

**East Suffolk: Invitation to Tender Document**

**Part C - Response Pack**

**Title: Cleaning Services**

**Reference: 1234-PPT-O**



Welcome to the Invitation to Tender Part C - Response Pack for Cleaning Services. Before completing Part C, please make sure you have read the separate document Part A - Instructions and Information carefully and clarified anything about which you are unsure.

Part A is the Instructions and Information which contains all the information you need to submit a compliant completed tender.  
Part B is the online Procurement Specific Questionnaire containing any specific Conditions of Participation which needs to be completed and returned by the tender submission deadline.

Please complete all fields highlighted in blue and submit via In-tend.

The deadline for submission of tenders is Monday 24 March 2025 5pm.

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## Section A: Confirm your organisation's details

<b>Company:</b>	[Please complete field]
<b>Contact Name:</b>	[Please complete field]

SAMPLE

## Section B: Pricing

A score of 30% will be awarded for this section.

Prices should be fully inclusive of all overheads, fixed for the duration of the contract and must be pounds sterling. The price should be the net price excluding any taxation.

Tender prices provided should be valid for 90 days from the point of tender closing.

When costing out the Pricing Template all items will be deemed to be fully inclusive of all costs necessary for the ongoing delivery of the Authority's requirements, including, but not limited to, the following list of cost headings:

Staff/labour  
Consumables  
Travel  
Inflation for years two and three

Table 1: Year One

Task/Item Name	Breakdown of activity	Cost
[Please complete field]	[Please complete field]	[Please complete field]

Table 2: Year Two

Task/Item Name	Breakdown of activity	Cost
[Please complete field]	[Please complete field]	[Please complete field]

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Table 3: Year Three

Task/Item Name	Breakdown of activity	Cost
[Please complete field]	[Please complete field]	[Please complete field]

**Grand Total of all three tables:**

Numbers:	£ [insert numbers here]
Words:	[Insert price in words here]

## Section C: Quality Questions

A score of 70% will be awarded for this section. Please note each quality question is weighted differently and you should adjust your responses based on this.

Do not exceed the maximum word count specified for a response; any words over the limit will not count towards your answer.

Question	<b>Quality Provision and Performance Management. 25% available here.</b>
1	<p>East Suffolk Council is seeking a provider who will deliver a high-quality service for the officers working in the Council buildings. Please provide details on how you will meet all the specified quality criteria and Key performance indicators outlined within Part A Section C specification.</p> <p>[Word Limit: 1000]</p>
	<p><i>As a minimum your response should include:</i></p> <ul style="list-style-type: none"> <li><i>If applicable, please specify where a sub-contractor will be used and provide details of how you would ensure that any sub-contractors used meet the standards, training, customer services, health and Safety, DBS, and adherence to KPIs and relevant policies and quality of the service contract as detailed. If you are not intending to sub-contract, this must be made clear.</i></li> <li><i>How you will manage the contract, the supervisor you will assign and how they will interact with the Council's contract manager</i></li> <li><i>Past experience in delivering similar contracts and what lessons learned from that experience will be applicable to delivery of this contract</i></li> </ul>
	[Answer Question here]
	<p><b>Word count</b> (words in or accompanying images should be included unless stated otherwise. If you have been asked for additional policies as part of your response, these will not count towards the word count limit): [Insert word count here]</p>
Question	<b>Continuity of service. 25% available here.</b>
2	<p>The cleaning service should be consistent and reliable. Please provide details of how you will resource the contract, to provide service continuity during periods of staff absence and meet the specified timescales and specification of the contract to the satisfaction of the Council.</p> <p>[Word Limit: 1000]</p>
	<i>As a minimum your response should include:</i>

	<ul style="list-style-type: none"> <li>• <i>How will your company represent itself (including where subcontractors are used) when working in an occupied environment, for example, your approach toward safeguarding of customers and staff, and identification of staff, staff appearance, organisational code of conduct and customer service policy and training.</i></li> <li>• <i>Your approach to tackling/mitigating Modern Slavery in the supply chain.</i></li> <li>• <i>How you will resource the contract</i></li> </ul>
	[Answer Question here]
	<b>Word count</b> (words in or accompanying images should be included unless stated otherwise. If you have been asked for additional policies as part of your response, these will not count towards the word count limit): [Insert word count here]

Question 3	<b>Staff training. 10% available here.</b> How will you ensure existing employees, new employees, any TUPE staff and any agency/external staff and sub-contractors are up to date and trained to fulfil the specified timescales and quality standards as outlined in the specification to the satisfaction of the Council?  [Word Limit: 750] <i>As a minimum your response should include:</i> <ul style="list-style-type: none"> <li>• <i>Details of appropriate staff training in cleaning agents, methods and machines used</i></li> <li>• <i>Your plan for staff to receive refresher training throughout the lifetime of the contract</i></li> <li>• <i>Examples of health and safety records and sample risk assessments</i></li> </ul>
	[Answer Question here]
	<b>Word count</b> (words in or accompanying images should be included unless stated otherwise. If you have been asked for additional policies as part of your response, these will not count towards the word count limit): [Insert word count here]

Question 4	<b>Social Value. 10% available here.</b> East Suffolk Council is committed to maximising public benefit for the local
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	<p>community through its contracting activities. As per the specification section 7 “Our Direction 2028 and Social Value”, we require suppliers to deliver Social Value outcomes which support one or more of the themes: Environmental Impact, Thriving Economy, Tackling Inequalities and Sustainable Housing.</p> <p>Please detail what Social Value outcomes will be achieved through your organisation’s delivery of this contract.</p> <p>[1000 Word Limit]</p>
	<p><i>Your response should include:</i></p> <ul style="list-style-type: none"><li>• <i>Specific Social Value outcomes from the East Suffolk Social Value Ask that will be achieved for each of the three themes of Social Value - social, environmental and economic which are created as part of your delivery of the contract, not as what you may already be doing elsewhere for another authority.</i></li><li>• <i>How will you deliver these alongside the operational requirements of the contract</i></li><li>• <i>How you will measure the impact of these outcomes</i></li><li>• <i>How your chosen Social Value outcomes will help the Council in achieving its objectives in Our Direction 2028.</i></li></ul>
	<p>[Answer Question here]</p>
	<p><b>Word count</b> (words in or accompanying images should be included unless stated otherwise. If you have been asked for additional policies as part of your response, these will not count towards the word count limit): [Insert word count here]</p>

## Section D: AI Disclosure Questions

Question	For Information Only (Not Scored)
1	<p>AI tools can be used to improve the efficiency of your tender writing process, however they may also introduce an increased risk of misleading statements via 'hallucination'.</p> <p>Have you used AI or machine learning tools, including large language models, to assist in any part of your tender submission? This may include using these tools to support the drafting of responses to Quality Questions.</p> <p><b>Yes/No</b> [Delete as applicable]</p> <p>If <b>yes</b>, please provide details: [Provide details here]</p>

Question	For Information Only (Not Scored)
2	<p>Where AI tools have been used to support the generation of tender responses, please confirm that they have been checked and verified for accuracy:</p> <p><b>Yes/No*/Not applicable</b> [Delete as applicable]</p> <p>*Please note, if a contract is awarded based upon false information supplied by the tenderer through unverified use of AI, the Council may proceed to seek damages.</p>



## Section E: Certificate of non-collusion and non-canvassing

### Statement of non-canvassing

I/we hereby certify that I/we have not canvassed any minister, official, representative or adviser of the Council in connection with this Procurement and the proposed award of the contract by the Council, and that no person employed by me/us or acting on my/our behalf, or advising me/us, has done any such act. I/we agree that the Council may, in consideration of our tender, and in any subsequent actions, rely on the statements made in this certificate.

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

### Statement of non-collusion

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

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

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

1. communicate to any person, other than the Council, the amount or approximate amount of my/our proposed offer except where the disclosure in confidence was essential to obtain insurance premium quotations required for its preparation
2. enter into any agreement or agreements with any other person that they shall refrain from participating in the tendering process carried out by the Council or as to the amount of any offer submitted by them during the course of this process
3. cause or induce any person to enter into such an agreement as is mentioned in paragraph 2 above or to inform us of the amount or the approximate amount of any other tender for the contract
4. commit any offence under the Bribery Act 2010
5. offer or agree to pay or give or actually pay or give any sum of money, inducement or valuable consideration, directly or indirectly, to any person for doing or having done or having caused to be done in relation to any other tender or proposed tender for the performance of the contract

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

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

Print name	Please print name here
Signature	Please insert an electronic or handwritten signature here. Typed is not acceptable. Failure to sign the document in the correct way will result in the tender being rejected as non-compliant.
Position in Tendering Organisation:	Please state the signer's position in tendering organisation

## Section F: Conflict of Interest Declaration

Please state if any officers or members of East Suffolk Council have any direct interest in or association with your firm, business, or interests:	<b>YES/NO</b> <b>If yes, please give details</b>
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Please note: The Council reserves the right to exclude any supplier from this procurement process where a conflict of interest exists resulting in a supplier having an unfair advantage and following investigation and any appropriate mitigating actions, the supplier remains at an unfair advantage.

SAMPLE

## Section G: Mandatory declaration

You must complete and sign the Mandatory Declaration Form, failure to do so may result in your tender being rejected without consideration. Please click on the hyper-link to access the relevant documents.

Please only tick if you have read and agreed. Failure to comply with any of the policies in the links below will result in your tender being rejected or damages sought by the Authority if you win the contract.

	Read and agreed 
Read and accept all clarifications for this procurement	[ ✓ if agreed]
Read and accept the supplied contract terms or, if no separate terms supplied, then with the Council's standard terms and conditions found <a href="#">here</a>	[ ✓ if agreed]
<a href="#">Declaration of Health and Safety</a>	[ ✓ if agreed]
<a href="#">Safeguarding children and adults at risk policy</a>	[ ✓ if agreed]
<a href="#">Compliance with the Authority's equality scheme</a>	[ ✓ if agreed]
<a href="#">Freedom of information Act 2000</a>	[ ✓ if agreed]
<a href="#">Environmental Information Regulations 2004</a>	[ ✓ if agreed]
<a href="#">GDPR</a>	[ ✓ if agreed]
<a href="#">Social Value Policy</a>	[ ✓ if agreed]
<a href="#">Modern Slavery Policy</a>	[ ✓ if agreed]
<p>Health &amp; Safety Requirements:</p> <p><b>[All employers MUST demonstrate the below as they are a legal requirement. If you have not documented them because you have fewer than 5 employees you will need to evidence them in other ways which must be demonstrated post-contract award]</b></p> <p>Tenderers are required to confirm that they can demonstrate all of the below and will be able to provide this information upon contract award:</p> <ul style="list-style-type: none"> <li>• A Company Health and Safety Policy</li> <li>• Documented risk assessments for all tasks with significant risk/ high impact</li> <li>• Evidence that your company provides Health &amp; Safety Training to staff</li> <li>• Company Incident Performance</li> <li>• Confirmation if your Company has had any formal or informal enforcement action initiated by the Health and Safety Executive (HSE) or the Local Authority in the last 3 years &amp; if so, a documented summary of this must be provided.</li> <li>• Document robust procedures/ systems for Accident and Incident Investigation</li> <li>• Demonstrate that your company provides Health &amp; Safety Information to your employees</li> <li>• Confirmation of your Nominated Person for Health &amp; Safety at your</li> </ul>	<p><b>YES</b> I can confirm that I can evidence this information and will do so upon contract award.</p> <p><b>NO</b> I am unable to provide or evidence this information <b>(PLEASE NOTE THIS WILL BE A TENDER FAIL)</b></p>

company	
<p>As a minimum, Tenderers are required to hold the following insurance levels on a "Claims Made" basis:</p> <ul style="list-style-type: none"> <li>£10 Million Public Liability</li> <li>£10 Million Employers Liability</li> <li>£1 Million Professional Indemnity</li> </ul>	<p><b>YES</b> I hold this level of insurance/  <b>NO</b> (if no please state if you will increase current levels should you be successful)</p>
Prices submitted are valid for 90 Days from the close of tender submission date.	[ ✓ if agreed]

**We confirm that we have read and understood the requirements for entering into a contract set out in the Council's Contract Procedure Rules and, if awarded the contract, will (if required) enter into that contract as a deed.**

Print name	Please print name here
Signature	Please insert an electronic or handwritten signature here. Typed is not acceptable. Failure to sign the document in the correct way will result in the tender being rejected as non-compliant.
Position in Tendering Organisation:	Please state the signer's position in tendering organisation