

**Building Cleaning Services
ActionAid UK
Request for Proposal/Quote**

ActionAid UK
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1 Copyright Information

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2 Document History

[Complete the items below as to authorship and necessary Glossary]

Version	Date	History	Name
VI	17/02/2021		F. Williams

3 Glossary

AA	ActionAid
AAUK	ActionAid UK

4 Organisation Information

ActionAid works for a world where the most vulnerable and forgotten can become valued and powerful.

Our top priority is to end the inequality that keeps women and girls locked in poverty, and to restore the rights denied them from birth.

We want to see women and girls out of danger, out of poverty and on track to create the future they want.

We work across Africa, Asia and Latin America, every day, all year round.

We listen to, learn from and work in partnership with 15 million of the world's poorest and excluded people.

More information on the organisation will be made available upon request or can be accessed through our website www.actionaid.org and www.actionaid.org.uk.

5 Current Situation Overview

ActionAid UK is part of the global ActionAid Federation, and as such plays a key role in global fundraising. ActionAid UK is dependent on systems and technology to deliver the key strategic objectives. As part of this tender, the out-sourcing partner will play a key role in supporting our ambitions laid out in our strategy by keeping our London office clean and safe.

The Facilities Team is part of the wider Directorate, Organisational Effectiveness. The Facilities Team manages the office portfolio and daily operations of the office/s and planned maintenance and service contracts for the organisation in general. As part of our aim at always achieving value for money we re-tender services at the end of each contract. It is now time for the cleaning services to be tendered for.

The contract will be for a period of 3 years (2021-2024), with option to extend by 1 year.

6 Project Purpose & Scope

This request for proposal (RFP) is established on behalf of ActionAid UK to Supply Building Cleaning Services for the organisation. All Cleaning must adhere Health and Safety Executive (HSE) rules and regulations, including COVID-19 prevention in line

with government guidelines, Control of substances hazardous to health (COSHH), data and assessments be available to view. We aim to be environmentally friendly in products we use, and sourced consumables must be ethical.

AAUK/AAI teams work in an agile way including hotdesking, therefore all desks are cleared daily, in preparation for evening clean. Any personal items left on desks overnight must be put in the lost and found box on each floor.

The building main Reception access is 24hrs, however AAUK/AAI office hours are 9am to 5pm, staff access is from 8am daily. The cleaning service must start from 18:00hrs, to enable staff to work late if necessary or host onsite evening events, which will be made known to the cleaners in advance.

Programmed Objectives

The Supplier is required to achieve a high level of environmental cleanliness throughout the facilities within the site.

- a) Provide a cost-efficient, quality driven Cleaning Service, which achieves an optimum standard of cleaning for all areas of the facilities appropriate for their use.
- b) Provide a standard of Service that helps to provide a positive image of the organisation and a level of cleanliness, which provides an acceptable working environment for all visitors and staff.
- c) The customers for this service are:
 - (a) Staff and Trustee Board Members
 - (b) Members of the Public
 - (c) Visitors to Staff.

Project Scope

The supplier will comply with all the requirements and standards set out in this agreement in relation to the provision of the Cleaning Service.

The Supplier will provide a scheduled and reactive Cleaning Service in order to meet the Service Standards within this cleaning agreement and as described in Appendix C.

The total Floor space is 1st Floor: 8675 sq ft & part West Ground floor 3782 sq ft.

Cleaning	Areas
	Internal Cleaning – General Staff Areas
	Internal Cleaning – General Kitchenette & Break Out Areas
	Internal Cleaning – Conference & Meeting Rooms/Pads/Skype booths
	Internal Cleaning – Sanitary areas
	Internal Glass Cleaning

	Check Clean daily 1pm
Other Services	
	Consumables and Dispensers
	[Sanitary disposal units 10 to be exact) weekly collection
	House Keeping Check once daily Mondays to Fridays

The Supplier will be responsible for the cleaning of all areas, as defined in Section 6 of this document. Within each of these areas, the Supplier will be responsible for cleaning to agreed standards the following elements:

- a) All internal glass surfaces
- b) All floors, walls, and ceilings including skirtings and architrave's, pipes and ducting
- c) All sanitary ware, including replenishments of disposables
- d) All furniture, fixtures, and fittings, including doors
- e) Electrical fixtures and appliances
- f) All soft furnishings
- g) Kitchenette and Break out areas, fixtures, fittings and appliances
- h) Emptying of waste/Recycled/food bins and Shredder waste bins

For the avoidance of doubt the Supplier will not clean areas and items of equipment, as identified by the Client unless in agreement with the Client. This will include but not be limited to:

- a) Computer Rooms, as these are subject to a specialist clean
- b) Computer screens, as these are subject to a special clean.

7 Requirements Detail

Minimum Service Requirements

The Supplier will provide a scheduled cleaning service to meet the requirements of the client in all areas of the 1st and part ground floor Office 33 to 39 Bowling Green Lane.

The key to a successful operation is flexibility by both the supplier and the client. The client will be fair in approach and fair in assessing standards achieved and it is expected that the supplier will maximise output and understand and prioritise work. Examples of this flexibility could be as follows.

- If several priority issues arise during a shift such that the cleaning staff are unable to complete all the regular work during that shift, the client will understand and accept the situation as long as it is reported to the client at the time.

- The cleaning staff will do their best to ensure that priority jobs are completed as quickly as possible and only less important jobs are delayed to a later time.
- Cleaning staff and particularly the Housekeeping should be able to decide if a particular regular job is of less importance than other work and should be empowered to make the appropriate decision, again reporting this to the FM helpdesk.

Standards:

We support the UK London Living Wage Scheme (LLW) and therefore would need to know that staff working on this contract will be subject to London Living Wage Scheme and treated fairly. AAUK reserves the right to ensure Cleaning staff are able to speak freely and to carryout spot checks on contracts with cleaners to ensure that they adhere to the standards expected by the client, and that all cleaners are paid the LLW for all hours worked on the contract.

The Services detailed in this document are the minimum acceptable. The supplier may at any time write to propose any variation that will enhance the quality or efficiency of the Services. Variations will not be implemented without approval of the client.

In cases where standards or details of work have not been specified within this document, the supplier shall use its best endeavours, techniques and experience to undertake the services with care, skill and diligence to provide an acceptable standard of work.

Where cleaning services are considered by the Client to have been incorrectly delivered and are not to the required standard, the supplier will be responsible for any additional costs incurred in correcting any mistakes.

8 Vendor Instructions

Provide a detailed proposal how you will provide the specified services, including submitting the specified documents / statements detailed below:

1. Assurance that Staff will have written contracts and we can review (as and when necessary)
2. Company Grievance procedures
3. Safeguarding and whistleblowing policies and procedures
4. Sick pay procedures
5. Disciplinary and Dismissal Procedures
6. Draft employee contract
7. Description of how staff are paid, with a template timesheet (or explanation of alternative used.)

Quality

The supplier will with due care and good manners undertake the obligations set out in this agreement, always leaving the site in a condition that is safe, clean and free from dirt and waste and ready for the next working day.

Operational Profile

- Cleaning will be carried out in the evening after [18:00]
- Housekeeping hours will be the normal daily 1 hour commencing at 13:00 for 1hr.
- Meeting rooms operate generally between [08:00 & 18:00] Mondays to Fridays.

Facilities Management will operate [09:00 to 17:00], Mondays to Fridays. A member of the Facilities team will be available outside of these hours for emergencies.

Reactive Cleaning

The Supplier will provide a reactive cleaning service to address ad hoc Emergency (P1), Urgent (P2) and or Routine (P3 & P4) cleaning requests. The Supplier will respond to service requests within specified service response times, as set out in Table 7 Appendix B instructions. The Supplier will return the affected areas to the required standards within the allotted rectification time. Reactive cleaning tasks include but are not limited to:

- Internal spillages of substances
- Replenishment of consumables and disposables
- Cleans associated with building and maintenance works
- Untoward incidents such as flooding
- Other requests received by the helpdesk

Deep and Specialist Cleans

The Supplier will be responsible for providing a number of cleaning duties that are neither Scheduled or Reactive but are Services where it is possible to provide notice and/or have a degree of flexibility in their completion. Such tasks are described in Table 3; Deep and Specialist cleaning below:

Table 3, Deep and Specialist Cleaning

Cleaning Type	Element/ Area	Frequency
Deep Cleans	Soft Floors	[6] monthly
	Soft Furnishings	[6] monthly
	Kitchenette and Break out areas	[3] monthly
	Sanitary Areas	[3] monthly
Specialist Cleans	IT Equipment	[N/A]
	Telephones	[N/A]

	[Client to complete]	
Periodic Cleans	[Client to complete]	

Materials and Equipment

Materials

The supplier will supply all necessary cleaning materials for the provision of the cleaning service and will ensure that all such materials conform to all necessary regulations and Health and Safety standards relevant to them and any specific organisation requirements including environmental considerations. The supplier is to provide copies of all necessary (COSHH), control of substance hazardous to health, regulation data sheets for retention on site at the Bowling Green Lane.

Equipment

The supplier will be responsible for the supply of all equipment, machines, etc. to enable execution of the works (ensuring that all finishes and facades are protected) and will ensure that all such equipment and machinery conforms to all relevant regulations, standards, tests and Health and Safety standards with the provision of all necessary risk assessment and other certificates. Risk assessments and method statements to be retained in the supplier Site manual.

Storage of Equipment and Materials

The supplier will ensure that all materials and equipment are stored in the agreed storage areas in the appropriate manner to meet health and safety requirements. COSHH sheets must be retained in these storage areas and they are to be kept clean and tidy.

Maintenance and Pest Reporting

The client has an expectation that the supplier shall use best endeavours to increase efficiency and provide added value to the Service. As a minimum, it is expected that the supplier trains their staff to undertake a visual inspection of the building whilst carrying out their normal duties and will report issues to the Facilities Management Help Desk using, as an example, the checklist below:

- Internal – lights not working
- Internal – taps dripping or pipes leaking
- Internal – toilets blocked causing overflow
- Internal – immovable deposits (e.g., tar/stains) to carpets, hard floors or fixtures and fittings
- Evidence that may indicate contamination by vermin
- Loose carpets or other trip hazards
- Any other M&E or fabric issue

Any issues discovered should be resolved by the supplier staff if it is within their scope of service or reported to the Facilities Management Help Desk.

Escalation

The supplier will provide an escalation plan that will show the route and timeframes for referral of incidents and unresolved issues.

Management Information

The supplier is responsible for providing management information as specified in the Performance Management Systems in section 11.

Invoicing

The supplier will be required to submit monthly invoices to cover one twelfth of the annual sum as described in the Schedule of rates, and as detailed in the cost sheets in the appendices of this document. All ad-hoc reactive / additional works must be authorised by the client before commencement and will be separately itemised on the monthly invoice.

Client / Supplier Site Communication Book

The client will provide a communication book at the Site Office for use as follows:

- Supplier's Staff will sign in and out each day/night and check for any specific requirements written in the book.
- The client representative will insert details of any specific requirements for that day's clean in the communication book.

Supplier Code of Conduct

All cleaners should continue to operate within the same H&S rules and regulations as currently in force by the Health and Safety Executive.

Cleaning or any other actions undertaken by the cleaning team should not be attempted if there is any reason to suspect that in so doing ActionAid Staff, Visitors, may be subject to danger or risk. In the event of work being suspended for this reason, an immediate report must be submitted to the client via the Facilities Management Help Desk.

On completion of duties the supplier must check to ensure that no health or safety hazards are evident e.g. trailing flex, slippery floors, obstructions to exits and thoroughfares etc.

Schedule of Rates

The supplier will provide a schedule of rates, inserted into the cost sheets in the appendices of this document and abide by these for all additional work quotations provided.

Variations

Changes to the annual price are potentially driven by the following circumstances:

- Inclusion of additional areas within the Site
- Inclusion of buildings other than the current Office
- Vacation of areas
- Significant changes to square metres cleaned
- Modifications to the services required by the client
- Any other additional service requirement.

Variation notices will be raised by the client for any changes and agreed with the supplier prior to implementation.

Building Works

If refurbishment works or building works take place within the Bowling Green Lane Office, the direct cost of any additional cleaning in relation to the works are to be submitted on a separate invoice. The supplier will be required to submit an estimate for the additional costs prior to undertaking the work.

Suspension of Work

In the event of it being necessary, the client will issue instructions to the supplier to temporarily suspend work. The supplier must (if at all possible) re-schedule the works so that it is correctly completed as soon as possible after the work suspension is lifted.

Resource

The Supplier Management

The supplier will present a management structure to cope with the level of business required at the Bowling Green Lane office. As a minimum, the supplier will be expected to provide personnel to:

- Manage day to day service delivery in terms of both attendance and quality.
- Rectify issues through creation and implementation of action plans.
- Undertake staff training and ensure compliance with Health and Safety requirements.
- Prepare and deliver management information.
- Produce and deliver robust operating processes.
- Manage continuous improvement.
- Achieve financial accuracy.

Manager / Supervisor

The supplier will appoint and maintain a Manager/Supervisor who will be responsible for the satisfactory performance of the services at the Bowling Green Lane Office. The Manager / Supervisor's principal duties shall include but not be limited to:

- Ensuring the effective management of the services.
- Ensuring adequate staffing levels to fulfil the requirements, especially cover during absence.
- Responsibility for ensuring satisfactory service delivery performance.

- Monitoring service levels generally and taking immediate corrective action as necessary.
- Give appropriate advice regarding any reasonable cost saving improvements, which could be considered by the client in any cleaning procedures or other matters observed.
- Actively participating in all contract review meetings.
- Ensuring that all complaints and corrective action taken concerning the services are fully documented and reported to the client in a timely manner.
- Responsibility for ensuring satisfactory staff performance.
- Responsibility for ensuring that staff are managed appropriately, fairly and in line with good practice, including systems for monitoring staff performance.
- Overseeing the day-to-day management of staff.
- Ensuring that all equipment used in connection to the service is safe and where electrical has a current record of Portable Appliance Testing.
- Investigate and report any abnormal incidents, occurrences or accidents to the client.
- Ensure the cleaning staff follow Health & Safety rules and regulations as they apply to HSE Guidelines.

Housekeeping (check clean) Service.

The supplier and the client will jointly agree on the job description for this Housekeeping role, however for the purposes of this document the following bullets indicate the potential requirements.

- The supplier to issue a daily works programme covering planned works, but Housekeeping should have common sense, expertise and freedom to prioritise work as it arises.
- Job role includes - to service washrooms and toilets (clean and replenish consumables and sanitary towels), service kitchenettes and break out areas (replenish disposable paper towel, replace tea towels) clean vending and drinking fountain areas and replenish refreshment consumables and ensure cleanliness of meeting rooms.
- Emergency calls for leaks/floods or other incidents must be given priority. The regular programme of works will be resumed as soon as possible after the emergency.

Waste

Waste – On Site Collection and Management

Office and Kitchen Area/s

In the areas of the Bowling Green Lane Office the waste will be managed as follows.

In general areas, two bins and one shredder will be provided for the use of all staff and no bins will be provided anywhere else. The staff are responsible for moving all waste from their area and placing it in the appropriate bin/s as follows.

Recyclable waste bin. The following items can be deposited in these bins

- Metal
- Glass
- All paper
- Plastic
- Card
- **General Waste Bin:** into this bin can be deposited all non-recyclable waste
- **Shredder:** all confidential paper that requires shredding will be shredded by the staff.
- **Food Bins:** In Kitchen areas; food only bins for organic waste

The supplier will be responsible for transporting both the general waste and the recyclables from the floors to the defined storage area ready for collection by the appropriate waste collector. In addition, the supplier will remove the sacks of shredded paper from the shredding machines to the storage areas and will replace the sacks in the shredder.

The central bins must be kept clean by the supplier and be wiped to remove all drips and food deposits and washed out with disinfectant at least weekly.

Validation of Contracted Work

The supplier will be required to validate completion of agreed work undertaken at the BGL office by way of a daily record. This will include:

- Daily/regular cleaning performed in accordance with contracted hours (to include confirmation of attendance by all designated staff)
- Periodic work (carpets, hard floors, spring clean) to contracted frequencies.
- Any other service performed.
- Ad-hoc work

The supplier and the client will agree the above method for achieving this requirement.

Contract Performance Measurement

Overall performance measurement will be supplied by the following data sources:

- Supplier data. This will include time sheets of attendance, complaints, additional works, periodicals, number and type of emergency/urgent priorities that have arisen.
- Client audit data. This will take the form of a monthly audit.
- Supplier audit data. This will take the form of a monthly audit.

- FM Help Desk records. This will include number and type of request for assistance from the staff, complaints and response times.

Mobilisation

The mobilisation of the cleaning activities in any aspects if we relocate to another site, will be the subject of a separate document.

The objective will be to ensure that the cleaning service is ready for operation on day one of the new operation site as agreed.

Approved Products

General

All cleaning products used must be approved by the manufacturers for the purpose to which they are being used.

Green Products

Wherever possible the cleaning products must be 100% green environmentally friendly containing chemicals and substances that are fully bio-degradable, contain only naturally derived surfactants and alkalis packed in recycled bottles with no (CFC's), chlorofluorocarbons, in any aerosols.

Cleaning Standards (Service Levels)

The purpose of the Service Standards and Requirements section is to detail the operational service requirements against expectations, deliverables and frequencies.

Frequency abbreviations are detailed as follows: Table (below), Frequency Abbreviations.

Abbreviation	Definition
H	Given duration by Hour (e.g., every 2 hours)
D	Daily
2D	Twice Daily
Alt	Alternate Day (Monday, Wednesday, Friday)
W	Weekly
M	Monthly
Q	Quarterly
HY	Half Yearly
A	Annually
SC	Self-Clean
Ad-H	Ad-Hoc Request
N	No Service

N/A	Not Applicable
Freq-As Req	Frequently as required

- Office Cleaning		
Building Areas Covered	<ul style="list-style-type: none"> • Reception (1st Floor) • Conference/Meeting Rooms & Office areas • Washrooms 	
Operational Service	Expectation / Deliverable	Frequency Variables / Service Standards
Carpets (Regular Clean) includes: Carpets, walk off areas	<ul style="list-style-type: none"> • Free from loose debris and loose foreign matter. • Free from stains, spillage's and impacted dirt. Free from impacted debris including chewing gum and labels 	D
Carpets (Periodic Clean) includes: Carpets, walk off areas	<ul style="list-style-type: none"> • Deep clean, remove stains or marks. • Use floor cleaner to remove, built up dirt or spillage's and impacted dirt. Free from impacted debris including tar deposits, chewing gum and labels 	HY
Hard floors (Regular)	<ul style="list-style-type: none"> • Free from loose debris and loose foreign matter. • Free from stains, spillage's and impacted dirt. Free from impacted debris including chewing gum and labels. • Uniform colour and lustre to be maintained. 	D
High Level Clean: - Completion of internal clean to full building height	<ul style="list-style-type: none"> • Apply as per specified areas 	HY
Ceiling Clean	<ul style="list-style-type: none"> • Free from loose debris, dust and cobwebs. • Free from removable stains and impacted debris 	HY
Washrooms / Toilet Areas / Shower Rooms	<ul style="list-style-type: none"> • All surfaces, sinks and other fixtures and fittings to be free from loose debris, dust, cobwebs, removable stains, spillage's etc. 	2D

Operational Service	Expectation / Deliverable	Frequency Variables / Service Standards
Intermittent Clean	<ul style="list-style-type: none"> • Pans free from stains on both outer and inner surfaces • Floors free of loose debris • All surfaces fixtures and fittings to be dry and odour free. • Polished even finish to metalwork, taps, mirrors etc free from finger marks. • Consumables (liquid soap, paper towels, toilet rolls, sanitary items) replenished. • Textiles (hand towels) replenished 	
Waste receptacles (confidential and non-confidential) – preparation and emptying	<ul style="list-style-type: none"> • All receptacles emptied and refuse transported to storage areas. • Bins free from stains and streaks and containing clean liners as specified. 	D
Tables, Desks, Chairs, Cupboards, Cabinets	<ul style="list-style-type: none"> • Free from loose debris, dust and cobwebs. • Surfaces free from removable stains, spillage's etc. • Free from impacted debris e.g. chewing gum, labels etc. • Even polish to hardwood and leather surfaces. • Glass free from finger marks. 	D
Other Fixtures & Fittings: <ul style="list-style-type: none"> • Light Switches • Free Standing Screens & Displays • Radiators & Grilles • Pictures • Window Blinds 	<ul style="list-style-type: none"> • Free from loose debris, dust and cobwebs. • Surfaces free from removable stains, spillage's etc. • Free from impacted debris e.g. chewing gum, labels etc. • Polished even finish to metalwork • Glass polished to even sheen 	W

Operational Service	Expectation / Deliverable	Frequency Variables / Service Standards
Doors including: <ul style="list-style-type: none"> • Frames • Vision panels • Furniture • Kick Plates Windowsills & Skirting		

– Internal Cleaning		Kitchenette & Break Out Areas
Operational Service	Expectation / Deliverable	Frequency Variables / Service Standards
Hard floors (Regular)	<ul style="list-style-type: none"> • Free from loose debris and loose foreign matter. • Free from stains, spillage's and impacted dirt. Free from impacted debris including chewing gum and labels. • Uniform colour and lustre to be maintained. 	D
High Level Clean: - Completion of internal clean to full building height including periodic cleans	<ul style="list-style-type: none"> • Apply as per specified areas 	M

to carpets and hard floors		
Vending Areas (Drink Machines)	<ul style="list-style-type: none"> Free from loose debris, dust and cobwebs. Surfaces free from removable stains, spillage's etc. Free from impacted debris e.g. chewing gum, labels etc. 	D
Waste receptacles	<ul style="list-style-type: none"> All receptacles emptied and refuse transported to storage areas. Bins free from stains and streaks and containing clean liners as specified. 	D
Work Surfaces	<ul style="list-style-type: none"> Free from finger marks, loose debris, stains and water marks Cleaned and sanitised leaving an even finish without streaks All surfaces fixtures and fittings to be dry and odour free 	D
Other Fixtures & Fittings: <ul style="list-style-type: none"> Taps Cupboards Microwaves Refrigerators Dishwashers 	<ul style="list-style-type: none"> All surfaces, sinks and other fixtures and fittings) to be free from loose debris, dust, cobwebs, removable stains, spillage's etc. All surfaces fixtures and fittings to be dry and odour free. Polished even finish to metalwork, taps, handles etc free from finger marks. 	D
Refrigerators	<ul style="list-style-type: none"> All refrigerators to be thoroughly cleaned and "out of date" products disposed of 	W

OTHER SERVICES AS REQUIRED

OS I Consumables & Consumable Dispensers – Please provide a price for the following

Operational Service	Expectation / Deliverable	Frequency Variables / Service Standards
Provision of: <ul style="list-style-type: none"> • Liquid Soap for hand basins • Toilet Rolls • Folded Paper Towels in toilets • Either folded paper towels or other kitchen towel for break-out areas • Waste Sacks • Dishwasher tablets • Rinse Aid • Dishwasher Salt 	<ul style="list-style-type: none"> • Adequate supply of consumables to be provided to site. • No reports of areas running out of toilet or kitchen consumables 	Provision as required
Provision of: <ul style="list-style-type: none"> • Liquid Soap Dispensers • Toilet Roll Holders • Paper Towel Dispensers • Toilet Brushes and brush holder • Fragrance Units 	<ul style="list-style-type: none"> • Dispensers provided as required to suit consumables supplied • Toilet brush provided to each cubicle 	Provision as required

Removal of Waste

Operational Service	Expectation / Deliverable	Frequency Variables / Service Standards
Removal of general waste from office areas to collection point Removal of recyclable waste from office areas to collection point Removal of shredded paper and replacement of bag	<ul style="list-style-type: none"> • All waste to be removed frequently. • No build-up of waste in the general areas of the offices • No bins to reach over capacity. 	<p style="text-align: center;">As required.</p>

COST SHEET

Please complete the following table providing costs for each item.

ITEM	Weekly cost for all Areas
<p>BASE CLEANING including:</p> <ul style="list-style-type: none"> • Reception Area • General staff areas • Break Out areas • Conference & meeting Rooms • Showers 	<p>Combined figure</p>

<ul style="list-style-type: none"> • IT General • Waste Removal (from offices to bin stores) 	
<p>CONSUMABLES including:</p> <ol style="list-style-type: none"> 1. Toilet Rolls 2. Liquid Soap 3. Hand Paper Towels for toilets (some toilets) 4. Kitchen towels for break out areas (alternative to kitchen towel) 5. Toilet brushes and Holders 6. [sanitary products provided by AAUK?] 	<p>Cost per week for each item.</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 5.
<p>HOUSE KEEPING SERVICE</p>	<p>1 hour daily to carry out check clean</p>
<p>ALL PERIODICALS including</p> <ol style="list-style-type: none"> 1. Soft flooring 2. Soft furnishings 3. Kitchenette and break out areas. 4. Sanitary areas 5. IT Equipment & Telephones 6. Blinds 	<p>Total Cost</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6.
<p>SCHEDULE OF RATES including:</p> <ol style="list-style-type: none"> 1. Normal working hours 2. Evening cleaning hours 3. Out of normal working hours 4. Weekends 5. Public Holidays 	<ol style="list-style-type: none"> 1. 2. 3. 4. 5.

8.1 Schedule for Evaluation Process

The expected timeline for the evaluation and decision-making process is as follows:

Process step	Date
RFP & Tender documents distributed to vendors.	19 th February 2021
Opportunity for vendor meetings with ActionAid UK staff	1 st - 5 th March 2021
Deadline for RFP responses	12 th March 2021
Vendor interviews	22 nd to 26 th March 2021
Selection of vendor/contract negotiation	29 th to 31 st March 2021
Contract begins	1 st April 2021

8.2 Proposal Submission & Contact Information

Please submit electronic copy of your proposal, including all supporting documentation to:

Name	Jo Armah-Kinson, Contracts & Procurement Manager
E-mail	commercialuk@actionaid.org
Company	ActionAid
Address	33-39 Bowling Green Lane, London, EC1R 0BJ
Phone	02013 122 0561

Contact Person(s) for any technical questions about the RFP by email:

Florence Williams, Facilities and Security Manager	Florence.Williams@actionaid.org
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8.3 Proposal Format

A vendor's internal template for responses to RFP will be accepted. The New Supplier Questionnaire provided herewith has to be answered and attached along with the proposal.

8.4 Notifications

Vendors will be notified regarding requests for additional information, formal presentations and the outcome of the selection process through email.

9 Basis of Award

All proposals become the property of ActionAid UK and will be evaluated by the RFP Review Team.

Evaluation and selection of vendors to provide products and services as defined in this RFP to ActionAid UK will be based on the following criteria, which are given in no specific order:

- Cultural fit (how will your organisation fits in with AAUK values)
- Company history/stability and overall experience (including years in the business)
- Quality assurance offered and the technical proficiency demonstrated
- References provided
- Ethical Concerns (London Living Wage, how the contract is structured, grievance procedures/policies, sight of staff contracts)
- Expertise of proposed team
- Prices provided by vendors or as available through other sources
- Other various business compliance issues as referred or contained herein.
- Timely and complete response to RFP
- Time taken to have a working solution in place

Weighting to scoring will be determined along these areas:

History/stability & overall experience 30%	Price 30%	Ethical Concerns 30%	Cultural Fit 10%
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The RFP Review Team reserves the right to accept or reject any or all RFPs received.

The RFP review team is comprised of Joanna Kinson (Contracts & Procurement Manager); Florence Williams (Facilities and Security Manager); Andrea Metcalf (Deputy Director of People & Culture).

The RFP Review Team reserves the right to negotiate with respondents to this RFP, within the requirements of the RFP, to best serve the interests of ActionAid UK. However, vendors **must not assume** an opportunity to negotiate and are cautioned to submit their proposals on a best and final basis since an award or decision is likely to be made without further negotiation based on pricing and terms of the original submittals. Accordingly, all requirements must be included with your initial offer.

All proposals submitted will be proprietary by ActionAid UK and will not be released to any outside party, in part or in total unless required by law. Neither the transmission of this RFP to a prospective bidder nor the acceptance of a reply shall imply any obligation or commitment on the part of ActionAid UK.

If vendor needs to take exception to anything under the RFP, these exceptions must be clearly identified on the RFP response.

All prices and conditions must be shown. All prices need to be explicit in terms of VAT.