burnisher

This is used to leave an attractive shine on hard flooring.



TRUVOX VTVE – Tub Vacuum x 7

This is a lighter alternative to the ubiquitous Henry with some additional features for ease of use like the quick release power cable. We have found these to be popular with operatives as they are very easy to use, reliable and very light to carry around. Each cleaner will be given their own vacuum, nobody will have to share.

### c. SAFE WORKING PRACTICES

Our Health & Safety training commences during Induction Training. This looks at the safe handling and storage of chemicals, safe use of equipment, and ensures that all personnel are aware of safe systems of working. We have a Regional Manager who is IOSH and NEBOSH qualified who provides support during mobilisation, carrying out risk assessments and delivering training. And we employ the services of a Health & Safety Consultant to ensure that we are always compliant with the latest requirements and best practices.

For uniform we would issue technical, wicking fabric t-shirts with a screen printed high colour logo to fit with the modern ethos of the school. There will be a navy version for Operatives and a red version for Supervisors for an easy differentiation within the team. These are available in a wide range of sizes to suit both male and female operatives.



## Management

### Mandatory response

#### d. Mobilisation

##### New Bid Companies

- Who would be responsible for mobilising this contract and what other comparable contracts have they mobilised?
- How will you go about mobilising this contract?
- What do you anticipate will be the main challenges of mobilising this contract and how will you mitigate any risks?

**Maximum words: 1,000**

##### Current Contractor

- Who would be responsible for relaunching a new contract for this Client and what other relaunches have they successfully completed?
- How will that person go about relaunching the contract?
- What do you anticipate will be the main challenges of relaunching this contract and how will you mitigate any risks?

**Maximum words: 1,000**

#### e. Management and Reporting

- What management structure will support this contract? Describe how the experience of those key managers is directly relevant to the services you will provide to this contract.

**Maximum words: 1,000**

- Who will be the area / contract manager for this contract and how many other contracts would they be supporting and over what geographical area?
- Set out the anticipated frequency of visits by key area / regional / head office personnel and how far team members live from the Client's premises.
- Provide a sample report setting out the information you will communicate to the Client during your monthly meeting.

## MOBILISATION

George Reardon – Implementation Manager. George has over 15 years experience within the cleaning industry and has mobilised well over 30 contracts. Our mobilisation process starts with an initial mobilisation meeting once the contract has been awarded. At this meeting there will be a discussion on the details of the contract, and a discussion of an aim for progression for the contract. Many other details like periodic cleaning,

access times, personnel will be discussed at this meeting and at the end of it a Mobilisation Plan will be produced. This then acts as a project plan with all key milestones and their due dates included. This working document is updated as the tasks on it are completed and this will be emailed to the client on a weekly basis to keep them informed of progress.

Mobilisation of a contract is a labour intensive time and the Contract Manager is supported in this by George Reardon, Implementation Manager. There is also a lot of support provided by our Head Office Customer Service Team, ordering equipment and uniform, capturing contact details for transferring staff, carrying out DBS checks and recruitment activities, making up Site Binders for each site and many other tasks. We use an app called Asana for project management during the mobilisation to keep track of the tasks and team members and can provide access to this project information for the client to view through Asana.

This contract is due to commence on the 1<sup>st</sup> August, the main risk for the mobilisation is that the contract starts during a period of holidays and so generally you won't discover which staff are going to continue working until term starts again in September. To mitigate this we like to arrange a group training session, which operatives are paid for, within the last week of August to assess the staffing levels before the start of term. This is also a good opportunity to effectively re-launch the cleaning service and make clear that this is a fresh start after the summer holiday period. In this way we will ensure that we are ready to start work on the 1<sup>st</sup> day of the new term.

## MANAGEMENT AND REPORTING

The Management Structure we propose for this contract is simple. Jessica Hibbert, Contract Manager, will have overall responsibility for the operation of the contract and she reports directly to Simon Wrenn, Managing Director. They are supported by various personnel within Head Office but Ridge Crest operate with a small team of management staff, which means we have all the support of a big organisation, without the complications and barriers to communication that many tiers of management can bring.

Jessica Hibbert is our proposed Contract Manager. She currently has a portfolio of 7 contracts, all of which are other schools. She covers the South and East Birmingham area.

Jessica will visit the sites at least twice per week. She lives in Sutton Coldfield, less than 2 miles from Bishop Vesey's Grammar School. George Reardon, the Implementation Manager will visit site once per week during the mobilisation process and initial months of the contract start. Simon Wrenn, Managing Director will visit site on a termly basis, normally to attend one of the monthly Management Review Meetings, he lives in Welwyn, Hertfordshire.

SAMPLE REPORT

Example KPI Report Form



	SCORE	ACTION
<b>Staffing and Supervision</b>		
Training Records Complete	100%	
Attendance	64%	Urgent
<b>Equipment and Materials</b>		
Storage Areas Tidy	100%	
Stock shortage	0%	
Fabric of Building	100%	
Furniture	100%	
<b>Customer Satisfaction</b>		
Cleaning Standard	76%	Reqd
Responsiveness of Management	98%	
<b>Health &amp; Safety</b>		
COSHH sheets on site	100%	
Electrical Appliance Safety checks	100%	

## People

### Mandatory response

#### a. Staffing Rationale ~ Compliant

- Notwithstanding the effect of the current TUPE regulations, please outline your rationale in respect of the staffing structures you are planning to adopt upon mobilisation of the contract.
- What staff productivity assumptions have you used to calculate that the labour provision is sufficient?

**Maximum words: 1,000**

#### b. Staff Development

- What practical, professional cleaning skills and management development will you provide to the cleaning staff, how will you deliver it and over what timeframe?
- How is your development programme funded?

**Maximum words: 1,000**

### STAFFING RATIONALE

The TUPE compliant proposal includes the existing staffing structure with the additional of two new cleaners over and above the two vacancies detailed within the TUPE information provided. This is based on an average productivity rate across the school of 235M2/hour. From my research online it appears that the main building is likely to have some more challenging design features in terms of cleaning efficiency however there are other newer blocks within the school which could be cleaned at a much higher productivity rate. I have looked at the breakdown of the rooms provided, however, it isn't clear in some cases which type of room is in which space and so I have used our experience in cleaning schools with similar profiles in terms of the overall size, the pupil capacity and also the mixture of building designs to settle on this figure.

Other changes to the existing service would be to increase the rate of pay to the supervisor. This is a critical role within the cleaning team and we would be looking to train, support and develop this role as one of directly supervising the cleaning being delivered on site each day. That additional responsibility is reflected in my proposed pay rate, a larger differential compared with the Cleaning Operatives than is currently in place.

### STAFF DEVELOPMENT

All cleaning operatives are provided with Induction Training. This has a focus on Health & Safety practices and basic skills required for carrying out the day to day cleaning. In order to develop and upskill operatives, we operate an internal programme of training, using our own qualified BICSc Assessors to deliver refresher and ongoing training on a practical basis on site in the form of Toolbox Talks. We also work with our suppliers to deliver additional training on chemicals, and also on the machinery provided on site. Within each team of operatives we will assign a MACHINERY CHAMPION, whose responsibility it is to make sure that equipment is being used and looked after correctly. They will attend a "train the trainer" session with our machinery supplier

in order that they are able to then train other personnel on the correct use of the equipment. We are always looking for talent for the Ridge Crest team and anyone who expresses an interest, will be eligible to apply for NVQ training in cleaning skills or cleaning management. This training is funded through Ridge Crest using the matched funding provided by the Apprenticeship Scheme. At Ridge Crest we have a culture of promotion from within and consider that developing talent within our existing staff is of value and as such we do not make a charge to the client for this, instead considering this to be covered by the management fee charged.



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**Non-mandatory response**

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**a. Staffing Rationale ~ Non-compliant**

- If your staffing proposals and costs are different from the TUPE information provided in the tender specification, please outline your rationale for the revised staff complement to fully meet the specification / operational requirement for this contract where relevant.
- What staff productivity assumptions have you used to calculate your proposed labour provision? This should include a timescale to achieve these proposals.

**Maximum words: 1,000**

- Provide a job description for any 'non-compliant' employed position you intend for this contract.
- 

As a Greenfield approach, I would ideally choose to have one single cleaning shift in the afternoon. This would be supervised by a very strong and experienced Supervisor at a significantly enhanced pay rate over the Cleaning Operatives. Whilst there would continue to be a day time presence to clean dining areas and corridors after lunch and to check and restock toilets this would be limited to a 3 hour daily shift. This is then able to be fully utilised in these daytime activities and an expectation that these areas are left more tidy at the end of the day is also reflected in a modest reduction in the number of cleaning hours required for the main cleaning shift. All Operatives would be contracted to work for 39 weeks per year plus 4 weeks of periodic deep cleaning and the Janitor would be term time only. I have again considered an average productivity rate of 235M2/ hour as for my TUPE compliant bid.

## 2. Service Development

### Mandatory response

#### a. Service Innovation

What service innovation would you intend to introduce to improve the efficiency and effectiveness of the cleaning operation on day one?

#### b. Technical Input and Continuous Development

What ongoing technical input will you provide to ensure continuous improvement in the services and knowledge of staff?

**Maximum words (a. and b. combined): 1,500**

The particular circumstances of this tender mean that we are provided with relatively little information on the existing cleaning service and so it is difficult to be very specific about what innovations we would bring. However, the following are processes and structures that we would be implementing from day 1 of the contract which might not feature in the current cleaning regime.

- Properly planned structure for the cleaning shifts and the tasks and areas to be cleaned for each operative
- The Supervisor is recruited, or allocated from existing staff, supported and provided with training to ensure that they plan and check the work being carried out
- A strong, experienced and competent Contract Manager playing an active role in the day to day delivery of cleaning at Bishop Vesey's Grammar School
- Appropriate, tried and tested machinery to improve efficiencies and the standard of cleaning achievable
- A planned programme of deep cleaning to ensure that floors and surfaces are properly maintained
- Monthly quality audits

We ensure that we maintain close relationships with our suppliers of chemicals and equipment to ensure that we are always kept aware of the latest innovations that can bring savings or improvements to our clients. We also play an active part in the cleaning industry community, attending exhibitions and seminars in order to increase our knowledge and improve on our current practices. All this information is then cascaded down through our Contract Managers to the Site Supervisors and from them implemented with the Cleaning Operatives.

### 3. Finance

#### Mandatory response

##### a. Financial Competitiveness

Please complete all aspects of the LTMS financial templates

##### b. Financial Rationale

- In support of the financial figures you submit on LTMS, please provide a clear rationale for all lines of expenditure.
- Please provide a cost for each additional labour hour worked to provide services outside of core scheduled cleaning, showing a breakdown of how you have arrived at this cost.
- Please provide a breakdown of what your management fee covers with a cost of each element assigned.
- If you have identified any capital investment requirements that would enhance the delivery of the services, please detail these here with a cost against each and how this is to be funded.

#### FINANCIAL RATIONALE

Considering the TUPE information provided to be accurate, the existing structure would appear to be unusual in that a comparatively large proportion of the cleaning hours being delivered each day are being worked between 8am and 3pm when we would consider the school to be in full use, limiting the scope for cleaning being carried out. Within the tender specification it requires to cleaning of the dining area after lunch however a full time operative working 6am-2pm plus the Supervisor starting their shift at 2pm before the end of the school day doesn't look on the face of it to be the most effective way to utilise those hours.

Ordinarily I would look to a site visit to glean more information on whether this unusual service provision arrangement was something designed specifically to meet the needs of the school or not and make a proposal accordingly. Obviously that has not been possible in this instance and so instead I have provided two alternative bids, one which is TUPE compliant and offers all staff the opportunity to transfer with their terms and conditions intact. The other is a Greenfield approach, this is how I would structure the cleaning service should I be starting from scratch.

The Greenfield approach is achievable through the use of a variety of approaches. We have alternative employment nearby, for example, that we could offer staff whose current shift pattern does not suit the school. Another option would be to move all personnel on a voluntary basis to the new regime and for those for whom it would not be acceptable, move gradually to the new structure through the natural turnover of staff.

The other element where the TUPE information suggests that the cleaning service has not been optimised for the school concerns the weeks per year which personnel have been contracted. The majority of the existing

staff are currently contracted to work 52 weeks per year. This is in excess of the requirement for 4 weeks of deep cleaning included within this tender. This is a contractual term which could be implemented through a consultation period within the TUPE process, considered to be an Economical, Technical or Organisational reason to implement this measure across the cleaning team to better suit the needs of the school.

I have used an average figure for estimated cost for cleaning materials according to the staffing levels proposed.

Uniforms and DBS checks are priced at a cost per person.

The equipment proposed represents a balance between cost effectiveness in terms of the capital cost of equipment, balanced with the potential time savings in increased efficiency, plus the improvement in the finish achievable, for example the burnisher brings a beautiful shine to hard surfaces that mopping just cant deliver.

The staffing rationale is based on a conservative estimate of the hours required to clean the school. This is to ensure that we are certain that we can achieve the specification provided. If further savings are required it is possible to discuss reducing the frequency of cleaning within some areas of the school, offices for example, to reduce the number of hours down further.

The annual pay award is an estimate based on a projected 5% increase in the National Living Wage due to be applied every April. All other costs remain fixed for the three year period to provide best value for the school and reflecting our commitment to developing a relationship over the term of the contract.

Management Fee, Ridge Crest operates our contracts with each of our Contract Managers having a limited number of contracts to run. This means they have the resource to be able to play an active role in the cleaning delivery and visit site on a very regular basis, however this does mean a fixed contract management charge of £3,333 per year per contract. Also included in the management fee figure is an administrative cost to contribute to the Head Office, Administrative, insurance and other costs of operating the contract. The final element of the management fee is profit, representing around 7% of the total charge. This is line with market average and we believe provides a competitive rate for the high level of service that Ridge Crest can provide.

I have included £3,000 fee payable to Litmus on commencement of the contract as requested within the tender document.

#### 4. Compliance and Cultural Fit

##### Mandatory response

##### a. Compliance with the Specification and Contract Agreement

- Please confirm your acceptance of the requirements of the specification and contract agreement.
- If you are unable to comply in any way then please outline the areas of non-compliance.
- If there are no areas of non-compliance then please state that this is the case.

##### b. Cultural Fit

- Why is your organisation a good fit for this contract?

**Maximum words (a. and b. combined): 800**

#### COMPLIANCE AND CULTURAL FIT

I confirm acceptance of the requirements of the specification and contract agreement.

There are no areas of non-compliance.

Ridge Crest is an education cleaning service specialist. We exclusively operate daily cleaning services contracts which means that every person at Ridge Crest is experienced and knowledgeable in the services that Bishop Vesey's Grammar School are looking for. Ridge Crest has fewer than 100 contracts, this means that Bishop Vesey's Grammar School will be a significant contract for us, and that our Managing Director, Simon Wrenn, will be involved in the contract directly and will visit site on an annual basis for additional accountability. Over 90% of the contracts we operate are schools and academies, this means that we know very well the particular challenges that come from cleaning in this environment, and the whole company is geared up to deal with them.

The cleaning industry has a wide range of companies operating in it, from small local suppliers who may not have the processes for DBS checking up to national suppliers operating thousands of contracts all over the country where the Contract Manager you are assigned has 20-30 contracts and only enough time to react and generally "fire fight". Ridge Crest sit in the middle of this, large enough to have all the processes in place to offer full compliance whilst small enough that every contract still counts. Our Managers have few contracts and have the time to spend on site getting to know the school, the cleaning team and responding quickly when you need them. In this way Ridge Crest offers the communications and relationship of a local supplier with the slick operating processes and experience of a national provider and for this reason I believe that we offer the perfect fit for Bishop Vesey's Grammar School.



# Executive Summary





## Executive Summary

Samsic has benefited from working with the Bishop's Vesey Grammar School since 2013. It has provided us with a unique understanding of the Schools requirements, the various use categories and behaviour and occupancy habits of the School environment.

For the next generation contract period we will continually improve the partnering and collaborative arrangements, service model and outcome standards. We propose a refreshed and innovative new service model that will provide the School with resilient services, consistent service standards across both buildings and outstanding service outcomes.

Samsic UK is a BICS accredited training provider. We maintain two BICS training centres based at our Coventry and London offices and provide outreach on-site training for our service colleagues using our BICS training assessors.

We will refresh the capabilities and skills of the cleaning teams by introducing our skill standard. The standard sets a minimum skill, qualification and knowledge baseline for all staff. We will refresh all training on-site to re-confirm BICSc Licence to Practice standards for all staff and make sure our staff are equipped with accredited techniques and skills to complete all core cleaning tasks. We will embed our values and the 'Vesey Experience' into our Customer Care training to support 'Inspiration and Excellence' within the team. In addition, we will utilise the Apprenticeship Levy to support staff development and progression.

We ensure all our staff are enhanced DBS checked and cleared and receive full safeguarding training and have awareness of knowledge of issues such as the Prevent Strategy.

## Educational Experts

Samsic UK have been providing cleaning services to clients within the education sector for over 30 years. Around 20% of our revenues are generated from the sector where each day we provide clean, hygienic and safe learning environments in primary and secondary schools, colleges and universities. The education sector remains an important part of Samsic UK's portfolio with looking after a total of 27 Education customer which totals 252 sites.

We have built up an unrivalled knowledge of how safe, clean and hygienic services should be delivered in learning environments. We are talent managers and we focus on developing the skills and knowledge of our service colleagues in partnership with providing sustainable and effective material and equipment choices. We make sure we only use cleaning materials that minimise or eliminate exposure to harmful substances and toxins and minimise any potential for allergy triggers in partnership with equipment designed to reduce operator fatigue and has environmentally friendly technology.



### Bancroft School

Contract Start Date 24|11|2005  
Value - £471,010 per annum  
Cleaning Hours - 561.5 per week



### Leicester Grammar School

Contract Start Date 01|08|2019  
Value - £197,779 per annum  
Cleaning Hours - 341.5 per week



### Springmead School

Contract Start Date 01|04|2014  
Value - £34,814 per annum  
Cleaning Hours - 35 per week



### Bluecoat Church of England

Contract Start Date 02|10|2017  
Value - £118,459 per annum  
Cleaning Hours - 220 per week

## Operational Management

### Clear Accountability and Collaboration

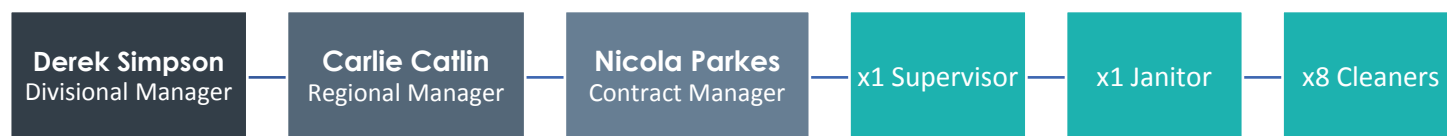
We will retain the existing management team. Nicola Parkes will continue to contract manage the day-to-day operations of the cleaning service providing the School with a single point of contact for all communications. Nicola has managed this contract for 5 years and has unique understanding of the requirements and a good working relationship with the leadership team based on transparent, open and honest communication.

Nicola will be supported by Carlie Catlin, Regional Manager who will have strategic oversight of the contract and provide coaching and mentoring support to Nicola.

### Compliant Bid



### Non-Compliant Bid



## Regional Support

We will integrate the contract into our existing regional management infrastructure. This will provide service resilience through resource sharing and make sure that we are translating our best practice solutions from our contract portfolio into this contract.

### Consistency

We will provide a consistently high service standard across the School and the Stem Block. We will achieve this through common business processes, operating procedures and approved materials and equipment palettes. All core services and periodic cleaning will be provided by Samsic cleaning colleagues only.

### Quality Management

We will implement our digital quality auditing tool ECAT to provide consistent and comparable audit and inspection data. We have created a proposed layered approach to service inspection and audit. Our quality management proposals include the retained involvement of the School to make sure your priorities are translated into operational practice.

### Safe

We will implement our Safety-First model of health and safety. This approach implements behavioural safety arrangements alongside some critical factors including ergonomically and battery powered equipment and chemical free cleaning through Toucan to reduce welfare and COSHH risks. We will also analyse all accidents, incidents and near misses to identify and correct any risk patterns.

## Equipment and Materials

We will refresh all equipment and material solutions as part of the next contract period. This will include a full upgrade of all cleaning machinery and equipment and renewed Toucan units for the onsite production of our cleaning sanitising agent.

We are uniquely placed to understand the correct equipment and material needs of the school and are able to provide a soft-landing into the next contract term.

All equipment and material items have been selected based on the requirements of the school, the floor coverings and cleaning demands. They have also been selected to support our proposed Team Cleaning model that will improve service productivity.

## Sustainable Materials

All materials included within our approved palate are EU Eco Label approved and where relevant our materials choices are Charter for Sustainable Cleaning verified as providing advanced sustainability profiling. This enables us to manage material life cycle to make sure that the use of harmful detergents is minimised, containerisation and product packaging are limited and disposal routes provide closed environmental loops to achieve full recycling potential.

We use Toucan, a chemical free, non-toxic cleaning solution that reduces the requirement for cleaning chemicals. It has multi-task capabilities minimising the need for an extensive range of chemical cleaning products and simplifying the task process for our staff. It is an innovative device that works by produces a sanitising solution out of salt and water using electro-chemical activation. It is safe, non-toxic and environmentally friendly. When an electrical charge is put through the salt water the result is an activated hypochlorous solution, which has first rate cleaning and sanitising properties improving hygiene standards.

It is produced on-site and on-demand, facilitating enhance productivity rates and resilient services respectively. This also reduces the need for materials deliveries and also single use plastics, supporting the business and our clients to reduce our carbon footprint.

## Sustainable Equipment

We will refresh all equipment to create a new palette of LEAN equipment. All equipment is designed to provide optimal service efficiency. All items will be ergonomically designed to support manoeuvrability, including battery powered equipment and stop start technology. Vacuums will be wide headed to promote productivity and equipment will be supported by the ICE Trak and ICE Call innovations to support high asset availability.

**All Clients** - Toucan is used across all our contracts. It completely removes the need for chemical cleaning and is made on site, so significantly reduces any need for single use plastics and reduces our carbon emissions as it is not required to be delivered to site.

**Domestic & General** – Our implementation of Ice Call reduced the requirement for engineer visits to site by 30% through our innovative self-service model, further reducing our carbon footprint.



**Oracle and Virgin Atlantic** - Staff have been effectively trained in waste management techniques to provide effective source segregation and maximise waste recovery and recycling.



## Flow Cleaning Solution

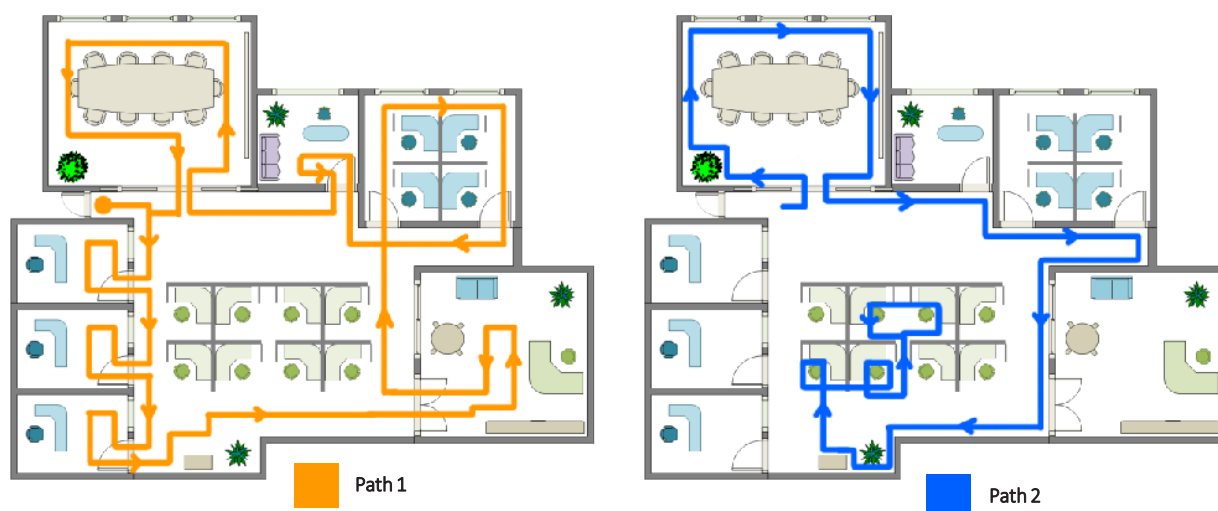
We will implement a Flow Cleaning Solution into the contract to maximise productivity. Flow cleaning uses LEAN principles to optimise the cleaning route through any configuration of building. It creates cleaning routes that maximise the resource efficiency of cleaning colleagues, equipment and materials.

Flow Cleaning takes into account occupancy habits, use and elements such as fixed furniture to help design the most efficient route for cleaning colleagues to move through both buildings. Routes and task chronologies are then designed to create optimised service delivery.

### Key Benefits

- Maximises resource utilisation and efficiency.
- Efficiency gains of 15%
- Enhanced cleaning outcomes with improved audit scores.
- Creates a concentrated cleaning solution for all parts of the building.

Following remobilisation, and given our existing knowledge of the main school building and the Stem Block configuration we propose to implement our Flow Cleaning Solution by linking units such as the Science units and the languages, English and Maths areas into single cleaning units.



A visual representation of the flow of cleaning throughout the building

**Accord Pharmaceuticals** - During November 2019, the Samsic service improvement team completed a LEAN survey of the Accord Barnstaple location as part of our tender commitments following the re-award of the contract in summer 2019. The team reviewed business processes, benchmarked productivity rates and created a new LEAN Flow cleaning route and task chronology. The refreshed methodology has released an immediate 7% productivity saving that is being used to support enhanced cleaning standards.

## Productivity Improvements

As part of the refresh of the contract we will introduce a number of key initiatives designed to support productivity gains and enhance service outcomes. Our LEAN approach focuses on cleaning flows and movements, task completion, skill standards, behaviours and innovative equipment and material solutions that support the elimination of waste and duplication. *Improvement Initiatives include:*

Initiative	How	Productivity Savings
<b>Flow Cleaning</b>	By clustering units together, such as Languages, English and Maths, we can optimise the cleaning route through each unit. This approach maximises the efficiency of the cleaning resources, eliminates overlap, rework and duplication and will release productivity gains into additional service delivery.	>65%
<b>Skill and Competency Standard</b>	During service remobilisation our BICSc assessor training teams will complete a skill upgrade. Our skill and competency standard enables us to test the effectiveness of training, improve recruitment, identify training gaps which will lead to improved efficiency, productivity, staff safety and employee retention.	>20%
<b>Equipment</b>	All equipment supplied will be refreshed. New equipment solutions will release productivity gains into service delivery. Items will be ergonomically designed and lightweight manufacture to support enhanced maneuverability and reduce operator fatigue.	>15%

To drive continuous improvement throughout the duration of the contract, we will include the following initiatives;

Initiative	How
<b>Materials</b>	We refresh our Toucan chemical free cleaning units. Toucan is produced on-site and on-demand and has multi-task cleaning properties eliminating the requirement for regular changes in cleaning products.
<b>Brand Refresh</b>	We will refresh the contract branding and resourcing with new uniforms, equipment and the wider introduction of our chemical free cleaning solution Toucan. This will provide an immediate and visible renewal of the contract.
<b>Behavioral Refresh</b>	We will refresh the behaviours and protocols of the service through a combination of values training and resource upgrades. All staff will be trained in the 'Vesey Experience' to ensure these values are translated into integrity and operational practice.



**Ericsson Dell** - We utilised our Lean Management experience with this client. They had a specific requirement in that they operate globally. This is on a 24/7 basis. We had to re-evaluate the model we had on sites, and change and match their operational needs and occupied the buildings by peak service on an hourly and daily basis. This resulted in improved quality and service delivery for this client.

**University of Law** – Samsic UK introduced Flexicount which is a washroom data analysis system. This allowed us to monitor the usage of the facilities at site, improve standards and utilise our staffing model better.



## Innovations

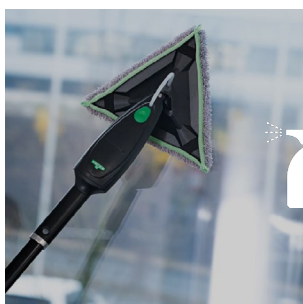
We will introduce a formal approach to innovation and service enhancement. On a quarterly basis we will host an Innovation Workshop bringing together our contract leadership and service improvement team with the School's management team to identify opportunities for innovation pilots and productivity gains. The model of Innovation Workshops creates conditions for joint service design and has made positive contributions to productivity within our other contracts.

Following remobilisation, we will introduce the following innovations to drive continuous improvement and deliver productivity gains;

**Toucan** is a chemical free combined disinfectant and cleaning agent solution that replaces toxic and environmentally damaging chemicals with an on-demand, site generated environmentally sensitive cleaning and disinfectant solution.



**99.99%**  
Kill rate of all allergens



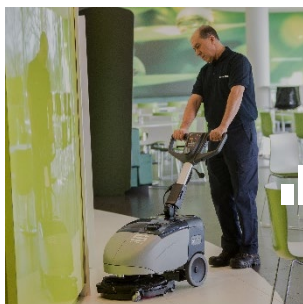
**39%**  
Less chemicals

**Slingshot** cleans windows 25% faster and uses 39% less chemicals than traditional cloth cleaning. It increases productivity and safety by eliminating time spent moving furniture or climbing ladders. Its lightweight extending poles enable colleagues to access typically hard to reach areas and clean any height efficiently and safely without the use of ladders.

**ICE Trak** provides live information relating to equipment performance, including location information, stop and start times, idle times and water consumption. It also provides detailed management information including maintenance schedules and when the next planned maintenance service is due.

**Real-time trak**

A unique telemetry system that gives real-time visibility of your equipment.



**15%**  
Efficiency gain

**Flow cleaning** uses LEAN principles to optimise the cleaning route through any configuration of building. It creates cleaning routes that maximise the resource efficiency of cleaning colleagues, equipment and materials.

**Smartcall** uses smart phone or tablet video technology to connect cleaning colleagues and engineers with equipment specialists within our supply partner ICE. It provides an immediate maintenance or support intervention to promote better failure diagnostics and to support self-service for minor maintenance, lubrication or cleaning.

**30%** **smartcall**

of maintenance visits eliminated by providing self-service maintenance support.







Samsic UK  
ITT Submission for the  
**Management of the Cleaning Services**  
**Bishop Vesey's Grammar School**

24 April 2020





## 1. Cleaning Service Delivery

### a. **Mandatory response**

#### Cleaning Standards

***How will you monitor, maintain and improve cleaning standards to continuously meet the requirements of the specification?***

*Maximum words: 500*

We will implement our verified Performance Management approach that tracks service standards, identifies opportunities for improvement and ensures we consistently meet the specification. We utilise digital technologies including our unique ECAT quality auditing tool and equipment telematics and engage stakeholders to harness opinion and perception.

#### **Monitor**

Our Contract Manager will complete a formal contract audit weekly. This will test our performance outcome standards to ensure they are consistent with School requirements, review compliance with our safe and approved systems of working and identify any corrective actions, areas or tasks within the school that require improvement.

Audits are completed using our ECAT quality audit tool. ECAT is a smart-device hosted application that ensures all audits are accurate and provide consistent and comparable data. ECAT offers granular data, with each classroom, common area and office space given a unique reference and audit score. This allows us to provide highly detailed performance data and pinpoint any corrective actions to source.

#### **Maintain**

*We will maintain standards by,*

- Resourcing the contract with dedicated cleaning staff directly employed by Samsic.
- Providing flexible resourcing to support planned and unplanned absence using our local resource pool.
- Implement our Skill and Competency Standard setting a minimum skill standard of BICSc License to Practice ensuing verified cleaning processes are applied.
- Refresh all equipment items from our approved palette of LEAN equipment maximising cleaning performance and standards. Equipment will include HEPA filtration to improve indoor air quality and remove any airborne viruses and pathogens.
- Complete daily work-in-progress checks to ensure compliance with approved business processes and working procedures.
- Daily engagement with school business manager to identify specific cleaning needs, improvements and flexibility around school needs.

#### **Improve**

Our use of ECAT auditing will enable us to pinpoint corrective actions to specific locations, tasks types and individual cleaners. We will analyse all audit data to identify where any improvement actions are necessary and our supervisor will complete the action. Where skill updates are required our BICSc training assessor will attend site and complete refresher training.

All equipment is fitted with telematic monitors, providing live equipment performance data including productivity, utilisation and operating performance. Telematic data is used to identify where equipment performance improvements are required.

We will engage the school's stakeholders prior to each shift to identify where standard improvements are required and each quarter using a Your Voice Counts initiative to gather perceptions and satisfaction data. Where satisfaction falls below acceptable norms our contract manager will complete a service recovery plan.

On a termly basis we will complete a whole service review that will create a service improvement plan for the following term. We will set KPIs to measure implementation and improvement.

We will refresh all equipment items with new machinery and equipment from our approved equipment palette. We have identified the most effective cleaning machinery in partnership with our suppliers. We will provide new vacuums and mopping systems that will provide and enhanced hygiene standard and improve indoor air quality through vacuum filtration and we will replace all the toucan units.

### ***How do you motivate your cleaners to deliver consistently high standards of cleaning performance?***

**Maximum words: 500**

We apply a strategic people services model to motivate our staff and secure high levels of retention. This includes creating a positive workplace culture where management and leadership behaviours are characterised by dignity and a goal orientated service model.

We are able to achieve a high level of staff retention of 96% and an average service length of 4 years within our business by investing in the skills and knowledge of our people, making work pay, providing predictable working patterns and offering career development ladders.

*Our key motivation and retention initiatives include:*

	<p><b>Skills and Knowledge</b> - We invest in the skills and knowledge of our people. This includes accredited training plans and programmes delivered through our BICSc accredited training centre and BICSc accredited in-house assessors. We set minimum skill standards for each role and support our colleagues through targeted training plans. We will utilise the Apprenticeship Levy to encourage staff to gain new qualifications. We will match fund the Levy generated within the contract to create an Apprenticeship Programme.</p>
	<p><b>Making Work Pay</b> - We are a recognised Living Wage service provider. All staff employed on the contract will be pay at Living Wage pay rates. This makes sure we offer our colleagues pay rates that typically exceed market governed rates of pay. In addition, we make sure we provide colleagues with appropriate and flexible working hours to enable them to secure a level of wage that allows them to meet their own personal needs.</p>
	<p><b>Predictable Working Patterns</b> - We schedule working patterns at least 3 months in advance. This provides our colleagues with an awareness of their working shifts, confirms their guaranteed income levels and allows them to shape their work life balance.</p>



**Career Ladder** - Our skill and competency standards offer colleagues the opportunity to develop their own career within our business through targeted training programmes and apprenticeships that allow them to access career development roles. Staff can access e-learning programmes through our Employee Portal to support flexible learning opportunities.



**Recognition** - We operate a colleague recognition programme that rewards colleagues for their commitment to our business, their work with clients and any initiatives they have delivered. At our annual conference we recognise those individuals who have gone the extra mile for their peers and for our customers.



**Rewards** - We operate a colleague's rewards scheme, Staff Treats that allows colleague to access discounts from High Street brands through an on-line app.

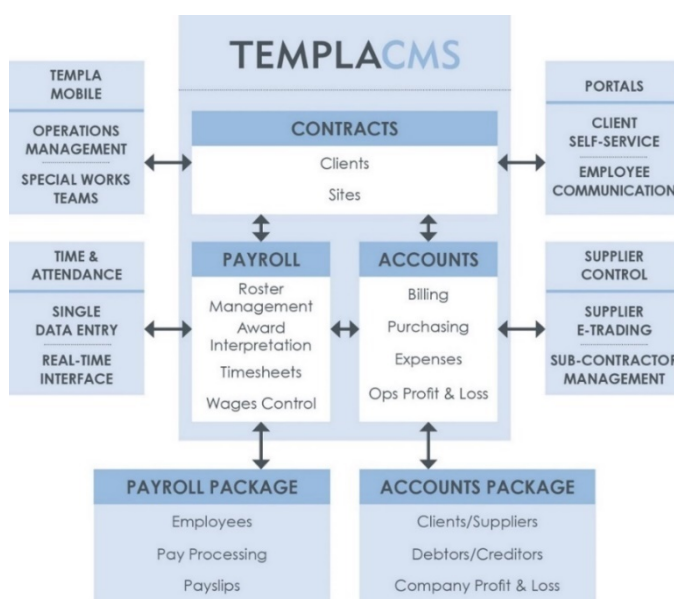


**Information** - We keep our people informed and issue a weekly updated from our Chief Executive and a monthly company newsletter. This provides clear information about our business, how we are performing operationally, plans for the future. contract wins, initiatives and our corporate social responsibility activities.

**Provide examples of the evidence you will provide to the Client on a monthly basis to demonstrate compliance with cleaning standards.**

**Maximum words: 500**

We will continue to host the contract within our Templa contract management system. Templa is an integrated platform that collects and collates all contract information, including workforce management, shift planning, stores and equipment management and performance outcomes. The school will be provided with portal access to Templa to monitor contract performance.



We will implement our verified Performance Management approach. This includes a daily compliance check to make sure the cleaning delivery hours scheduled are achieved, shift based work in progress inspections, weekly audits completed by our Contract Manager and a whole contract audit completed termly to make sure our service performance and approach is aligned with the needs and requirements of the school.

We will provide the school with a formal monthly report detailing the outcome of all audit and inspections and any corrective actions necessary. All contract data will be available for independent view and consideration by the school through our Client Portal.



We will use the ECAT quality auditing model to gather consistent performance information. All data held within Templa will be available for live access by the School through our customer portal.

We will provide formal management and contract information as part of our monthly reporting pack. The monthly reporting pack will be prepared and distributed to the school leadership team for review at monthly review meetings.

It will include,

- Supervisor and cleaner resources
- Cleaning Hours planned and fulfilled
- Productivity Levels
- Sustainability trends – waste management, water consumption and energy performance
- Service improvement plan and actions
- Material use
- Accidents, near misses and health and safety statistics
- Working patterns, shift planning and hours
- Cleaning trends and high demand locations or actions
- Equipment availability levels, PAT compliance and PPM schedules
- Staff training and development
- Corrective action log

We have attached the Management Information reports we currently supply to the School as Appendix 1. In addition, we have attached further sample Management Information reports as Appendix 2 and these can be tailored specifically to client requirements.

## b. Cleaning Equipment

**What cleaning chemicals, machinery and light equipment will you use on this contract? What is your reason for selecting these items and how have you calculated volume requirements?**

*Maximum words: 1,000*

We will refresh all equipment and material solutions as part of the next contract period. This will include a full upgrade of all cleaning machinery and equipment and renewed Toucan units for the onsite production of our cleaning sanitising agent.

We are uniquely placed to understand the correct equipment and material needs of the school and are able to provide a soft-landing into the next contract term.

All equipment and material items have been selected based on the requirements of the school, the floor coverings and cleaning demands. They have also been selected to support our proposed Team Cleaning model that will improve service productivity.

### Fit for Purpose








Our range of cleaning equipment is provided by our strategic equipment supplier ICE.

Our equipment will be fitted with energy saving technology including stop start, auto-stop during idle period and battery power. Items will also be fitted with the ICE Trak initiative that monitors the location of all equipment, operating performance including utilisation rates, start and stop times, idle periods, water consumption and pre-failure signals. ICE Trak makes sure we are able to guarantee optimal operating performance and full compliance with planned maintenance and PAT.

We will implement a planned maintenance programme for all items including portable appliance testing. This will make sure we are able to achieve high levels of equipment availability to support continuous service delivery. ICE Call will be provided to support minor maintenance and self-service cleaning. ICE Call uses video technology to connect our staff with maintenance engineers who can guide staff through any minor maintenance such as filter cleaning. Our introduction of ICE Call has reduced engineering visits by one third helping reduce embedded carbon from the contract and supported us to achieve high asset availability levels.






**Bishops Vesey Grammar School – Equipment and Machinery**

Units		Specification	Reason	Area
7		Tub Vacuums	All classroom areas are carpeted	Classrooms teaching space and office accommodation
1		Wet/Dry Vacuums	Support spillage clean up and spot cleaning of carpets to support hygiene standards and maintain environmental quality.	All carpeted areas
3		Sidewinders	Maximise productivity of large carpeted areas and high-level cleaning	All carpeted areas High level areas throughout school
2		ICE Multiwash	Support hard and soft floor cleaning, non-slip surfaces and matting.	Science block PE and sports areas. Canteen
1		RA431 IBC Scrubber Drier	Daily cleaning of all hard floors	All Hard Floors
3		Due speed buffers	Buffing of all hard floors including the Canteen.	All Hard Floors
1		TW600 Carpet Cleaner	Periodic deep clean of all carpets	All Carpets



### Stem Block– Equipment and Machinery

Units		Specification	Reason
4		ICE Vacuum Eco Tub	Vacuum all floors
1		ICE Multiwash	Cleaning of all floors
2		ICE Eco Disc Duo	Buffing of all hard floors and hallway

### Materials

Material	Reason
Toucan	Chemical free, non-toxic cleaning solution. Multi-task capabilities minimising the need for an extensive range of chemical cleaning products and simplifying the task process
Toilet Limescale Remover	To remove limescale in all washrooms
Low Foam Floor Cleaner	Used for deep cleaning the floors regularly
Chewing Gum Remover	To remove chewing gum

Toucan is produced on-site and on-demand without volume limitation. Limescale remover is based on the number of washrooms and low foam floor cleaner is determined by the area of hard floor surfaces within the School.

### Toucan

We will renew the Toucan units we presently provide to the school. Toucan is a non-toxic, non-allergenic cleaning agent with a 99.9999% kill rate for all viruses, pathogens and micro-organisms. It is a multi-task cleaning agent enabling us to fully sanitise all areas of the school.

Toucan is an essential element of our cleaning solution and will ensure that we are able to provide the school with an enhanced hygiene standard.

### Sustainability

All equipment and material choices are carefully selected to provide staff with ergonomically designed equipment that minimises operator fatigue and welfare impacts. Our chemical free cleaning agent Toucan is delivered on-site and on-demand, reducing the need for deliveries and single use plastics. It effectively eliminates exposure to hazardous substances and COSHH risk.



### c. Safe Working Practices

#### **How do you ensure safe working practices are complied with by your cleaning staff?**

**Maximum words: 500**

We will implement our ISO 45001 accredited Safety-First methodology of workplace safety. Safety-First combines safe systems of working, skills and competency standards, equipment choices and audit and inspection programmes to eliminate safety and welfare risk to staff, students and visitors to the School.

Safety First embeds a behavioural safety component to ensure staff are aware of safety practices. Prior to commencement of the contract staff complete working safely awareness induction and how to learn and adopt behavioural safety practices. Behavioural safety is refreshed throughout the contract period through weekly Tool-box Talks.

*Methodology includes,*

**Skill and Competency Standards**, requiring all staff to have competency in equipment use, specific task knowledge, handling/storage of hazardous materials and working safely.

**Task Instructions** providing detailed task training and instructions for the correct completion of all common cleaning tasks. Our equipment provider ICE completes workplace learning and guidance for use of all equipment items. Key items of equipment such as scrubber-dryers include inbuilt video screens providing task guidance and safe equipment use.

**Workplace Learning Programmes** are delivered by our Training Manager. These learning events focus on site specific training and task instructions and ensure that staff have the skills and knowledge to deliver services to standards required.

**Training Videos.** Staff have access to our supply partner ICE's digital app offering comprehensive video training showing task instructions for all equipment. It offers a quick aide memoir and supports refresher training.

**Core Skills Guide** provided to staff and includes step-by-step information on all common cleaning tasks including correct PPE to be worn, materials to be used and workplace guarding and control techniques. Staff are required to comply at all times with approved service procedures within the guide.

**Equipment** deployed on the contract is selected from our approved palette supplied by our supply partner ICE. Equipment is ergonomically designed and lightweight to improve manoeuvrability and minimise operator fatigue or stress.

**Materials.** We will introduce Toucan chemical free, non-toxic cleaning solution reducing the requirement for cleaning chemicals. We use Eco-Dosing methods to make sure staff are correctly dosing any cleaning chemicals used and eliminating exposure to hazardous materials.

**Audit and Inspection.** Operational teams will conduct a monthly audit to ensure staff are complying with safe working systems. Area Managers complete random work in progress audit respectively on a quarterly basis.

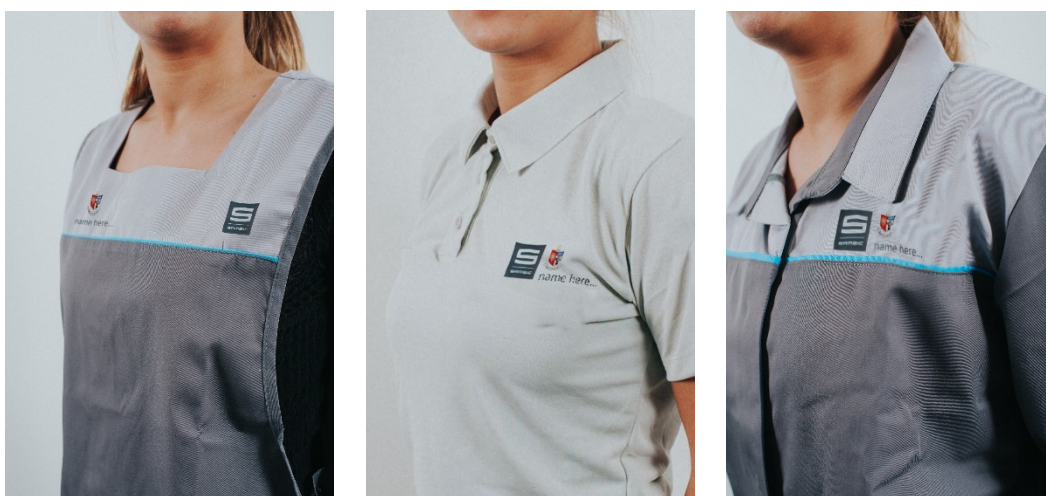
**Trend Analysis.** All accident/incident and near-miss data collated centrally within our Health and Safety compliance team. Data is analysed to identify any trends in accident statistics such as task, location, time or staff-related incidents. Where trend data is identified our compliance team will complete a root cause analysis and implement appropriate corrective action techniques.

**Please submit your recommendations for staff uniform, including visuals. What PPE would you issue to staff working on this contract?**

We will implement a defined uniform, appearance, hygiene and behaviour standard for all staff. This includes safety shoes and a Samsic/Client branded polo shirt or tabard with staff name providing a reassuringly smart and professional perception and ensures staff are easily identifiable and accountable. This creates visibility and will enable building occupiers and cleaners to build familiarity with the site and a rapport with each other.

## Uniforms

Visibility, improved engagement with staff, accountability.



## Personal Protective Equipment

We would issue our staff with the following personal protective equipment,



## 2. Management

### Mandatory response

#### d. Mobilisation

##### Current Contractor

**Who would be responsible for relaunching a new contract for this Client and what other relaunches have they successfully completed?**

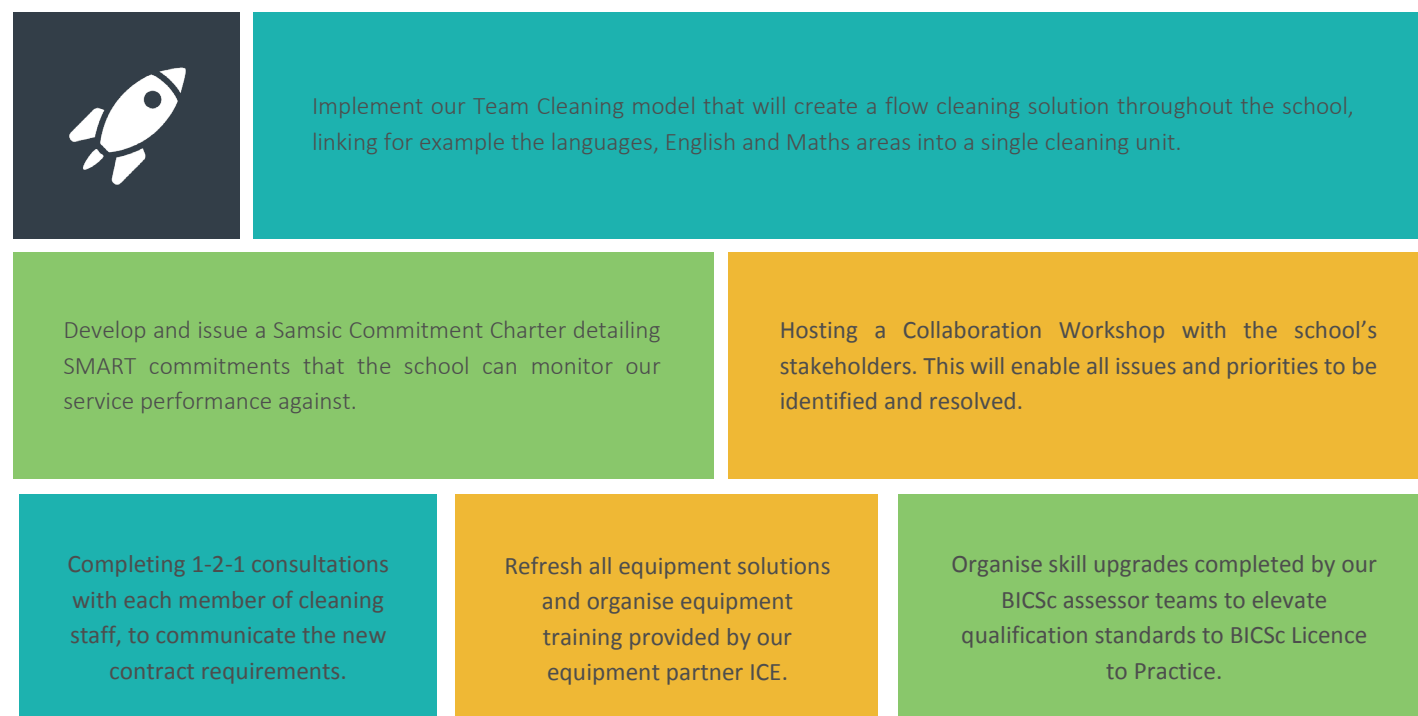
Maximum words: 1,000

The remobilisation of Bishops Vesey will be managed by our dedicated Mobilisation Manager, Peter Soanes. Peter will be dedicated to the remobilisation of Bishop Vesey and over the last 12 months he has remobilised over £10m of new and renewed projects, including Midhurst & Rother Grammar School and the NHS Blood Transfusion Service. He will ensure that commitments made at retender stage are translated into our delivery approach. Peter has over 20 years operational management experience within facilities management and has previously led one of our operating divisions.

##### How will that person go about relaunching the contract?

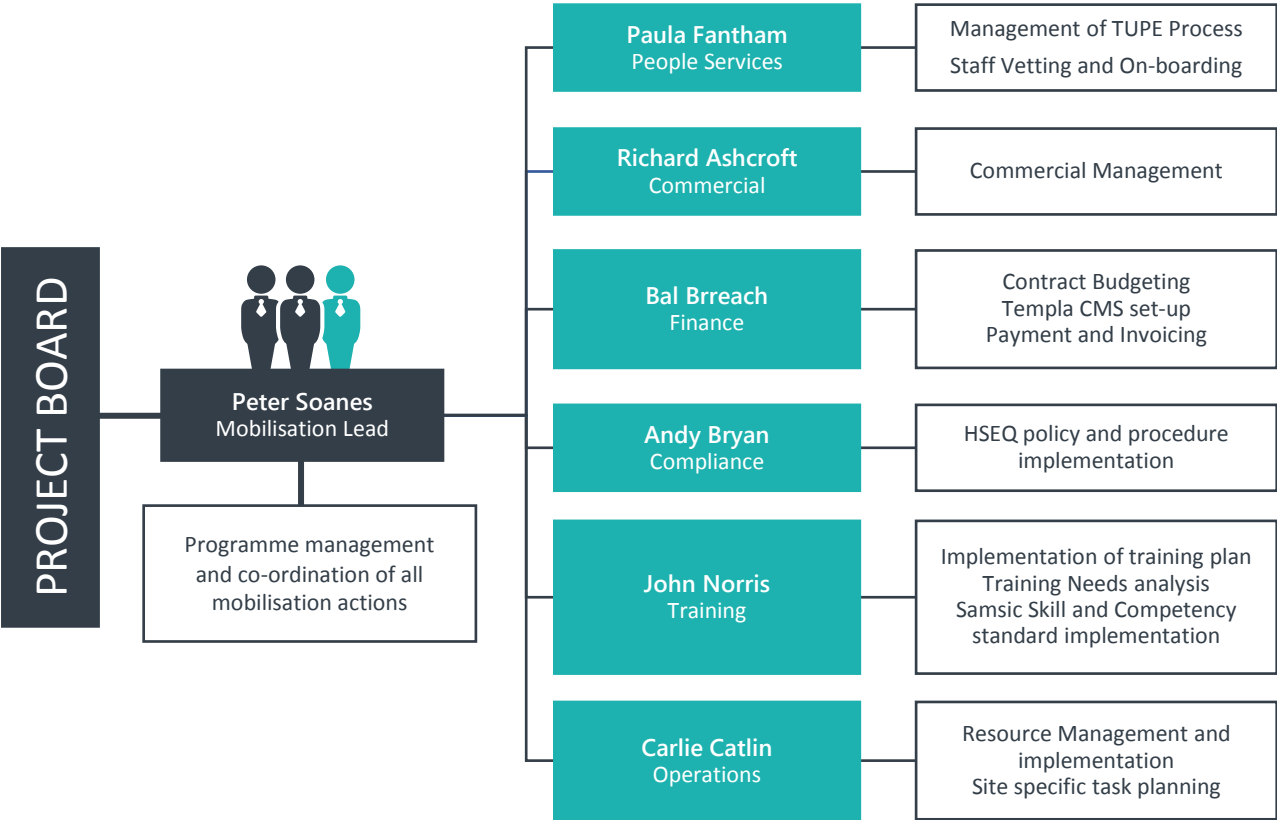
Samsic is the existing service provider having worked with the school since 2013. This enables us to provide continuity, avoid disruption and provide a smooth transition between the current and future contract. It will also enable us to immediately provide the school with hygiene cleaning following the prolonged COVID closure.

We will **relaunch** the contract by,



Service Transformation

Our project board will remain aligned to the contract for a period of 3 months following the commencement of the contract. This period will focus on making sure all remobilisation actions and the lessons learnt log are completed and the mobilisation activities are concluded.



Following the completion of the mobilisation tasks our project team will complete a service transformation programme over the first quarter of the contract period. This transformation programme will refresh our service arrangements. It will provide the basis for the achievement of the service goals over the contract lifecycle. This programme will include,

- LEAN survey of the School to identify and implement optimised ways of working.
- Renewal of all equipment items including introducing the ICE Trak and ICE Call innovations within 48 hours prior to the commencement of the contract.
- Implementation of a Samsic Values Programme to refresh the behaviours, culture and protocols to focus on customer care and an understanding of pupils needs and behaviours.
- Value stream mapping of all cleaning actions and activities to identify creative and more effective solutions to deliver and enhanced outcomes for the School.

During our re-mobilisation phase we will host a Partnering Workshop with the School’s business team, representatives from the leadership team and governing body. This will make sure that all priorities and needs of the school are identified and scheduled as part of the routine cleaning tasks. We will collate all priorities into a service level agreement that will allow the school to quickly check our service performance against priorities targets.

## Working Patterns and Training

We will also provide immediate notice to our staff of the change in the cleaning working patterns and commence consultation with them to make sure the new working patterns can be implemented from the commencement of the contract. As the incumbent provider we will be able to implement the change in working patterns at the commencement of the contract rather than after the first quarter as we can complete the consultation period with staff prior to the commencement of the new contract term.

We will refresh the capabilities and skills of the cleaning teams by introducing our skill standard. This provides a baseline competency standard for all roles and makes sure our staff will be equipped with the knowledge to perform all tasks correctly. Our skill standard sets a minimum requirement of BICS Licence to Practice for all staff.

During service mobilisation our BICS assessor trainers will complete scenario-based training on-site and refresh training needs on an annual basis.

***What do you anticipate will be the main challenges of relaunching this contract and how will you mitigate any risks?***

Challenge	Mitigation
<b>Staff resistance to changed working patterns</b>	<ul style="list-style-type: none"> <li>• Consultation programme of 4 weeks and supportive financial and shift pattern transitional arrangements.</li> </ul>
<b>Equipment disposal and new equipment availability</b>	<ul style="list-style-type: none"> <li>• Access to Samsic UK's key supplier arrangement with ICE to complete material recovery from existing equipment and align delivery of new items.</li> </ul>
<b>Perception of no change by School</b>	<ul style="list-style-type: none"> <li>• Rebranding of uniform.</li> <li>• Full equipment and materials renewal.</li> <li>• Engagement programme with school Leadership Team and governing body.</li> </ul>
<b>Implementation of new service specification</b>	<ul style="list-style-type: none"> <li>• Introduction of new equipment and flow cleaning innovations to raise productivity and increase service standards.</li> <li>• Rapid improvement team to support service recovery performance in the event of inadequate or underperformance.</li> <li>• Delivery of refreshed training to enhance skills and raise standards.</li> <li>• Contract Manager to offer coaching and development to staff as part of their wider duties.</li> </ul>

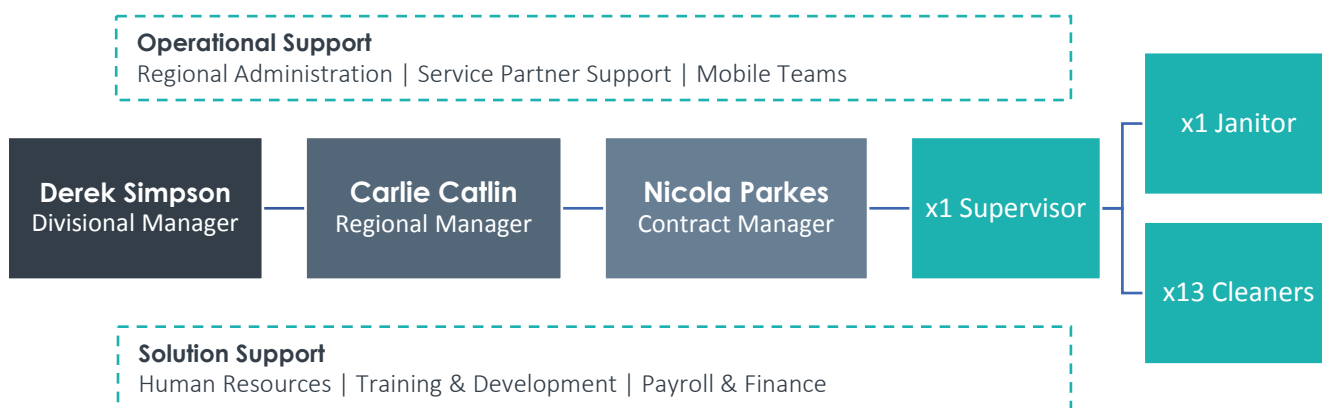
### e. Management and Reporting

**What management structure will support this contract? Describe how the experience of those key managers is directly relevant to the services you will provide to this contract.**

**Maximum words: 1,000**

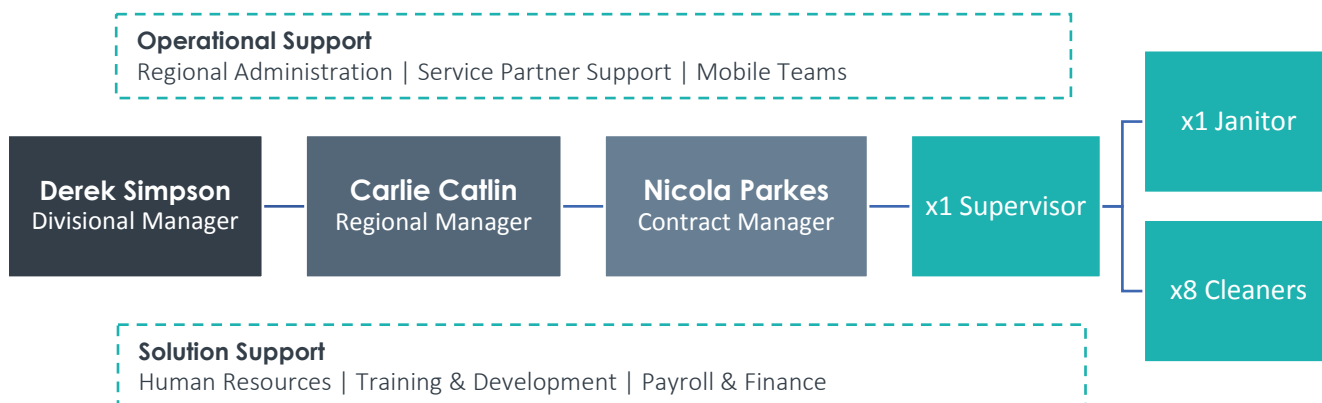
We will retain our existing strategic management support for the contract to make sure that knowledge and understanding of the school's needs is retained and translated in our service delivery.

#### Compliant Bid Management Structure



#### Non - Compliant Bid Management Structure

For our non-compliant bid, we are proposing to retain the existing management team with a reduction in cleaners and hours.



The management team assigned to the School have combined experience of 20 years of successful delivery in Facilities Management. Nicola Parkes has extensive knowledge of the contract and the school requirements and has been Contract Manager for 5 years. All our managers are trained to the following minimum standards:



**Effective Resource Management**



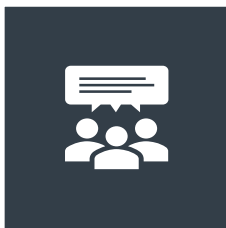
**BICSc Level 2 Assessor**



**Train the Trainer**



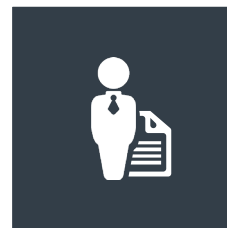
**Customer Care**



**Communication, Complaint Handling**



**Toolbox Talks**



**Appraisals**



**Time Management & Reporting NVQ Level 3**

***Who will be the area / contract manager for this contract and how many other contracts would they be supporting and over what geographical area?***

We will allocate our Regional Manager, Carlie Catlin to lead and manage the account. She will provide the strategic oversight of the contract, make sure the relationship between the School and Samsic is defined, risk is allocated effectively and a common purpose between our two organisations is established. Carlie has over 10 years FM experience including managing full FM contracts, Carlie recently joined the Samsic family and currently oversees 5 Contract Managers who are responsible for a total of 205 sites combined. Carlie will be supported by Derek Simpson, Divisional Manager.

We will integrate the operational management of the School into our existing regional infrastructure. This provides immediate and local management arrangements, localised shift planning and resource allocation and a single point of escalation for the School.

The contract will be managed operationally by our allocated Contract Manager, Nicola Parkes. Nicola will be responsible for resource planning and shift allocation, training, development and mentoring of cleaning teams, audit and inspection and regular liaison calls and visits with the School management team. Nicola currently manages 33 other sites across Birmingham, Shropshire, Sutton Coldfield and Staffordshire.



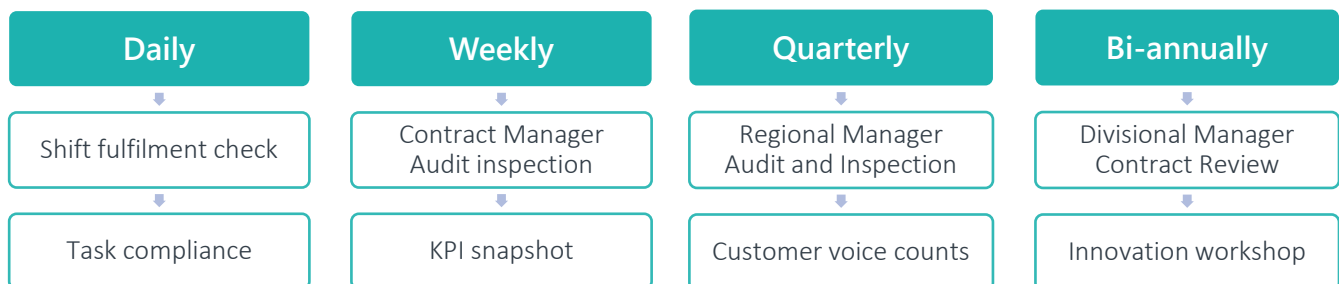
**Set out the anticipated frequency of visits by key area / regional / head office personnel and how far team members live from the Client's premises.**

We will continue to integrate the contract within our regional operational structure, with the School managed by our allocated Contract Manager, Nicola. This will provide consistency between the current and next generation contract and ensure awareness of historically cleaning demand patterns.

Nicola lives 17 miles from the School and will visit on weekly basis. Increased visit frequency will be implemented in the event of performance standards being compromised. Nicola will also visit on an irregular pattern to provide an element of rigour to our work in progress audits.

On a quarterly basis our Regional Manager, Carlie Catlin will visit the School. She lives 44 miles from the School and will complete a site audit and liaise with the School management team to make sure our service standards are aligned to the needs of the contract.

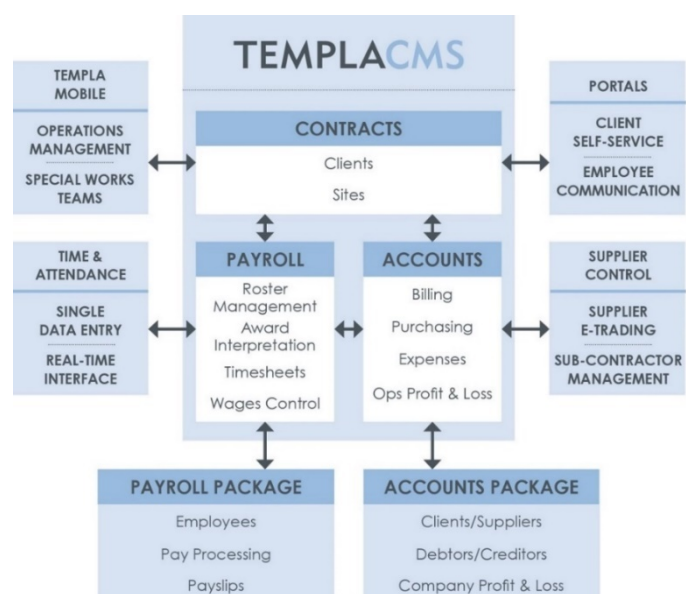
On a bi-annual basis our Divisional manager, Derek Simpson will visit the School and undertake a full contract review and



engagement with the School management team.

**Provide a sample report setting out the information you will communicate to the Client during your monthly meeting.**

We will host the contract within our Templa contract management system. Templa is an integrated platform that collects and collates all contract information, including workforce management, shift planning, stores and equipment management and performance outcomes.



We will use the ECAT quality auditing model to gather consistent performance information. All data held within Templa will be available for live access by the School through our customer portal.

We will provide formal management and contract information as part of our monthly reporting pack. The monthly reporting pack will be prepared and distributed to the school leadership team for review at monthly review meetings.

It will include,

- Supervisor and cleaner resources
- Cleaning hours planned and fulfilled
- Working patterns, shift planning and hours
- Productivity levels
- Cleaning trends and high demand locations or actions
- Sustainability trends – waste management, water consumption and energy performance
- Accidents, near misses and health and safety statistics
- Staff training and development
- Service improvement plan and actions
- Staff turnover, absence and non-attendance rates
- Equipment availability levels, PAT compliance and PPM schedules
- Material use
- Corrective action log

Management can be provided in various formats based on client requirements. We have attached some sample format for your consideration.

## Client Portal

In addition, all performance and contract information is available for viewing and assessment in real time within our client portal accessible through the Samsic.uk website. Our client portal includes all contract specific information including staff allocated to the contract, working patterns, absence, health and safety incidents and occurrences, materials and equipment, financial performance and contract specific risk and method statements.





### 3. People

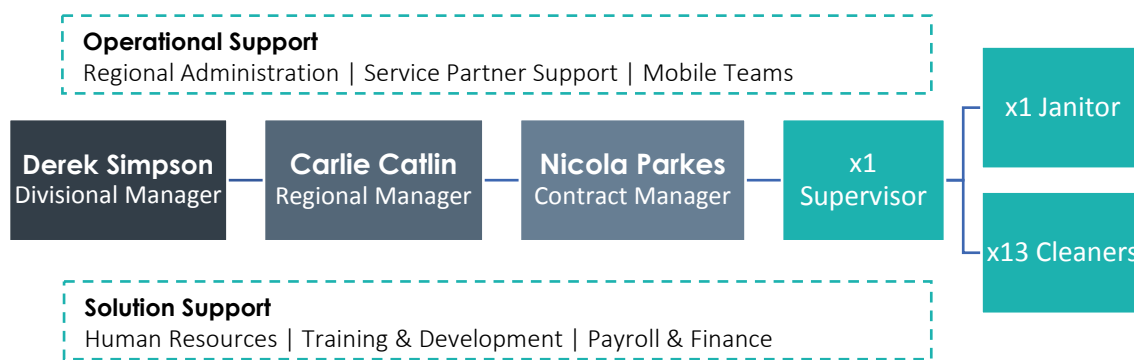
#### Mandatory response

##### a. Staffing Rationale ~ Compliant

**Notwithstanding the effect of the current TUPE regulations, please outline your rationale in respect of the staffing structures you are planning to adopt upon mobilisation of the contract.**

*Maximum words: 1,000*

Our rationale in respect of staffing structures for the compliant bid is to retain our existing strategic management support for the contract to make sure that knowledge and understanding of the school's needs is retained and translated in our service delivery.



#### Roles and Responsibilities

Role	Remit	On-site
Carlie Catlin Regional Manager	Leads the Operations Management team to deliver strategic commitments and added value, ensuring the contract is constantly evolving and developing innovation to keep the service delivery at the forefront of the industry. Attends monthly KPI meeting along with the JPC wider team.	Quarterly
Nicola Parkes Contract Manager	Day to day responsibility for all operational elements of the contract including audit and inspection. Provides mentoring and coaching support for the onsite team and delivers strategic added value. All client engagement including weekly meetings with the Building management team and monthly	Weekly
Supervisor	Responsible for daily compliance checks. Work collaboratively with the on- site team.	Daily
Janitor	Responsible for washroom maintenance throughout each day, replenishment of consumables, spillage clean up and litter picking and other cleaning demands.	Daily
Cleaners	Two cleaning shifts will operate prior to and following the School day. Our cleaning shift following the end of the school day will focus on teaching spaces, communal areas and washrooms. Our morning shift will provide a flexible targeted cleaning model that will focus on those locations that were occupied the previous evening for out of hours events or extended learning opportunities.	Daily

**Shift Patterns and Staff Numbers**

Building	Role	Days	Shift Pattern	Staff No.	Weekly Hrs
Main School	Supervisor	5	6am-8.30am 13.00-18.00pm	1	37.5
Main School	Cleaners	5	Between 15.00pm-18.00pm Varies 3hrs /2.5hrs /2.25hrs shifts	10	127.5
Main School	Janitor	5	6am-14.30pm	1	37.5
Stem Block	Cleaners	5	15.30pm-17.45pm	3	32.50
<b>TOTALS</b>				<b>15</b>	<b>235.00</b>

***What staff productivity assumptions have you used to calculate that the labour provision is sufficient?***

Samsic UK provides services to 252 education environments. We have used this knowledge and experience to influence our resource plan and delivery model for the contract. Our resource proposal is based on productivity rate of 250 square meters of cleaning delivered per colleague per hour. This productivity rate will make sure there is an intensity of cleaning, tasks are correctly focused and performed and the demand peaks within the school are met.

**b. Staff Development*****What practical, professional cleaning skills and management development will you provide to the cleaning staff, how will you deliver it and over what timeframe?***

**Maximum words: 1,000**

We will implement the Samsic skill and competency standard to provide all staff with a consistent and high level of skills, qualification and training. Our skill standard makes sure that our cleaning staff are equipped with the correct skills and knowledge and are able to apply accredited task methodologies at all times. All core cleaning elements will be provided directly by Samsic staff enabling us to achieve a consistent approach throughout the School. Our skill and competency standard enable us to test the effectiveness of training, improve recruitment, identify training gaps which will lead to improved efficiency, productivity, staff safety and employee retention. They also assist is to implement our business practices and procedures for performance management.

Skill Competency	Contract Manager	Cleaning Supervisor	Cleaner
Contract Knowledge	X	X	X
Contract Specification	X	X	X
BICSc Level 1&2 Assessor	X		
BICSc L2 Cleaning and Support Services	X	X	X
Advanced English and Maths	X	X	
Basic Skills Competency	X	X	X
First Aid	X	X	X
Customer Service	X	X	X
Health and Safety Management	X	X	
Health and Safety Awareness	X	X	X
COSHH Management	X	X	
COSHH Awareness	X	X	X
Management Training	X	X	
Machine Safe Use & Care	X	X	X
Manual Handling	X	X	X
Hygiene	X	X	X
Dusting (Damp & High)	X	X	X
Rotary Machine Competence	X	X	X
Washroom	X	X	X
Vacuum Cleaning	X	X	X
Mopping	X	X	X
Waste Removal	X	X	X
Pest Control Familiarisation	X	X	X
Infection Control and Decontamination	X	X	X
Safeguarding Training	X	X	X

All training will be provided by the Samsic training team to BICS approved standard. We are a recognised BICS trainer with centres based at our Head Office in Coventry and in London.

Our training assessors will deliver all training on site, this will enable us to provide scenario-based training to maximise its effectiveness. Training will focus on all key cleaning task methodologies, COSHH and health and safety awareness, site specific risk assessments and application of our business processes.

During the contract refresh period we will complete a programme of retraining all staff. This will provide accelerated learning and a focus on skills. We will also create a School specific and individual training plan to timetable refresher training and skill renewal. Typically, all training elements will be renewed on an annual basis.

Our equipment supplier ICE will complete equipment training during the refresh period. Our staff will be trained in the correct operation of all equipment items and how to identify pre-failure signals. Larger items of equipment will include a video screen that provides pre-task guidance to continually refresh knowledge.

We have developed a portfolio of e-learning solutions that provide our staff with broader competency and awareness training. E-learning modules can be accessed by all staff through our employee portal, enabling them to develop additional skills and qualifications at their own speed and desire.

We will hypothecate the Apprenticeship Levy funding associated with this contract and match fund it from within the Samsic levy fund to provide immediately available resources for qualification led training. Staff will be encouraged to participate in cleaning aligned apprenticeship programmes such as the Cleaning and Support Services Framework or the Cleaning and Environmental Services Apprenticeship to further develop competence against national occupational standards.

We will refresh training and skills throughout the contract lifecycle through our programme of weekly tool box talks, regular lessons learnt events and our Core Skills Guide.

Our programme of tool box talks provide generic briefings on key issues alongside contract specific issues and occurrences and safety alerts. They provide regular and formal events for refreshing and updating knowledge and skills. We use Lessons Learnt briefings to provide our staff with guidance on how to manage specific issues and events. Our Lessons Learnt events focus on actual School scenarios and provide the basis for continuous improvement and skill upgrade.

We will provide staff with a Core Skills Guide providing step by step guidance on all task including the task methodology, equipment uses, PPE and material selection. This ensures our staff are using only approved and validated processes.

Training records for all staff are maintained within our Templa contract management system and updated as qualifications or training is completed. It provides the School with immediate information on the skills and qualifications of our staff.

### ***How is your development programme funded?***

Training and development costs are included within our overhead costs. In addition, we commit to investment through the Apprenticeship Levy to support our staff to undertake a relevant apprenticeship as part of their ongoing development and career aspirations



Non-mandatory response

a. Staffing Rationale ~ Non-compliant

If your staffing proposals and costs are different from the TUPE information provided in the tender specification, please outline your rationale for the revised staff complement to fully meet the specification / operational requirement for this contract where relevant.

Maximum words: 1,000

Our rationale in respect of staffing structures for the non - compliant bid is to retain our existing strategic management support for the contract to make sure that knowledge and understanding of the school's needs is retained and translated in our service delivery.



Roles and Responsibilities

Role	Remit	On-site
Carlie Catlin Regional Manager	Leads the Operations Management team to deliver strategic commitments and added value, ensuring the contract is constantly evolving and developing innovation to keep the service delivery at the forefront of the industry. Attends monthly KPI meeting along with the JPC wider team.	Quarterly
Nicola Parkes Contract Manager	Day to day responsibility for all operational elements of the contract including audit and inspection. Provides mentoring and coaching support for the onsite team and delivers strategic added value. All client engagement including weekly meetings with the Building management team and monthly	Weekly
Supervisor	Responsible for daily compliance checks. Work collaboratively with the on- site team.	Daily
Janitor	Responsible for washroom maintenance throughout each day, replenishment of consumables, spillage clean up and litter picking and other cleaning demands.	Daily
Cleaners	Two cleaning shifts will operate prior to and following the School day. Our cleaning shift following the end of the school day will focus on teaching spaces, communal areas and washrooms. Our morning shift will provide a flexible targeted cleaning model that will focus on those locations that were occupied the previous evening for out of hours events or extended learning opportunities.	Daily

### Shift Patterns and Staff Numbers

Building	Role	Days	Shift Pattern	Staff No.	Weekly Hrs
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Main School	Cleaners	5	Between 15.00pm-18.00pm Varies 3hrs /2.5hrs /2.25hrs shifts	6	90.5
Main School	Janitor	5	6am-14.30pm	1	37.5
Stem Block	Cleaners	5	15.30pm-17.45pm	2	27
TOTALS				10	192.5

**What staff productivity assumptions have you used to calculate your proposed labour provision? This should include a timescale to achieve these proposals.**

Samsic UK provides services to 252 education environments. We have used this knowledge and experience to influence our resource plan and delivery model for the contract. Our non-compliant resource proposal will enhance the productivity levels from 250sqm to 300sqm of cleaning delivered per colleague per hour. This productivity rate will make sure there is an intensity of cleaning, tasks are correctly focused and performed and the demand peaks within the school are met.

To achieve enhanced productivity, we will introduce our new LEAN tool kit to support productivity gains and enhance service outcomes. Our LEAN approach focuses on cleaning flows and movements, task completion, skill standards and the elimination of waste and duplication.

We will redesign the flow of cleaning through the School to optimise the cleaning route by clustering areas such as the Science units and combining Languages with the English and Maths units. Within the Stem Block we will utilise the same approach across the two floors. This approach maximises the efficiency of the cleaning resources, eliminates overlap, rework and duplication and will release productivity gains into additional service delivery. The cleaning team will clean each cluster as a single unit through a series of uniquely designed and specified chronological tasks.

All equipment supplied will be refreshed. Items will be ergonomically designed and lightweight manufacture to support enhanced manoeuvrability and reduce operator fatigue. Vacuums supplied will be wide headed to maximises the coverage completed.

We will refresh the capabilities and skills of the cleaning teams by introducing our skill standard. This provides a baseline competency standard for all roles and makes sure our staff will be equipped with the knowledge to perform all tasks correctly. Our skill standard sets a minimum requirement of BICS Licence to Practice for all staff.

***Provide a job description for any 'non-compliant' employed position you intend for this contract.***

We do not intend to introduce any new roles into the contract.

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## 4. Service Development

### Mandatory response

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#### a. Service Innovation

***What service innovation would you intend to introduce to improve the efficiency and effectiveness of the cleaning operation on day one?***

***Maximum words (a. and b. combined): 1,500***

We have devised our resource planning model based on our unique understanding of the contract's requirements and the School cleaning needs, demands and the service specification level.

Our resource plan will provide the School with safe, clean and hygienic learning environments. It will make sure the service is well led and managed and our cleaning resource schedules provide the flexibility to match the needs of the School.

In addition to further embed our understanding of the contract's requirements we will complete a comprehensive site survey during the remobilisation process. This will enable us to develop a fresh perspective on the requirements, identify new opportunities for productivity gains and enhancements and pinpoint additional cleaning needs.

Our hours for the School buildings and the productivity rates applied for both compliant and non-compliant proposals is outlined below.

#### Compliant TUPE Proposal

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Building	Weekly Cleaning Hrs	Productivity (Sqm)
Grammar School	202.75	250 sqm
Stem Block	32.25	250 sqm

### Non - Compliant Alternative Proposal

Building	Weekly Cleaning Hrs	Productivity (Sqm)
Grammar School	165.5	300 sqm
Stem Block	27	300 sqm

### Productivity Improvements

As part of the refresh of the contract we will introduce our new LEAN tool kit to support productivity gains and enhance service outcomes. Our LEAN approach focuses on cleaning flows and movements, task completion, skill standards and the elimination of waste and duplication.



We will redesign the flow of cleaning through the School to optimise the cleaning route by clustering areas such as the Science units and combining Languages with the English and Maths units. Within the Stem Block we will utilise the same approach across the two floors. This approach maximises the efficiency of the cleaning resources, eliminates overlap, rework and duplication and will release productivity gains into additional service delivery.

The cleaning team will clean each cluster as a single unit through a series of uniquely designed and specified chronological tasks. Staff will perform the same task during the cleaning shift – vacuuming, dusting, mopping and move through the unit together completing each section in turn. The method is task based so staff can move ahead of other team members as determined by task.



We will ensure that all tasks are completed using approved and accredited cleaning processes by implementing our Skill and Competency Standard. During service remobilisation our BICS assessor training teams will complete a skill upgrade across the team.

Our material and equipment solutions will release productivity gains into service delivery. We will also introduce the Toucan chemical free cleaning agent. Toucan has multi-task cleaning properties eliminating the requirement for regular changes in cleaning products. All equipment supplied will be refreshed. Items will be ergonomically designed and lightweight manufacture to support enhanced manoeuvrability and reduce operator fatigue. Vacuums supplied will be wide headed to maximises the coverage completed.

Throughout the contract period we will introduce a formal approach to innovation and service enhancement. On a quarterly basis we will host an Innovation Workshop bringing together our contract leadership and service improvement team with the School's management team to identify opportunities for innovation pilots and productivity gains. The model of Innovation Workshops creates conditions for joint service design and has made positive contributions to productivity within our other contracts.

## b. Technical Input and Continuous Development

***What ongoing technical input will you provide to ensure continuous improvement in the services and knowledge of staff?***

**Post Implementation Review** - Following completion of the mobilisation process our service improvement team will complete a post implementation review to make sure all mobilisation and service refresh goals have been achieved. The PIR will be led independently from the project mobilisation team to provide impartiality and to make sure all lessons learnt are collated and any immediate additional or corrective actions are completed.

**ECAT Auditing Tool** - We will implement our ECAT auditing tool to capture the deterministic elements of a cleaning service. This provides comprehensive and granular audit information and generates an audit score allowing us to analyse performance and identify locations where performance falls outside acceptable norms. Its consistent approach to auditing also allows us to identify trends and patterns in performance that can be used for continuous improvement and corrective actions.



## Finance

### Mandatory response

#### a. Financial Competitiveness

Please complete all aspects of the LTMS financial templates

Please find attached the completed LTMS financial template.

#### b. Financial Rationale

*In support of the financial figures you submit on LTMS, please provide a clear rationale for all lines of expenditure.*

<b>Salary</b>	We have applied an hourly rate of pay of £8.71 for all cleaning staff and £9.10 for supervisor and £8.90 for the assistant supervisor. Total salary costs have been applied on a 48-week annual contract year.
<b>Holiday Cover</b>	We have applied the statutory holiday cover of 4 weeks paid leave. This has been apportioned based on the 48-week annual contract year. Holiday cover costs are assumed at the same pay rate as the dedicated staff member.
<b>National Insurance</b>	We have applied the NI threshold of £183 per week and levied a rate of 13.8% for all staff salary in excess of the threshold.
<b>Uniforms</b>	We have applied our standard uniform rate of £140 per person per year. This accounts for all branded workwear and PPE renewable annually.
<b>DBS Checks</b>	We have applied an enhanced DBS assessment of all staff as standard. This is completed annually to make sure all staff checks and verification are current.
<b>Cleaning Materials</b>	We have estimated cleaning materials based on our current expenditure within the contract. This equates to around 3% of the total contract value.
<b>Equipment</b>	We have applied our agreed price rates for equipment items supplied by our machinery supply partner ICE. All equipment items will be new and acquired by Samsic. We have applied a flat line depreciation of equipment costs over the three-year duration of the contract.



***Please provide a cost for each additional labour hour worked to provide services outside of core scheduled cleaning, showing a breakdown of how you have arrived at this cost.***

We have calculated the hourly rate from the cost model submitted. We have taken the view that any additional hourly charges whilst outside the core hours will still form the same calculation.

Therefore, the hourly rate will be **£12.34**.

***Please provide a breakdown of what your management fee covers with a cost of each element assigned.***

The management fee of £6380.00 is broken down in to two functions, Head Office 4% and Regional Support 3%

Each function is split in to critical areas as follows:

Head office: £3509.00 total

- Pay roll £1529.00
- Finance and legal £720.00
- HR £911.00
- Sundries £349.00

Regional Support £2871.00 total

- HSQE £821.00
- Management £1071.00
- People support £979.00

***If you have identified any capital investment requirements that would enhance the delivery of the services, please detail these here with a cost against each and how this is to be funded.***

Yes, we are proposing investment in new equipment and machinery. All equipment capital costs will be funded directly by Samsic and recovered through our contract profit and loss and depreciation.

## 5. Compliance and Cultural Fit

### Mandatory response

#### a. Compliance with the Specification and Contract Agreement

- *Please confirm your acceptance of the requirements of the specification and contract agreement.*
- *If you are unable to comply in any way then please outline the areas of non-compliance.*
- *If there are no areas of non-compliance then please state that this is the case.*

Samsic UK confirm acceptance of the requirements and there no areas of non-compliance.

#### b. Cultural Fit

- *Why is your organisation a good fit for this contract?*

#### Maximum words (a. and b. combined): 800

Samsic has been a strategic partner of Bishop Vesey's Grammar School since 2013. Our delivery model over the life cycle of the contract has been built on a collaborative culture, and we have created solutions that are unique to your requirements. We have proactively worked alongside the School to develop responsive, technically assured and reliable services that have continually evolved as your needs and requirements have changed.

Our missions unite us and define the core values that are essential for "Inspiration and Excellence" to provide the Vesey Experience. We will embed those values into our contract management process to increase our staff's understanding of the of the Vesey Experience, our commitments to the School and the background of the buildings to reinvigorate the importance of customer service.

Our collaborative culture has enabled us to gain a deep understanding of your requirements and build strong working relationships through our pro-active approach to service delivery. We are responsive to the needs of the school and our regional infrastructure has enabled us to provide cover as required through the Covid-19 Pandemic and undertake additional ad hoc works such as deep cleans of the Stem Block at weekend to support school events such as Open Days.

Our experience within the education sector spans over two decades and contributes to over 20% of our core business giving you confidence that we are leading experts within our chosen service lines. We welcome the opportunity to continue this working relationship and bring further enhancements and innovations to what is already a successful partnership.





## Instructions

This template has been provided to give you the opportunity to summarise your tender bid.

**Step one:** Please amend the Header of this document stating your Organisation Name.

**Step two:** Please complete your summary below. You are free to structure this document as you see fit, but are required to **keep your response to a maximum of 6 sides only**.

**Step three:** When complete, the document should be saved and uploaded as part of your response via the secure LTMS Portal. **Please ensure this template is completed and uploaded onto LTMS as a Word document. Please do not submit as a PDF file.**

## Executive Summary

ServiceMaster Mercia provide professional contract cleaning solutions for both public and private sector clients and have a great deal of experience & expertise in the education sector.

As part of the network ServiceMaster Mercia is a well-established family business based at Mercury Park, Tamworth. Being so close to Bishop Vesey School means we are ideally located to offer quick response times and meet or even exceed the service level expectations. Being locally based and cleaning in a number of local schools means we are a fantastic fit for Bishop Vesey School to enable us to give the personal touch of a local family business, while also benefiting from the global support and expertise of the ServiceMaster network.

ServiceMaster clean over 250 Nurseries, Schools & Colleges across the UK with a combined contract value in excess of £5m; its this experience and expertise that makes ServiceMaster a match for any educational establishment. All this knowledge means we understand the unique challenges of cleaning schools, colleges and nurseries can bring.

Our teams of dedicated staff work diligently to deliver their common goal of Total Customer Satisfaction. A well equipped and well trained staff is available to address any concern that may arise on a daily basis. This active participation of team members assures complete attention to individual customer needs and positions ServiceMaster as leaders in the cleaning industry.

As a fast-growing organisation with a number of existing school clients situated within your locality, we regard this opportunity as an excellent fit for both our businesses. Bishop Vesey can benefit from;

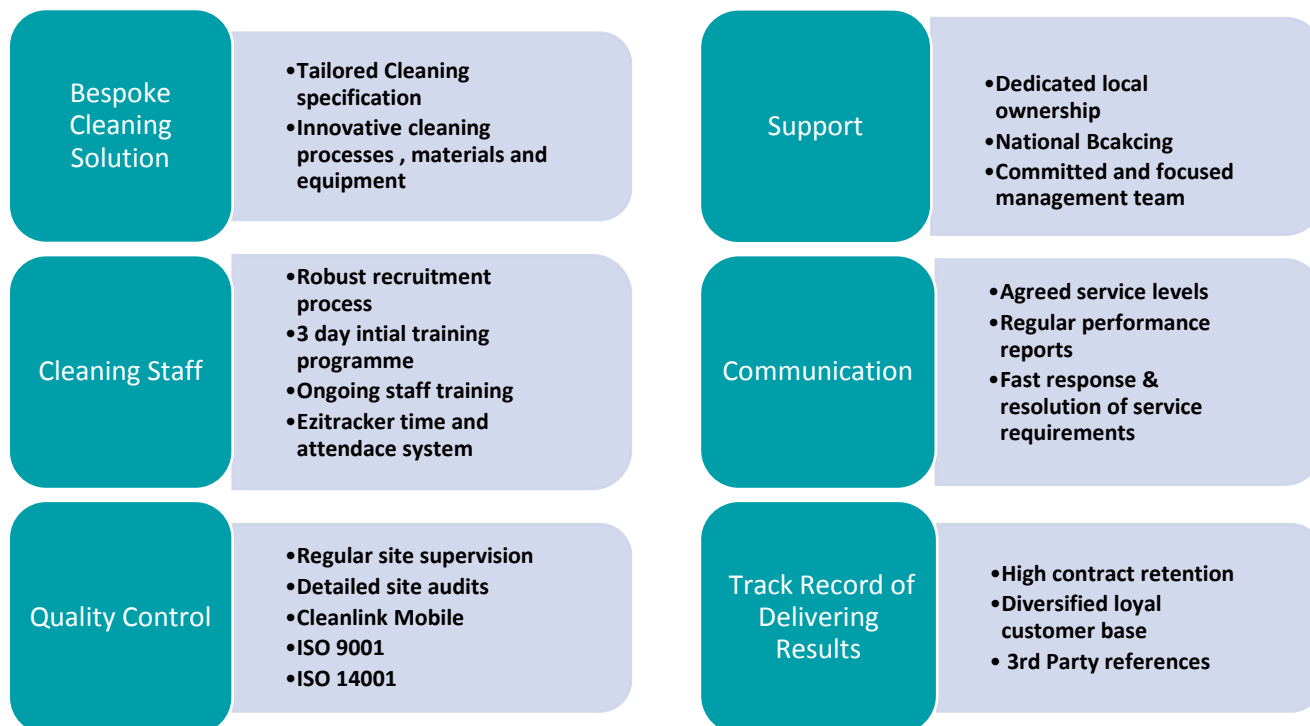
- **Committed management team, focused and motivated to deliver a personal and flexible service**
- **Local personalised service delivered by experienced professionals, with the support and back up of the ServiceMaster Corporate for both customer and on site cleaners**
- **Robust systems and procedures encompassing, quality, personnel, communication and performance**
- **Innovative products and machinery, offering improved productivity, enhanced cleaning quality**
- **Extensive experience and proven track record within the educational sector**

Our submission conveys information that we believe makes ServiceMaster the leading cleaning services provider and a name to trust. Key features include:

- **A service partner who can build a relationship with the Bishop Vesey School in order to understand their needs**
- **A provider with a track record of consistently delivering a service to the expectations and standards required within a large school, dedicated to academic excellence**
- **The capability to be adaptable and flexible to the changing needs required by the school**
- **To deliver a significant improvement in cleaning standards**
- **The confidence that the chosen supplier will effectively take on this service element ensuring minimal resource requirement by the school.**

## Core Elements of Our Service Delivery

ServiceMaster will demonstrate within this proposal that through our robust processes and procedures combined with our extensive experience, a strong local customer base, local management, that we can deliver standards required and support levels required of Bishop Vesey School. The model below outlines the core elements of our service proposal:



## Management Structure & Roles

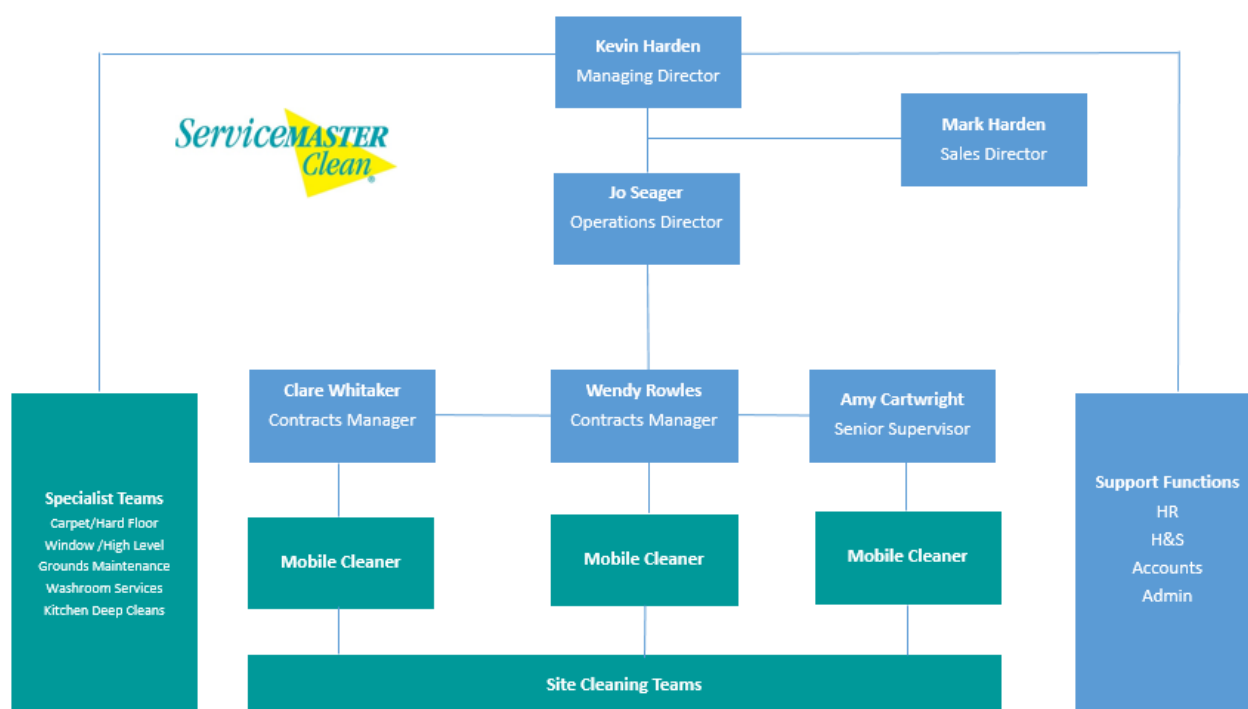
Our aim is to take the hassle out of your cleaning requirements allowing you to concentrate on your “core” daily activities.

We understand that effective supervision is a key and critical element in achieving successful service delivery. ServiceMaster has one of the highest ratios of supervisors to cleaning staff in the industry.

This is achieved through specific supervisory levels:

- Dedicated Site Supervisor
- Designated Mobile Cover Cleaner
- Designated Contract Manager
- Dedicated Director
- Additional support and services from locally based Area Supervisors and Technical Specialists

Below demonstrates how we structure our business to enable us to provide Bishop Vesey with the highest level of supervisor and management which in turn results in excellence communication at all levels. Our company philosophy



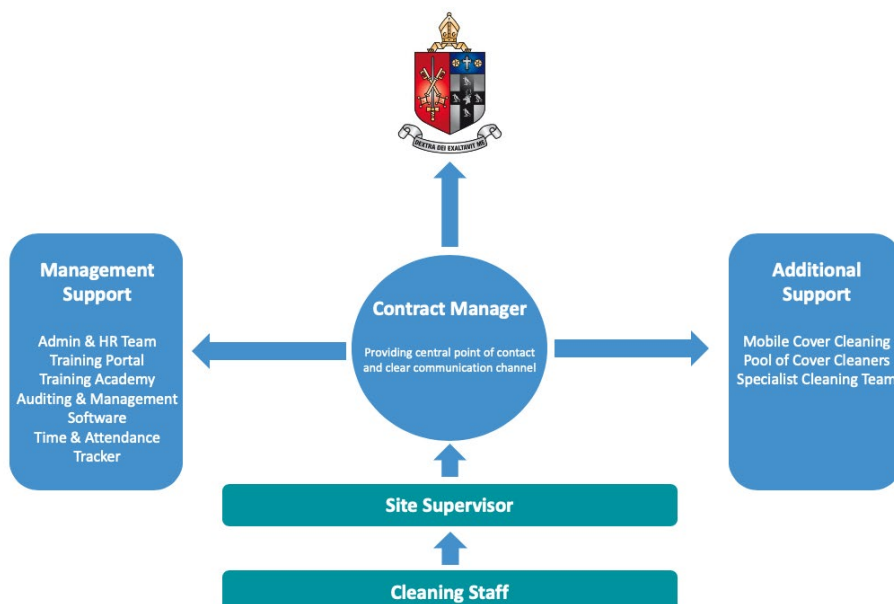


## Proposed Contract Structure

In order to meet the requirements of Bishop Vesey we understand that the key role within the successful management of the contract revolves around the position of the Contract Manager. You will be provided with full access to a Contract Manager who will have complete responsibility for the smooth and daily running of the contract.

The Contract Manager will be on hand to resolve issues on ad-hoc nature, often responding a short notice, and will also be responsible for undertaking joint Quality Audits on a monthly basis on site. The Contract Manager is also required to develop, establish and sustain good working relationship with the operatives and customer.

The local Contract Manager who will be responsible for this contract is Calare Whitaker who currently manages contracts in the Birmingham area. Clare is extremely local to the school living only 5 miles from site. Clare has a wealth of experience within the facilities and cleaning sector managing large contracts. Since joining ServiceMaster Mercia Clare has become a vital member of our management team currently managing 8 contracts. We review regularly the Contracts Management work load to ensure we are able to provide the correct level of service of support to customers.

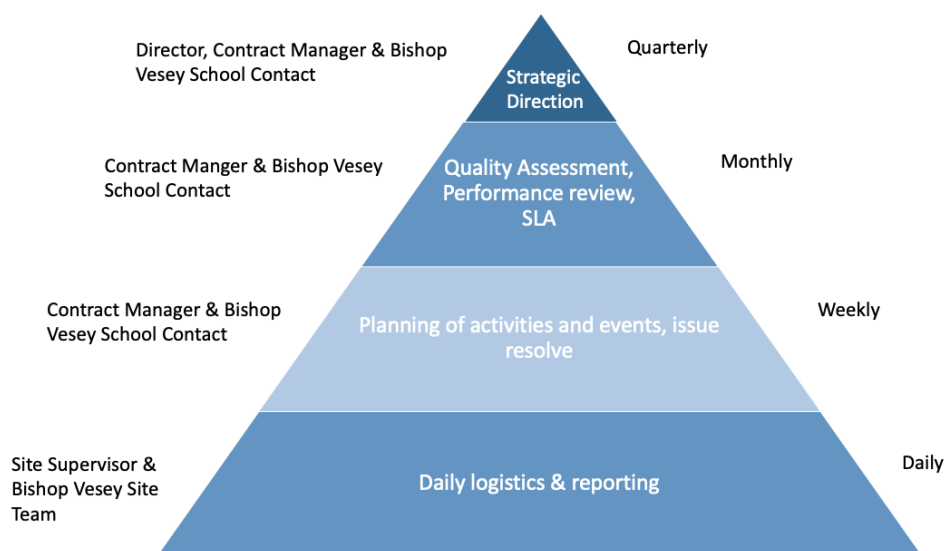


## Communication Structure

Utilising the latest in communication and monitoring technology will enable us to successfully deliver all contract requirements. Bishop Vesey School will be fully communicated to at every stage of every process and provided with clear, concise and meaningful reports, further enhanced by strategy solutions, improvements and implementation.

We will be proactive and transparent in our communication with Bishop Vesey School. Therefore, we propose the following communication structure stating the interactions on a timely basis between ServiceMaster and Bishop Vesey School.

Both Contract Manager & Directors involved in the contract live with in a 5mile radius of Bishop Vesey.



As outlined in Section one of this document we can and will provide reports and review documentation at each stage of the communication structure. Appendix. B 'Customer review' shows a document we use. This document can be amended to meet Bishop Vesey Schools exact requirements to include specific review questions or more complex KPI scoring.

With our educational sector customers, we take the opportunity at the Customer Review meeting to share the audit results and any photographic evidence included. In addition, if we have carried out audits in conjunction with the site team these would also be discussed to give a in depth reflection off all parties who are involved within the cleaning service.

## References

*'The Prince Albert Community Trust has 5 primary schools, with over 3000 pupils and 500 staff. Before Service Master, the cleaning performance and management had not been up to standard and there were issues with staffing which was having a big impact on service.'*

*'After going through a rigorous tender process we appointed Service Master and have continued to use them for the past two years. They have made a huge impact on standards and performance. Any staffing issues or complaints are dealt with effectively. I rarely have to get involved with cleaning any longer as Service Master take care of it all.'*

*'Would happily recommend them to others. '*



Mr S Lewis - Trust Business Leader for Site & Health and Safety

*'ServiceMaster have lived up to our expectations, cleaning standards across school have shown a huge improvement and both the Area Manager and other company contacts are easy to contact. Staff at all levels work proactively to ensure that our school is happy with the service and that high cleaning standard are maintained'*

*'Front-line cleaning staff are friendly, approachable and work flexibly to meet the requirements for cleaning within school. The Area Manager and Senior Management Team work proactively to resolve any issues promptly and ensure that a high standard of cleaning is consistently delivered.'*



Mrs J Atkins – Office Manager, St Elizabeths Catholic Primary School

## Instructions

Please submit your response as a Word document via the secure LTMS Portal.

## Contents

Your response to the following questions will help determine how well your proposal addresses the requirements of the Client as set out in the tender specification. Your response must be structured under the following headings and will be scored in accordance with the following weightings:

1.	Cleaning Service Delivery	12.5%
2.	Management	5%
3.	People	5%
4.	Service Development	5%
5.	Finance	65%
6.	Compliance and Cultural Fit	7.5%
	<b>Total</b>	<b>100%</b>

Your response to each question must be within the stated maximum word count (where stated).

## 1. Cleaning Service Delivery

### Mandatory response

#### a. Cleaning Standards

How will you monitor, maintain and improve cleaning standards to continuously meet the requirements of the specification?

**Maximum words: 500**

How do you motivate your cleaners to deliver consistently high standards of cleaning performance?

**Maximum words: 500**

Provide examples of the evidence you will provide to the Client on a monthly basis to demonstrate compliance with cleaning standards.

**Maximum words: 500**

#### b. Cleaning Equipment

What cleaning chemicals, machinery and light equipment will you use on this contract? What is your reason for selecting these items and how have you calculated volume requirements?

**Maximum words: 1,000**

#### c. Safe Working Practices

How do you ensure safe working practices are complied with by your cleaning staff?

**Maximum words: 500**

Please submit your recommendations for staff uniform, including visuals. What PPE would you issue to staff working on this contract?

## 1/ Cleaning Service Delivery

### A) Cleaning Standards

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.

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.

By utilising this solution Bishop Vesey School and ServiceMaster benefit from:

- 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

ServiceMaster Mercia is dedicated to examining, evaluating and evaluating the effectiveness of our Quality Management Systems, through formal internal audits and documented Management Review Meetings. This 'prevention rather than cure approach' ensures that we are constantly monitoring our operational efficiency in the pursuit of continuous improvement by regularly modifying our approach to derive maximum efficiency, value and quality.

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.

ServiceMaster Mercia has invested and operates CleanLink's Mobile technology. This software system enables 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.

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. Cleanlink uses a traffic light system for quality auditing against the sites service specification, ensuring problematic areas are quickly identified and tangible solutions can be sought.

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 clients. Cleanlink uses a traffic light system for quality auditing, ensuring problematic areas are quickly identified and tangible solutions can be sought.

- Site Management
- Time & Payroll
- Quality Control
- Machinery & stock Management
- Automated Invoicing

Cleanlink integrates with eziTracker to allow ServiceMaster to easily maintain back office systems and to provide Bishop Vesey School with KPI reports as required. Through the utilisation of these systems it ensures we are able to monitor, maintain, and identify improvement areas within the service meaning we are continuously developing and improving our services to sites.

### **Motivating cleaning staff**

We operate an employee recognition scheme which takes place each month. Our Contracts Managers and/or customers can put forward members of staff who have demonstrated their ability to go 'Above and Beyond' in providing excellent customer service or dedication to cleaning. ServiceMaster selects several individuals each month with each receiving a certificate and £50 in shopping vouchers. In addition, if they are happy to do so we share their achievements on our website and social media pages.

ServiceMaster Mercia places great emphasis on recruiting, training and developing highly capable, qualified contracts managers. This enables us to ensure that our people get the right amount of direction, support, and training required to ensure they deliver the service you require on an ongoing basis. The ethos within our management team is to always engage with cleaning staff to get their input to address any problems they may face in order to see how we can improve the service as a team.

### **Monthly Evidence / Reporting**

Using our Cleanlink and EziTracker systems we can provide clear and transparent reports to our customers. We can produce reports for each of our customers individual requirements. Within our submission we have included the below attachments to demonstrate some of the reports we use within the educational sector.

- Example Audit – Appendix A

We carry out regular audits of each cleaner's area to ensure the correct agreed standards are being adhered to. Managers carry out these audits and feedback to the cleaner while on site so they can immediately correct any issues and receive additional training if required. Cleaners then sign off the audit to show they have received the comments, advice, or training. We emphasise that these audits are a management tool to not only highlight improvement but also provide positive feedback. Cleaners also receive face to face management support during these audits and can relay to the manager any issues they are facing as well as general operational points such as holidays etc can be discussed.

Audits we can include photographic evidence which helps give a greater understanding of the condition of the site and in turn help us track improvements and ensure any issues are resolved. In addition, within school environments we have had a structure whereby the Contract Manager walks around with a member of the school's site team/caretaker team on a monthly basis to complete an overall audit of the site. Often these are completed first thing in the morning if the cleaning when previous evening cleaning can be evaluated fairly. These audits are signed off by the member of the school team and then shared at a formal/strategic customer review meeting.

This method ensures we engage with all members of the school to fully understand the school's expectations and any feedback for improvement they may have.

- Example Customer Review – Appendix B

The attached Customer Review shows the standard review document we use; however, we amend this to each customer's requirement to include specific review questions or more complex KPI scoring. With our educational sector clients, we take the opportunity at the Customer Review meeting to share the audit results and any photographic evidence included. In addition, if we have carried out audits in conjunction with the site team these would also be discussed to give reflection off all parties' views who are involved within the cleaning service.

- Example Site Visits – Appendix C

We have developed our Cleanlink system further to give customer greater transparency. This is achieved by enabling us to track and monitor all management visits, the reasons for these visits, and any action points required. Not all management visits will be to carry out an audit as managers will be regularly on site to support the on-site supervisor and cleaning team whether that be to conduct training, resolve issues, recruitment, amend cleaning areas etc. We have attached an example of a site visit document.

- Time and Attendance - Appendix F – EziTracker Extract for reference.

## **B) Cleaning Equipment**

As part of the global ServiceMaster network we have access to a vast array of ServiceMaster branded specialist chemicals to cover all aspects of cleaning. This supply is for ServiceMaster's use only meaning we have an uninterrupted secure supply, which has proven to be a benefit in light of the recent pandemic ensuring our customers were unaffected from any chemical shortages.

During our growth in the education sector we have built a standard pool of chemicals which we supply to all schools. These chemicals have been selected to maintain the highest standards and reduce risk of any infection outbreaks. Chemicals can be added to or complemented with any other specific products which may be required. As part of this standard chemical range we train cleaners in the use of the following chemicals;

Bactericidal Cleaner – Dual purpose cleaner and disinfectant cleaner for multipurpose use on all surfaces including washrooms. Effective against mould, fungi, and a wide range of bacteria.



SaniMaster 6 – Multipurpose disinfectant cleaner. Effective against enveloped viruses such as Norovirus and recently used for disinfection of sites in the recent pandemic.

Toilet Cleaner – Routine cleaning of toilet bowls and urinals. Safety cleans and deodorise.

Scrub N' Shine – Highly effective non-scratch mild cream cleaner for use on any hard-washable surfaces.

GlassClene Pro – Used for cleaning glass and polished mirror surfaces.

Floorstar Duo Clean – An Alkaline cleaner for hard floor surfaces.

Volumes have been calculated based on the usages of other similar sized schools. As part of our stock management process chemicals are ordered monthly, this is reviewed as part of the transition stage to get an understanding and give a 'base' order which can be repeated, and additional items added as required.

We supply each cleaner with a kit to carry out their duties. This includes a range of light weight equipment with additional equipment added as and when required. Below gives an example of a standard kit;

Blue bucket

Dust maid

Gloves

Vacuum – Nilfisk VP300

Mop & Buckets – Separate colour code as each cleaner's area requires

Microfiber Clothes – Colour coded as each cleaner's area requires

Mobile Bins / Trolleys – Large mobile bins and trolleys provide efficiency savings

Depending upon the structure and split of cleaning areas we ensure each cleaner has a vacuum and where required they have access to an additional vacuums and/or light equipment which is positioned in additional locations to ensure maximum efficiencies, reduced transition times/setup times, and for health and safety reasons.

In open plan areas, we introduce the Nilfisk VP 300 vacuums fitted with Sidewinder tools featuring a unique swivel design that doubles the productivity of the vacuuming. They will be used in conjunction with a new telescopic vacuum wand enabling the system to be used easily by people of varying heights. This method has proven valuable in increasing productivity levels when compared to a standard smaller vacuum attachment.

We also recommend and have included the use of a modern mobile scrubber dryer, referred to as an ICEMop+. Designed to replace manual mopping systems for cleaning small or highly cluttered spaces, these machines offer high hygiene quality, immediately dry and safe floors. Lightweight and manoeuvrable allowing for full 360-degree turn, to easily clean in any direction. Following trials, we have implemented these on multiple sites with significant improvement to standards and efficiency savings. In addition, this machine can be used as both a scrubber dryer and with floor pads to carry out a buffing function which has proven beneficial on education premises which require both treatments.

- Compact, lightweight body
- Fast charging lithium ion battery
- Cordless and easy to manoeuvre
- Capable of cleaning up to 600sq.m/h



### **C) Safe Working Practices**

ServiceMaster cleaning operatives will undertake a comprehensive induction training programme and thereafter requirements are continually assessed to ensure that standards are maintained, and operatives are supported within the role. As part of this training staff complete modules which help ensure they follow safe working practise. Below gives an overview of these modules;

#### **Module 1 – Essential Rules**

- Terms and Conditions of Employment
- Personal Image
- Carrying out your day to day duties
- Confidentiality
- The cleaning cupboard: storing of Materials and Equipment
- Safeguarding Policies

#### **Module 2 – Health and Safety**

- The Health and Safety at Work Act (HASAWA)
- Safe use of Equipment
- Manual Handling
- Waste Disposal
- Fire and Emergency Procedures
- Risk Assessment
- Safe site practices

#### **Module 3 – Use of Chemicals and Equipment**

- ServiceMaster Chemicals and their uses
- Colour Coding
- Essential Care of Electrical Equipment

#### **Module 4 – Housekeeping and Sanitising**

- The Task Schedule
- The ServiceMaster Housekeeping System
- The ServiceMaster Sanitising system

In addition, we carry out annual refresher training focusing on recapping all modules and safeguarding protocol specific to each school. We have found success in completing this training outside of school term time where we bring the team to a central location and carry out the training sessions together. We have developed training video content to accompany our training which ensure we give a consistent message to the team.

As part of the on-site Supervisor and Contracts Mangers role when on site they will observer and monitor safe working practices are being adhere to and carryout on the job training as required with individuals to ensure staff are following these safety procedures.

Our expectations around appearance and uniforms are explained to staff during their initial training as mentioned above and continually monitored by Supervisors and Contract Managers. (See attached 'Example – Standards Training Manual' Appendix. D) Within a school environment we reinforce the need for our staff to be professionally presented and have the appropriate ID badges. We provide ServiceMaster ID badges and/or on some schools we have school ID badges which also work as access cards

## Management

### Mandatory response

#### d. Mobilisation

##### New Bid Companies

- Who would be responsible for mobilising this contract and what other comparable contracts have they mobilised?
- How will you go about mobilising this contract?
- What do you anticipate will be the main challenges of mobilising this contract and how will you mitigate any risks?

**Maximum words: 1,000**

##### Current Contractor

- Who would be responsible for relaunching a new contract for this Client and what other relaunches have they successfully completed?
- How will that person go about relaunching the contract?
- What do you anticipate will be the main challenges of relaunching this contract and how will you mitigate any risks?

**Maximum words: 1,000**

#### e. Management and Reporting

- What management structure will support this contract? Describe how the experience of those key managers is directly relevant to the services you will provide to this contract.

**Maximum words: 1,000**

- Who will be the area / contract manager for this contract and how many other contracts would they be supporting and over what geographical area?
- Set out the anticipated frequency of visits by key area / regional / head office personnel and how far team members live from the Client's premises.
- Provide a sample report setting out the information you will communicate to the Client during your monthly meeting.

## 2/ Management

### D) Mobilisation

We understand that the transition of services can represent a period of heightened risk for a customer, especially where appropriate planning has not been carried out by the incoming supplier. We have the experience of such transitions at similar sized schools such as Southam College and Humphrey Perkins School. Combined with our resource and capability to quickly and effectively move through a standardised approach

ensuring the contract goes live seamlessly with zero disruption to the service provided. Ensuring that Bishop Vesey School gains the following benefits through our proposed solution as quickly and smoothly as possible.

We have provided a sample implementation plan to demonstrate the level of detail and planning that is involved in our mobilisation. These plans are formulated by company Directors in conjunction with the Contract Manager.

Please note that should we be awarded this contract; we would be in a position to tailor this plan to your exact needs. We typically suggest that a six to eight-week mobilisation is appropriate for a contract of this size. However, we have implemented major contracts in less than three weeks and would look to accommodate your requirements in this regard wherever possible.

Please refer to Appendix E. – Contract Start Up Mobilisation Plan

As an experienced growing educational service provider, we are familiar with potential challenges which can be faced during the transition period such as carrying out appropriate consultations to ensure TUPE information is correct and valid, consultations around any potential measures which may be envisaged. Key to success of the contract is being able to build a relationship with the existing staff and put their mind at ease during this time. The process and procedures we follow in addition to staff training and support is how we have best experienced building these valuable relationships. In addition, due to the current climate there may be considerations to take and we would utilise technology such as Microsoft Teams to carry out group meetings, individual consultations, conference calls etc.

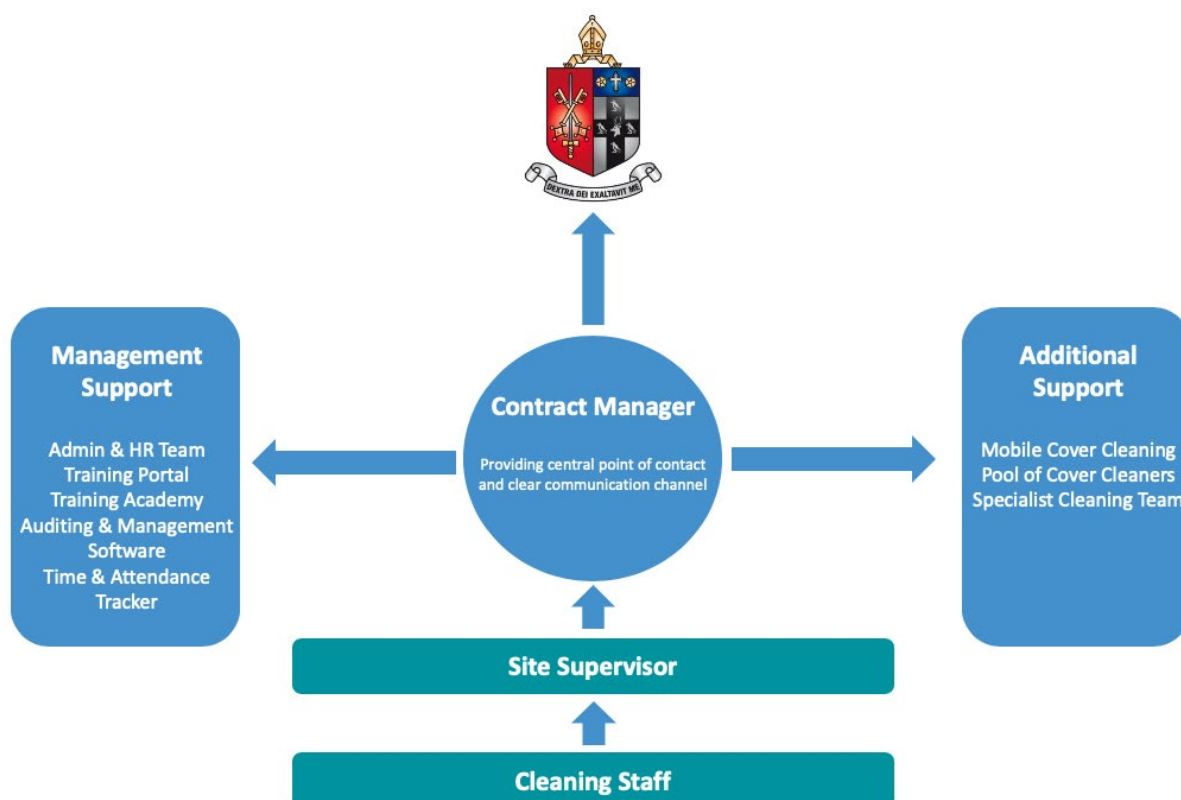
## E) Management and Reporting

### Proposed Contract Structure

In order to meet the requirements of Bishop Vesey we understand that the key role within the successful management of the contract revolves around the position of the Contract Manager. You will be provided with full access to a Contract Manager who will have complete responsibility for the smooth and daily running of the contract.

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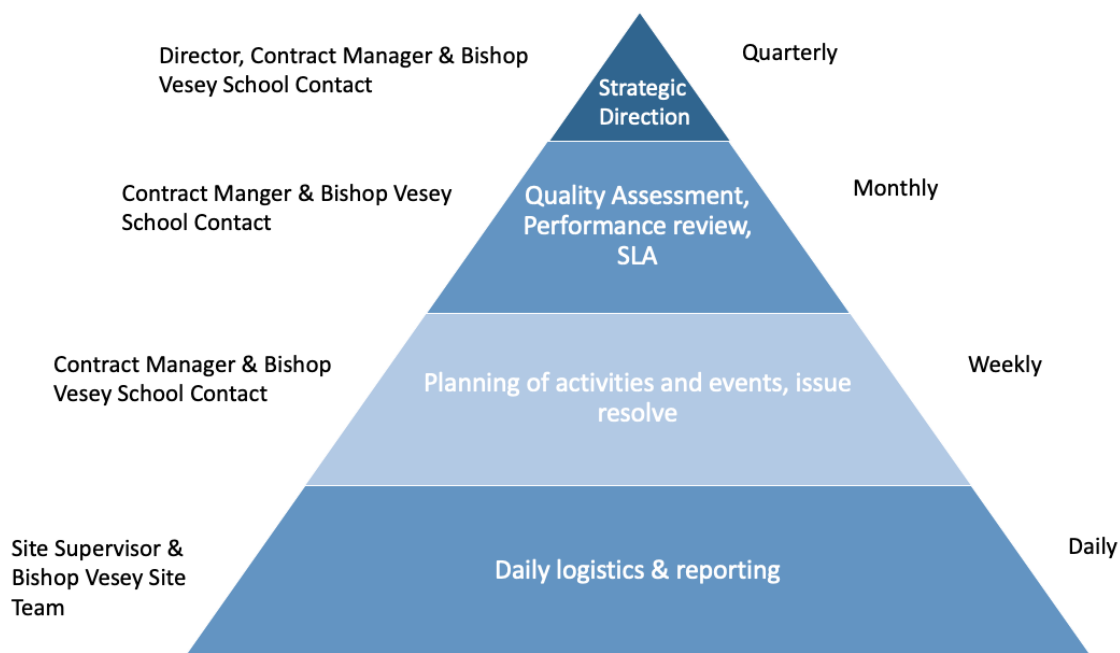


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We will be proactive and transparent in our communication with Bishop Vesey School. Therefore, we propose the following communication structure stating the interactions on a timely basis between ServiceMaster and Bishop Vesey School.

Both Contract Manger & Directors involved in the contract live with in a 5mile radius of Bishop Vesey.



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With our educational sector customers, we take the opportunity at the Customer Review meeting to share the audit results and any photographic evidence included. In addition, if we have carried out audits in conjunction with the site team these would also be discussed to give a in depth reflection off all parties who are involved within the cleaning service.

## People

### Mandatory response

#### a. Staffing Rationale ~ Compliant

- Notwithstanding the effect of the current TUPE regulations, please outline your rationale in respect of the staffing structures you are planning to adopt upon mobilisation of the contract.
- What staff productivity assumptions have you used to calculate that the labour provision is sufficient?

**Maximum words: 1,000**

#### b. Staff Development

- What practical, professional cleaning skills and management development will you provide to the cleaning staff, how will you deliver it and over what timeframe?
- How is your development programme funded?

**Maximum words: 1,000**

## 3/ People

### A) Staffing Rationale

Due to the current circumstances and as a result being unable to carry out a full site survey, we have not been able to explore in depth the possible alternative staffing scenarios. For this reason, we would in the immediate short term maintain the same structure adhering to TUPE information through the mobilisation phase. In addition, we have looked at the square meterage figures provided for the school and analysed and compared these to comparative school sites. Our findings are that the current productivity/hours are in line with our expectations for a school of this type. Therefore, our bid is based on current contracted hours and TUPE information provided.

This means our staffing rationale would continue to include;

**On site supervisor** – Due to the size and number of staff on site we understand the importance the role of an onsite supervisor plays in the success of the contract. We will ensure the hours are designed to allow for the supervisor carry out a handover with the school's onsite team, cover off any remaining issues, and address any sickness or cover aspects. Also allow at end of shift for the supervisor to check areas and ensure correct close down procedure has been followed. Efficiently managing the supervisors time enables for an immediate on-site contact to deal with such minor day to day operational requirements, and the supervisor will report directly to our Contract Manager who in turn is responsible for the overall contract.

**Day time cleaner** – We employ employee daytime cleaners on similar size educational contracts and optimising their work schedule to key day time cleaning areas, such as high usage toilets and reactive cleaning to spillages, helps ensure cleaning is maintained through the day. We believe that identifying the areas unable to be accessed during normal cleaning times will always take priority for the daytime cleaner to complete.

**Off-site cover cleaning team** - Due to the high level of local staffing through our local contract footprint we are able to offer the pool of resource in which we can select suitable candidates who cover clean for



us at multiple sites. These individuals are already fully trained and inducted to ServiceMaster procedures and we will provide onsite training to ensure we have the capability to provide emergency cover cleaning at short notice should this be required due to sickness. This results in peace of mind in continuity of service for Bishop Vesey School.

However, as part of our continuous review and development of contracts we would follow the below 3-month plan after the initial contract transfer in order to ensure the solution in place is correct for the school.

### **Understanding**

- Arrange a meeting with School Management to take through our mobilisation plan to gain input and feedback and make any amendments necessary prior to the start date.
- Meet the staff, introduce ourselves and our management team and explain our philosophy and approach. We will also have a question and answer session. If required, carry out individual meetings to discuss any individual concerns one on one.
- Carry out 3 day initial induction training programme with each employee, this will enable us to evaluate individual capabilities, identify any issues they face and provide any additional support required.
- The management team will work alongside all individuals during the first 4 weeks to fully understand how the cleaning staff are currently utilising their time, the challenges they face, the levels of workload, observe working practices, standards and overall effectiveness.

### **Evaluation**

- The management team will regularly discuss progress, share ideas and observations, and agree any actions necessary.
- Discuss and evaluate, current task allocations, overall processes, methods, equipment, materials and machinery.
- Discuss and share ideas and use knowledge acquired from similar situations.
- After week 2 look to introduce and test any ideas raised
- Test and evaluate ideas and carry out machinery and equipment trials felt necessary.
- By week 4 the management team will have carried out a full evaluation of site requirements.

### **Shaping a Solution**

- Produce a modified cleaning specification to suit the identified needs and requirements of the site
- Produce a modified work roster, allocating tasks to utilise resource in the most productive manner to achieve improved standards.
- Introduce new working practices, allocation of duties, methods, processes, and any new machinery and equipment.
- Carry out training and alongside working.
- Re-evaluate and make any required changes or improvements necessary.
- Decide and agree training plan for Site Supervisor and ongoing support.
- Introduce our daily, weekly and monthly quality control methods and processes.
- Agree SLA's and review processes.

## **B) Staff development**

ServiceMaster cleaning operatives will undertake an initial 3-day induction training which covers the key elements required to clean on site such as chemical competence, health and safety, and safeguarding. All employees then complete a further training programme over a 1-3-month period in order to signed off and for new 'Non TUPE' staff is a requirement to pass their probation period.

This programme thereafter is continually assessed to ensure that standards are maintained, and operatives are

supported within the role.

Bespoke training modules have been designed by ServiceMaster to assist with the development of staff.

Below is an overview of the modules completed with further information on what is included within each module outlined earlier in this document under section – 'Safe Working Practices'

**Module 1 – Essential Rules**

**Module 2 – Health and Safety**

**Module 3 – Use of Chemicals and Equipment**

**Module 4 – Housekeeping and Sanitising**

Regular coaching and training is completed to include knowledge of security and site instructions, daily job tasks and weekly cleaning rotas as well as general equipment storage and maintenance. All training documents are included in staff employment packs.

ServiceMaster Mercia is committed to excelling with our customers and delivering best in class service

Site visits by the Contract Manager will incorporate 'on the job' training which will be heavily focused once the account is running with the correct structure and operating smoothly

The training will include:

- ServiceMaster Health & Safety
- ServiceMaster COSHH
- ServiceMaster Improving Standards & Work Methods

ServiceMaster are to committed equal opportunities, striving to ensure all staff are given access to training, enabling them to develop and gain valuable experience. ServiceMaster actively encourages operatives to undertake NVQ training. All new & transferring employees will receive a full induction, site tour, and ensure there is an understanding of the building, emergency exits. The induction form is signed off by the operative.

The management team participate in mandatory training schemes which are selected and deployed at various levels and skill needs throughout the company. These schemes include NVQ certificates in Management and Supervision.

We aim to provide our employees with ongoing toolbox talks to refresh our employee's training, which is conducted though our training modules and video training content.

## Non-mandatory response

### a. Staffing Rationale ~ Non-compliant

- If your staffing proposals and costs are different from the TUPE information provided in the tender specification, please outline your rationale for the revised staff complement to fully meet the specification / operational requirement for this contract where relevant.
- What staff productivity assumptions have you used to calculate your proposed labour provision? This should include a timescale to achieve these proposals.

**Maximum words: 1,000**

- Provide a job description for any 'non-compliant' employed position you intend for this contract.

### **Staffing Rationale – Non –compliant**

At this stage as we have been unable to survey the site due to the current pandemic. We have looked at the square meterage figures provide of the school and analysed and compared these to comparative school sites. Our findings are that the current productivity/hours are in line with our expectations for a school of this type. Therefore, our bid is based on current contracted hours and TUPE information provided.

## 2. Service Development

### Mandatory response

#### a. Service Innovation

What service innovation would you intend to introduce to improve the efficiency and effectiveness of the cleaning operation on day one?

#### b. Technical Input and Continuous Development

What ongoing technical input will you provide to ensure continuous improvement in the services and knowledge of staff?

**Maximum words (a. and b. combined): 1,500**

## 4/ Service Development

### A) Service Innovation

We believe that through our management, systems, training and staffing adjustments we are able to increase productivity, standards, and in turn reduce time and costs associated with the contract. We can achieve this through implementing the following innovations:

#### Capture and Removal

Our patented ServiceMaster Clean Capture and Removal Cleaning System which allows for greater cleaning productivity, utilising less staff and working time. It combines the use of advanced technologies with powerful products, plus a high-productivity approach to create one of the industry's most effective and efficient commercial cleaning processes available.

Capture and removal cleaning targets specific issues, such as dust and particulate accumulation. Even the best HVAC filtration cannot keep out every dust mite and pollen particle brought indoors through daily employee and customer traffic. To truly maintain a clean, healthy workspace and business, dust management is essential.

Our capture and removal cleaning system are executed by a professionally trained team. The team uses our patented dust wand and microfiber technologies to collect and remove dust, dirt and allergens instead of just moving these particles around with a broom. Moreover, our quiet, yet powerful, high-filtration vacuums capture 99.9% of all particles smaller than one micron. We have also introduced many centralised recycling and waste disposal systems to the scope of multi-site contracts to increase working efficiencies, encourage 'smarter' waste disposal with customer employees and deliver cost savings to the scope of service.

More effective - Our capture and removal cleaning services effectively trap and remove as much as 55% more airborne particulates than conventional cleaning methods. Removing this dust, dirt and grime helps improve your facility's indoor air quality, which can result in a healthier, more productive work environment.

More efficient - Our unique cleaning processes have proven to be more productive than traditional zone method cleaning. The capture and removal cleaning system enables our teams to reduce their cleaning time by as much as 25%, translating into fewer hours spent in your facility.

**Zone Cleaning** – in order to maximise productivity, we will introduce 'Zone Cleaning'. Through the implementation of this approach we have proven to reduce down time through transition setup times between cleaning of areas.

We have implemented this on similar sized sites and has improved cleaning standards and productivity levels. Examples of this is on similar size contracts we implemented the cleaning of all corridors and canteen area will be completed by one cleaner using the latest battery powered Hard Floor Machine on a daily basis. The use of such machines in large hard floor areas enable increased productivity in comparison to mopping. In addition, daily cleaning of these areas will enhance the life and standard of cleanliness of the floors.

## B) Technical Input and Continuous Development

### Cleanlink

The key benefit of using CleanLink's Mobile technology is to enable our Contract Manager 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. 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.

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. Tasks include:

- Site Management
- Time & Payroll
- Quality Control
- Machinery & Stock Management
- Automated Invoicing

Like most educational establishments, Bishop Vesey School has a demand to identify cost saving efficiencies and environmental considerations. Since Cleanlink was introduced it has revolutionised the running of our business. ServiceMaster has embraced this electronic system and, is a proven and effective communication tool which has impacted positively on our customers standards and provided cost savings.

**Service Performance Auditing** - ServiceMaster Mercia recognises the need to constantly be aware of the everyday needs and expectations for each day, and by experience and knowledge our managers are trained to anticipate the needs for tomorrow. Recording of information through mandatory processes and robust procedures provides indicators of trends and current accountabilities.

Cleaning specifications are put in place to ensure daily cleaning standards are maintained, and all tasks are completed in line with the agreed specification.

**Managing the Service** – You will be provided with full access to a Contract Manager who will have complete responsibility for the smooth and daily running of the contract.

The Contract Manager will be on hand to resolve issues on ad-hoc nature, often responding at short notice, and will also be responsible for undertaking joint Quality Audits on a monthly basis on site. The Regional Manager is also required to develop, establish and sustain good working relationship with the operatives and customer.

ServiceMaster Limited will conduct random site inspections to ensure the services are running productively and effectively, ensuring that any areas of concern are identified and rectified quickly and efficiently.

**Quality Auditing** – ServiceMaster Limited will establish a quality audit schedule for the site for which a written report will be produced. Auditing will take place monthly for all areas and the audit will be conducted by the Regional Manager.

Copies of each relevant audit will be circulated to Bishop Vesey School, ServiceMaster and Cleaning Operatives. On all occasions any points raised in the audit will be discussed with the cleaning operatives and any remedial actions will be signed off upon completion by the staff taking remedial action.

Carrying out this procedure ensures quality standards are achieved and training requirement needs for operatives are assessed, using a traffic light system to highlight areas of concern. The client benefits from total satisfaction and assurance that the entire service is measured and monitored in a professional way.

ServiceMaster recognises our responsibilities towards vulnerable people whilst working within the learning environment, to work alongside existing safeguarding responsibilities, which will include DBS, ensuring best safe working practice.

### 3. Finance

#### Mandatory response

##### a. Financial Competitiveness

Please complete all aspects of the LTMS financial templates

##### b. Financial Rationale

- In support of the financial figures you submit on LTMS, please provide a clear rationale for all lines of expenditure.
- Please provide a cost for each additional labour hour worked to provide services outside of core scheduled cleaning, showing a breakdown of how you have arrived at this cost.
- Please provide a breakdown of what your management fee covers with a cost of each element assigned.
- If you have identified any capital investment requirements that would enhance the delivery of the services, please detail these here with a cost against each and how this is to be funded.

## 5/ Finance

### A) Financial Competitiveness

See financial templates

### A) Financial rationale

#### Sundry Expenses

Disposables – this covers costs of black bags per annum.

Cleaning Materials – this covers all cleaning materials and equipment (trolleys, mopping kit, vacuums etc) used on the contract except for 2 scrubber dryers listed separately.

Uniforms – Tabards & T shirts

DBS Checks – Enhanced DBS checks for staff, assumption all staff current valid checks, annual cost provision made for projected staff churn & re-checks required.

Telephone / Mobile – This cost covers our Ezitracker time & attendance system

Machine Hire – Annual hire through a ServiceMaster National Agreement Supply Partner of 2 ICE MOP Plus machines

The above sundry costs include a 1.5% inflation increase year 2 & 3.

#### Labour Costs

Wage costs – based upon TUPE information provide

NI – as above

Pension – 3% employer contribution

Holiday relief cover – Costs associated with covering staff holidays who are working 52 weeks p.a.

Sickness – based upon 1.9% industry average

Pay Award – we have a £50 monthly voucher award that staff can qualify based upon performance & attendance



Contract Manager Costs – This covers all costs associated to a dedicated contract manager, salary, pensions, NI, phone etc

Labour costs have an annual increase of 5.1% year 2 & 3. This is based on the present government's stated intentions to increase the NLW to £10.50 by 2024

Mobilisation Costs - year 1 only additional managers & trainers to help with mobilisation plan

### **Management Fee**

#### **Year 1**

£12,789.00 Overhead- Dedicated contract manager costs, payroll / HR, training, insurance & other operating expenses

£4,120.00 - Operating profit

£12,789.00 - Total management fee

Year 2 & 3 increase of 5.1% per annum

### **Additional Labour Hours**

Hourly rate (including on costs) £10.73

Miscellaneous overheads – 0.84p

Management fee - 0.35p

Total - £11.92

### **Capital Investment**

We have utilised a ServiceMaster service partner national agreement to hire 2 ICE MOP plus machines. This has proven to be a much more cost-effective solution than outright purchase.

#### 4. Compliance and Cultural Fit

##### Mandatory response

##### a. Compliance with the Specification and Contract Agreement

- Please confirm your acceptance of the requirements of the specification and contract agreement.
- If you are unable to comply in any way then please outline the areas of non-compliance.
- If there are no areas of non-compliance then please state that this is the case.

##### b. Cultural Fit

- Why is your organisation a good fit for this contract?

**Maximum words (a. and b. combined): 800**

## 6/ Compliance & Cultural Fit

### A) Compliance

We can confirm our acceptance of the requirements of the specification and contract agreement.

### B) Cultural Fit

ServiceMaster Mercia provide professional contract cleaning solutions for both public and private sector clients and have a great deal of experience & expertise in the education sector.

As part of the network ServiceMaster Mercia is a well-established family business based at Mercury Park, Tamworth. Being so close to Bishop Vesey School means we are ideally located to offer quick response times and meet or even exceed the service level expectations. Being locally based and cleaning in a number of local schools means we are a fantastic fit for Bishop Vesey School to enable us to give the personal touch of a local family business, while also benefiting from the global support and expertise of the ServiceMaster network.

ServiceMaster clean over 250 Nurseries, Schools & Colleges across the UK with a combined contract value in excess of £5m; it's this experience and expertise that makes ServiceMaster a match for any educational establishment. All this knowledge means we understand the unique challenges of cleaning schools, colleges and nurseries can bring.

Our teams of dedicated staff work diligently to deliver their common goal of Total Customer Satisfaction. A well-equipped and well-trained staff is available to address any concern that may arise daily. This active participation of team members assures complete attention to individual customer needs and positions ServiceMaster as leaders in the cleaning industry.

As a fast-growing organisation with a number of existing school clients situated within your locality, we regard this opportunity as an excellent fit for both our businesses. Bishop Vesey can benefit from;

- **Committed management team, focused and motivated to deliver a personal and flexible service**
- **Local personalised service delivered by experienced professionals, with the support and back up of the ServiceMaster Corporate for both customer and on-site cleaners**
- **Robust systems and procedures encompassing, quality, personnel, communication and performance**
- **Innovative products and machinery, offering improved productivity, enhanced cleaning quality**
- **Extensive experience and proven track record of delivering consistent results within the educational sector**