

BASBM Cleaning Contract Procurement Support Frequently Asked Questions

Question: What happens at the end of the project? Is there ongoing support?

Answer: Yes, we do provide a level of care after the contract has been awarded. We will make sure we keep in touch with you throughout the mobilisation period, so that if there are any questions or concerns around the mobilisation, queries about what was said in the tender vs what is in the contract, we will support you. We also do customer care calls 1 month, 3 months, 6 months and 12 months after your project has completed to check that everything is going to plan. With regards to ongoing contract management/monitoring, and assessing the cleaning standards against the KPIs, we can offer this but we will outsource it to a specialist contract-monitoring company.

Question: Do all schools in a 'Lot' have to accept the same supplier or can schools choose their own preferred supplier from the bids submitted?

Answer: This will be different dependent on whether it is an OJEU process or an RFP process. If it is OJEU, it will be affected by how we have set up the lots – it could well be that you end up with the same supplier within the lot, because the scoring and weighting will be the same, leading to the same supplier achieving the highest score. This is a *good* outcome, as the supplier will be able to achieve economies of scale by winning the business at a number of schools, and will help them deliver services (e.g. mobile teams will work more efficiently, extra resources can be brought in for urgent work). Regarding an RFP process, there is more flexibility with this, and it all depends on the wording of the tender documents – it could be set up to allow schools within a lot to select different suppliers, depending on their requirements. It is important to remember that with an OJEU process, it is the bidder with the highest score that is the successful supplier – it is not possible to choose the supplier in second or third place, as this goes against the OJEU regulations.

Question: Is there an impact of one school facing a TUPE or pensions problem holding up a Group/Lot?

Answer: No, it wouldn't. The way the tender is set up allows us to award the rest of the lots without awarding for that one school. Alternatively, we can award for all schools, but delay the mobilisation for the school affected.

Question: Would you suggest that schools take the provision in house for a short term from 1st April (to avoid increases in spend) whilst reviewing a collaborative procurement approach?

Answer: It would depend on whether your cleaning staff are eligible for TUPE. If they are, you would have to TUPE all the staff across to your books, and then have to TUPE again to the new supplier. You would also need to consider whether any equipment would transfer to the school, or if investment would be needed.

Question: My school is currently expanding. This means that I need a cleaning provision from now to 31.08.18 at a smaller site plus a satellite. Looking at the dates, this collaborative approach will be effective in the new academic year and this will be at the larger fully expanded site. However, I may not have access to the new site as this is still being built. Will this be a problem?

Answer: No problem! We have been running another cleaning tender with a school moving to a new build site, and we have been unable to get on site at all for a site visit. However, cleaning companies are accustomed to this and we have instead provided them with all the details they needed, such as the square meterage of the new buildings, information about any specialist floor coverings, and the specification that the school want. This is ample information for the suppliers to provide a bid and accurate pricing.