



SECTION 1 – INTRODUCTION & CONTRACTUAL AIMS

1.1 Introduction

The Hamblin Education Trust was formed by Governors at Altrincham Grammar School for Boys in 2011, to provide outstanding educational opportunities to students at the school. AGSB is a high performing, selective 11 to 18yrs school which accepts pupils from the Altrincham and South Manchester Area. In 2016 the Trust joined with North Cestrian School, an 11 to 16 non selective free school, which is located close to the centre of Altrincham. This transformed the Hamblin Education Trust into a Multi-academy Trust which has grown in capacity, pupil numbers and educational outcomes over the past 10 years.

The Trust is now looking for a suitable supplier to provide excellent cleaning services for **North Cestrian School**.

1.2 Aims

The aim of this exercise is to obtain comparable proposals from suitably qualified and experienced firms, to provide cleaning services for the site that makes up North Cestrian School from 1st January 2026.

The contract will be awarded for a maximum period of 3-5 years. However, the Institution reserves the right to consider alternative durations if appropriate.

1.3 Objectives

The objectives of your submitted proposal should be to:

- Demonstrate a clear understanding of delivering a good cleaning service in an educational setting
- Demonstrate the suitability of your company in the provision of this service demonstrating experience and expertise in products and delivery;
- Demonstrate the value for money through competitive pricing;
- Show reliability in the delivery and management of services with clear contingency plans for sickness and absence;
- Demonstrate a clear understanding and adherence to Health & Safety requirements
- Identify the potential for further benefit to the School and Trust should it accept your proposal including scalability and flexibility;
- Demonstrate innovations for improving the pupil environment;
- The cleaning provision must cater for the following different customer groups within North Cestrian School: -

Pupil environment

Teaching and support staff environment including office and educational spaces



1.4 Specific Requirements

North Cestrian school specifically requires that Suppliers commit to providing a continuity of service throughout the period of any contract with the school. Please look to demonstrate the ways in which you as a supplier will achieve this.

1.5 Executive Summary

Each proposal submission is to include by way of introduction an executive summary of your proposal. This summary is to include your financial or value for money proposal and a description of your method of service delivery should your tender be successful. It should also demonstrate a clear understanding of North Cestrian Schools requirements and demonstrate why your Tender should be selected as the successful applicant.

1.6 Information Provided

All information is provided on the basis of North Cestrian Schools records and understanding of the present situation. Staff levels, pupil numbers and other information have been provided for guidance purposes and are subject to change.

No claims will be considered by North Cestrian School or The Hamblin Education Trust in the event of any shortfalls or increases in the guidance figures provided.

1.7 Managing the Contract

Juliette Jackson (CFOO) will be the point of communication between the appointed Contract Manager and North Cestrian School, for all aspects of the Core Cleaning Contract during the tender period.

The prospective supplier is required to inform **Juliette Jackson (jjackson@hamblintrust.co.uk)**, who is to be their point of communication and be authorised to speak on their behalf.

Juliette Jackson must be informed in writing of any changes in the suppliers and named contacts responsibilities.

1.8 Presentations

Suppliers will be asked to attend and present their offer at a meeting lasting 1 Hour and there will be time for questions and answers. If additional clarification on the supplier proposal is required a followup meeting will be arranged by Juliette Jackson.

The supplier proposal meetings will be attended by a set of suitable representatives from the school and will include:

- CFOO
- HET Estates Manager
- North Cestrian Site Manager
- Finance Director



As this proposal to outsource cleaning services may involve an element of TUPE, a separate confidential HR discussion can be arranged with the HET HR Manager for the purposes of Q&A prior to final tender submission.

1.9 Comparable Facilities

Suppliers are expected to demonstrate their ability to meet the North Cestrian School requirements, and as such it is expected that during the tender process any perspective supplier can demonstrate and refer to at least one site of similar size, environment and multi use including the cleaning of:-

- Classrooms
- Office space
- Laboratories
- Changing rooms
- Toilets
- Sports facilities
- Kitchens

1.10 Key Site

North Cestrian School (Main Site)	North Cestrian School (Playing Fields)
Dunham Road, Altrincham, Cheshire, WA14 4AJ	Old Field Road, Altrincham, Cheshire, WA14 4YU
Headmaster : Lee Bergin HET Estates Manager : Steve Yeates	Headmaster : Lee Bergin HET Estates Manager : Steve Yeates

1.11 Flexibility and Partnership

North Cestrian School needs complete flexibility from its service provider to ensure the services continually meets and exceeds expectations of the staff in generating a clean and sanitary environment in which to meet the educational and wellbeing needs of the pupils at the school. The pupil numbers and facilities at North Cestrian School are growing and developing and therefore the school needs to ensure that their chosen supplier is capable of developing and expanding the agreed services as necessary. North Cestrian School requires a partner who will take ownership and responsibility for all cleaning service provision and work with and communicate with the schools management on a regular basis.

1.12 Financial Aspects

Financial basis : Fixed Cost



Prospective suppliers are asked to evaluate the total business opportunity of this tender and produce a Pricing Statement, illustrating the anticipated costs/returns of the service and the assumptions upon which this budget is based. North Cestrian School will expect the provider to meet its budget within the service levels agreed at the contracting stage and any deviation from this will be borne by the supplier. Any changes from contracted service will require agreement with North Cestrian School and require a variation agreement.

1.13 Training Commitment

North Cestrian School expects the supplier to share its philosophy and commitment to education by ensuring that they provide their staff with every opportunity to develop through training whilst demonstrating a strong commitment and emphasis to customer care.

1.14 Quality Driven Initiatives

The Trust is always striving for quality improvements in both its core and support activities; it therefore welcomes quality measurement tools, accreditations and quality initiatives from Suppliers.



SECTION TWO – REQUIREMENTS

2.1 Introduction

North Cestrian School requires services from a contracting partner that replicate its ethos of service and quality of provision. As well as expected professionalism the following key contract requirements need to be considered by the Suppliers:-

- Price sensitivity and value for money are a key priority for for the school
- Duty of care and management of their own staff
- The supplier will be asked to meet regularly with the site manager by invitation to the school and the Site Manager will periodically perform surveys of the schools staff to establish satisfaction and concerns that will be fed back to the supplier.
- The supplier must allow for the cost of an annual deep clean in their proposal submissions.
- Sustainability is a key consideration for schools and pupils and any prospective supplier must demonstrate how consideration is given for these factors through product use.

The above considerations are not exhaustive but are key issues for contract considerations.

2.2 Service Level Details

As a potential supplier, we would like you to consider suitable key measurements against which we can monitor the services being provided. Key considerations should include:-

- How consistency and standard of cleaning will be achieved across the whole site
- Direction and management of staff
- Contingency plans for staff absence
- SLA's
- Other considerations: -
 - Operational policies i.e. minimum notice for delivery etc;
 - Quality statement i.e. use of fair trade / application of standards
 - Clear acceptance and application of all applicable regulatory compliance
 - Any exceptional circumstances

Clean and sanitary environments are a reflection on the school to staff, pupils, parents and Governors and the standard of cleaning must reflect this.

2.3 Site

	<u>Site Plan</u>	<u>SQM</u>
North Cestrian School	See attached	See Attached



2.4 Supplier Cleaning Responsibilities

AREAS	SCOPE
External Areas	Rubbish & Waste Management
Waste	The Supplier shall make arrangements to separate all waste matter into different types. It is the responsibility of the Supplier to ensure that their staff have been appropriately and adequately trained in all matters relating to hazardous waste such as sharps disposal etc and it is the responsibility of the Supplier to ensure that any necessary PPE or other protective measures are in place.
Classrooms / meeting rooms, office areas	Carpets
Classrooms / Offices / Kitchens / Corridors / Meeting rooms / Portacabins / Bathrooms	Hard Floors
Classrooms / meeting rooms, office areas, toilets	Surface Areas - All doors - kick plates - door handles - glazed screens, - vision panels - tablet touch screens & TV's - within the buildings, door access/exit buttons and light switches to be kept free of fingerprints, dust, and build-up of dirt daily - Blinds
Kitchens	Sinks, Taps, Micorwaves, fridges, dishwasher, doors, glazed screens
Bathrooms / Toilets	Sinks, Taps, wash Basins, floor, mirrors, glazed areas Filled - toilet roll dispensers - Soap dispensers - Towel dispensers



High Level Areas	All high-level areas including but not limited to - ceilings - cupboards - cabinets - pictures - notice boards and filing cabinets
Annual Deep Clean of all areas	

2.5 Provision of Cleaning Products

As part of this tender bid North Cestrian would like to see a detailed breakdown of

- Cleaning products
- Areas of use
- their assumed cost included within the overall price

2.6 Equipment

The supplier is expected to provide alongside a Labour breakdown a complete list of Equipment requirements to support the level of service proposed within the bid. The equipment will be owned by North Cestrian School (see 2.7), who will be responsible for servicing and maintenance and replacement thereof.

The successful supplier will be liable for the cost of breakdowns if arising as a result of inappropriate use.

It is expected that any additional equipment brought on site by the supplier to enhance the service provision will be tested (P.A.T. or equivalent) prior to installation, and must be maintained and serviced by the supplier and be included within the Fixed price. Records of maintenance and servicing should be available for inspection by the school.

2.7 Capital

As part of this tender bid it is recognized that the equipment currently in place at North Cestrian School is aged and limited, and as such there is a requirement to invest in new equipment.

The school welcomes any bids that include an upfront Capital investment by the supplier which can be recovered as part of the Fixed price over the duration of the contract.

Any such bid must include:

- Asset List of what equipment is required
- Price list
- Payback period



2.8 Labour Details

Current Labor details:-

STAFFING STRUCTURE				
Client Name		North Cestrian School		
Contractor Name		Please enter company name		
Staff Position	Employee Type	Weekly hours	Paid Weeks	Location / School
Cleaning Supervisor / cleaning 3 of 4	Unfulfilled	20.00	52.00	NCS
Cleaner	Employed	22.50	52.00	NCS
Cleaner	Employed	22.50	52.00	NCS
Cleaner	Employed	30+10 canteen	52.00	NCS
Cleaner	Employed	36.25 day cleaner	52.00	NCS
Cleaner	Agency	20.00	52.00	NCS
Cleaner	Agency	20.00	52.00	NCS
Cleaner	Agency	15.00	52.00	NCS
Cleaner	Agency	15.00	52.00	NCS
		211.25		



SECTION 3 – AWARD CRITERIA

3.1 Safeguarding & Health & Safety

Suppliers are required to provide evidence to North Cestrian School and in line with KCSIE satisfactory

- Enhanced Disclosures Barring Service (DBS) formerly Criminal Record Bureau (CRB) checks of all its employees
- Rights to Work
- Overseas checks
- Primary statutory Frameworks

Health and Safety at Work Act 1974

COSHH Regulations 2002

Workplace (Health, Safety and Welfare) Regulations 1992

<i>The Supplier must ensure it carries out its risk assessments to ensure that staff health and safety are maintained in accordance with current legislation and best practice guidance.</i>

Keeping Children Safe in Education (KCSIE)
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<i>Suppliers are required to comply with Legislation on Child Protection (Safeguarding) and undertake Health & Safety training every 3 years.</i>
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- Operational Compliance

Safeguarding & Vetting

Chemical Safety & Management (COSHH)

HSE Colour-Coding

Disposable Media

High-Touch Disinfection

Bodily Fluid Protocol

Contact Time Compliance

- Education sector cleaning schedules

Facility	Frequency	Task
Toilets & Washrooms	2–3 times daily	Full disinfection, low-temperature water check



		(<43°C), and continuous soap/towel replenishment.
Classrooms	Daily	Waste removal, floor vacuuming/mopping, and desk sanitization.
Dining Halls & Kitchens	After every food service	Commercial degreasing, food-safe sanitization, and immediate waste export to prevent vermin.
Entire Facility	Scheduled Holiday Breaks	Termly carpet hot-water extraction, high-level dusting, and hard floor non-slip restoration treatments.

3.2 Financial Schedules

The supplier is expected to provide a cost on a fixed price basis.

All tenders should be inclusive of all Labour, materials, equipment, overheads and management costs.

The supplier must provide as part of the bid process:

- Labour breakdown by role, area, hours and cost
- Breakdown of all Sundry product costs
- Breakdown of all and any centralized and overhead cost
- Schedule of Capital equipment and financial pay back

3.3 People & Mobilisation

North Cestrian currently operates an inhouse cleaning service and the aim of this exercise is to identify a single suitable external supplier to provide end to end cleaning services. The chosen supplier will be expected to transfer the staff from existing suppliers onto their own payroll. This is a very sensitive issue and the successful supplier should therefore place priority on reassuring the staff of their employment under TUPE, should it be necessary, at the earliest opportunity following appointment.

Labour Structure – You must ensure your labour structure is TUPE compliant. If Submitting a variance to the TUPE information your proposal must quantify the submission and clearly detail the structure you are proposing along with the financial implications of the changes and the timeframe for mobilisation.

As part of the supplier proposal each supplier must ensure they make arrangements for:-



- The smooth transfer of the cleaning employees
- The recruitment of any new cleaning employees required
- The induction and training of existing and new employees

The Supplier must confirm:

- What pension arrangements will be offered to existing and new employees?
- Existing and future employees will all be placed on the same terms and conditions of employment including pensions

3.4 Staffing Management and Training

Suppliers must provide sufficiently trained management and staff of appropriate ability, skills and experience to provide a professional and efficient service to the agreed standards.

- All staff are trained in Health & Safety (Level 2 desirable)
- All staff (including temporary/agency staff) must be fully inducted and trained in all areas of work in which they are involved in compliance with Health & Safety at Work Act and the Control of Substances Hazardous to Health (COSHH) Regulations; handling and use of cleaning materials; personal hygiene and presentation; and lifting and handling
- Safeguarding training must form part of the minimum requirements of the service. North Cestrian School may also require cleaning staff to undertake its own safeguarding training and the supplier should allow for this on a free of charge basis
- The suppliers shall provide certified documentary evidence of such training to the Institution on request. An annual training programme is to be prepared on the basis of individual assessments of competence and needs. Progress on the training is to be recorded and reported to the delegated school official as part of the monthly update meetings.
Specific arrangements are to be made to ensure that new, temporary/casual and agency staff are appropriately trained and briefed for the tasks to be assigned to them.

3.5 Transfer of Undertaking (Protection of Employment) Regulations 2006

All potential suppliers are to be aware that TUPE Regulations will apply to this Contract.

In the event of the European Acquired Rights Directives (77/187) and 2001/23 /or the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) applying, Tenderers should take into account the following requirements:

- The requirement to inform, and if necessary to consult with the 'affected employees' via appropriate representatives of the affected employees;
- The requirement to inform the current service provider of any measures which it intends to take following the transfer;
- The requirement to maintain existing rates of pay and terms and conditions of service in accordance with TUPE;



- That the successful supplier will be liable for a claims (excluding criminal claims) brought by any 'affected employees' or their representatives from the date of the transfer, including but not limited to claims for redundancy and unfair dismissal claims.

Suppliers are advised to seek independent legal advice as to the effects of TUPE and take this into account when considering whether to tender, in pricing the contract and in the event of being the successful Tenderer.

Upon appointment the successful supplier should make provision to share their own workforce data at the end of the contract term should the services be re-tendered.

3.6 Pensions

The transferring employees are members of the Local Government Pension Scheme (LGPS), administered by the Greater Manchester Pension Fund (GMPF).

For employees who transfer under the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) and who are eligible for protection under the Fair Deal for Staff Pensions Policy (2013), the successful Tenderer will be required to make arrangements to provide continued access to the LGPS in accordance with Fair Deal requirements, applicable legislation and the requirements of the administering authority.

The current employer contribution rate is 17% of pensionable pay.

Tenderers should note that additional requirements may apply in connection with admission to the LGPS, including, where required by the administering authority, the provision of bonds, guarantees or other security arrangements.

The Institution does not warrant the accuracy or completeness of the information supplied and Tenderers are advised to undertake their own due diligence and obtain independent legal, financial, actuarial and pensions advice.