

Centre City Tower, 7 Hill Street, Birmingham B5 4UA  
21 Bloomsbury Street, London WC1B 3HF

By email

07 June 2016

Freedom of Information - Request For Information

Reference: FOI 62052016

Dear 

Thank you for your email in which you request information concerning Ofwat's cleaning contract.

I can confirm that we do hold the information you have requested and I have responded to your questions individually.

Information request – 1 – Who was the winning Company for this tender?

**Integral UK Ltd**

Information request – 2 – When did the contract start and what is the term length of the contract?

**11 January 2016- 3 years**

Information request – 3 – Please send me a copy of the winning tender. Please note I do not wish to see any costings or commercially sensitive information.

The contract is publicly available on the Government Contract Finder website which can be located [here](#) and I attach a copy of the tender as requested.

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Some of the information contained within both documents is exempt from disclosure.  
The exemptions applied are

#### Section 40(2) – Personal Data

This exemption applies because Ofwat considers that it would be a breach of the Data Protection Principles to disclose personal data of contracted staff without consent to disclose. In accordance with Principle 1 of the Data Protection Act (DPA), personal data should be collected fairly and lawfully and meet a condition in schedule 2 of the DPA. We feel that disclosure of personal data in relation to our contractors would breach this principal.

#### Section 41- Information provided in confidence

Information contained within the tender document was supplied by the contractor for the purposes of supporting their tender bid. After consultation with the company Ofwat confirms that to disclose certain information could lead to an actionable breach of confidence by the contractor.

#### Section 43 – Commercial Interests

Ofwat has considered the position of the commercial interest of the contractor and following consultation we have redacted any commercially sensitive information contained within the tender document.

#### Public Interest Test

As Section 43 is a qualified exemption Ofwat has to consider the public interest test. There is a clear public interest in disclosing information that helps the public to understand to understand the way a public authority works. Ofwat believes that the disclosure of any financial data relating to the contractor's commercial interest could lead to reputational damage for both parties and also affect the contractor's commercial activity for future tenders.

We therefore deem this exemption engaged.

Freedom of Information/EIR Provide the Information

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If you have any queries or concerns with regard to the content of this email please do contact me, quoting the reference number.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, please contact:

Programme and Project Management Office  
Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham B5 4UA  
[mailbox@ofwat.gsi.gov.uk](mailto:mailbox@ofwat.gsi.gov.uk)

If you are not happy with the outcome of that review you can ask the Information Commissioner's Office to consider your complaint. Generally, the ICO will not make a decision unless you have exhausted Ofwat's complaints procedure. The ICO can be contacted at:

<https://ico.org.uk/>

or

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow

Yours sincerely,

Freedom of Information/EIR Provide the Information

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Centre City Tower, 7 Hill Street, Birmingham B5 4UA  
21 Bloomsbury Street, London WC1B 3HF

Christine Manise

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Programme and Project Management

Ofwat

Centre City Tower

7 Hill Street

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**OFFICE CLEANING SERVICES**

**CONTRACT REFERENCE: PROC.03.0096**

**Tender submitted by: *Integral UK Ltd***

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<b>Annex 1</b>	<b>Pricing Schedule</b>
<b>Annex 2</b>	<b>Declaration Form</b>
<b>Annex 3</b>	<b>Bona Fide Tendering</b>

## Tender Questionnaire: Office Cleaning Services

<b>1</b>	<b>Organisation and Contact Details</b>													
1.1	Full name of organisation tendering (or of organisation acting as lead contact where a consortium bid is being submitted)	Integral UK Ltd												
1.2	Registered office address:	1290 Aztec West Almondsbury Bristol BS32 4SG												
1.3	Company or charity registration number (if this applies):	5307588												
1.4	VAT registration number (if this applies):	GB 862 3099 16												
1.5	Name of immediate parent company (if this applies):	Integral UK Holdings Limited												
1.6	Name of ultimate parent company (if this applies):	Integral UK Holdings Limited												
1.7	Is your organisation:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">i) a public limited company?</td> <td style="width: 20%;"></td> </tr> <tr> <td>ii) a limited company?</td> <td style="text-align: center;">✓</td> </tr> <tr> <td>iii) a limited liability partnership?</td> <td></td> </tr> <tr> <td>iv) other partnership</td> <td></td> </tr> <tr> <td>v) sole trader</td> <td></td> </tr> <tr> <td>vi) other (please specify)</td> <td></td> </tr> </table>	i) a public limited company?		ii) a limited company?	✓	iii) a limited liability partnership?		iv) other partnership		v) sole trader		vi) other (please specify)	
i) a public limited company?														
ii) a limited company?	✓													
iii) a limited liability partnership?														
iv) other partnership														
v) sole trader														
vi) other (please specify)														
<b>Contact details for enquiries about this tender</b>														
1.8	Contact name:	[REDACTED]												

Redacted-Third party data

1.9	Address:  Post Code:	Unit 1 Spring Road Smethwick Warley West Midlands B66 1PE
1.10	Telephone number:	0121 553 5511
1.11	Mobile number:	N/A
1.12	E-mail address: (if available)	bdt@integral.co.uk
1.13	Consortia and Sub-Contracting	a) Your organisation is bidding to provide the services required itself ✓
		b) Your organisation is bidding in the role of Prime Contractor and intends to use third parties to provide some services
		c) The tenderer is a consortium
1.14	If your answer is (b) or (c) please indicate in a separate annex (by inserting the relevant company/organisation name) the composition of the supply chain, indicating which member of the supply chain (which may include your organisation solely or together with other providers) will be responsible for the elements of the requirement.	N/A
1.15	Please describe the main business activities of your organisation and the number of years you have been involved in this activity.	
	<p>Integral UK Ltd was formed in July 2005 following a management buy-out from MJN Limited which was originally established in 1957. We provide both Hard and Soft FM services to over 1,600 clients in 40,000 locations. This includes but is not limited to - Soft Services (<b>Cleaning Services</b>, 24/7 Helpdesk Service, Waste Management Services). Hard Services (Mechanical &amp; Electrical, Fabric);</p> <p>Integrals national strength, regional coverage and financial independence has enabled us to continue developing our self-delivery model to ensure we successfully retain existing customers, as well as supporting adequately new clients. With over 1700 directly employed operatives spread throughout the country, we are able to meet the most challenging demands. To supplement this we operate our own FM recruitment agency, to ensure we invest in new, qualified staff very quickly. Alongside this, Integral <b>self-delivers</b> its entire works.</p>	



	<p>Our Field-based teams are comprised of cleaners, handy men and other operatives undertaking soft service provisions; right through to multi-disciplined technicians who are experienced in the core disciplines required to meet our client's building needs.</p> <p>Our one-team approach ensures we always strive to identify opportunities for improved efficiency that provide our clients with cost effective, sustainable solutions. As a fully ISO 9001, ISO 14001 and OHSAS 18001 accredited company, Integral are dedicated to the services we provide, ensuring that quality, the environment and occupational health are considered in all aspects of our daily routine.</p>	
1.16	<p>Is your organisation a small or medium sized enterprise (SME)*?</p> <p>* "SME" means a business with a headcount of less than 250; an annual turnover of no more than €50m; and/or a balance sheet total not exceeding €43m.</p>	No
1.17	<p>How many staff does your organisation (including consortia members or named sub-contractors where appropriate) employ relevant to the carrying out of services and/or delivery of goods similar to those required under this contract?</p>	Integral Clean employ 567 staff.
<p><b>Comments:</b></p> <p>We need some basic contact details for each tenderer and some background information about who they are. In addition, we want to know what a potential tenderer's main lines of business are and whether they are an SME as we monitor the level of spend that goes to SMEs.</p>		
<p><b>Evaluation:</b></p> <p>This section is not scored.</p> <p>Completion of this section is mandatory and is for our information purposes. We may confirm company identity and basic details with external bodies.</p> <p><b>MANDATORY</b></p>		

2	<b>Professional And Business Standing</b>
	Do any of the following apply to your organisation, or to (any of) the director(s) / partners / proprietor(s)?

2.1	Bankruptcy, insolvency, compulsory winding up, receivership, composition with creditors, or subject to relevant proceedings	No
2.2	A conviction (or convictions ) for a criminal offence related to business or professional conduct	No
2.3	Legal or administrative finding of commission of an act of grave misconduct in the course of business	No
2.4	Failure to fulfil obligations related to payment of social security contributions	No
2.5	Failure to fulfil obligations related to the payment of taxes	No
2.6	Failure to provide information required or providing inaccurate/misleading information when participating in a procurement exercise	No
2.7	Failure to obtain and maintain relevant licences or membership of an appropriate trading or professional organisation where required by law	No
2.8	If the answer to any of these is “Yes” please give brief details below, including what has been done to put things right.	
	Not Applicable	
<p><b>Comments:</b></p> <p>Public bodies have a duty to maintain high standards of professional behaviour and honesty. They need to be sure that tenderers can show that they meet the same standards. This questionnaire asks tenderers to answer important questions on this subject.</p>		
<p><b>Evaluation:</b></p> <p>This section is not scored.</p> <p>A "Yes" response to any of these questions will result in automatic exclusion from this procurement, unless you have provided an answer that clearly indicates the problem has been resolved and that steps have been taken to prevent its recurrence.</p> <p><b>PASS/FAIL</b></p>		

<b>3</b>	<b>Financial Information</b>	
3.1	Please provide one* of the following set out below:	
	a) <i>A copy of your audited accounts for the most recent two years (if this applies)</i>	✓  Please refer to <b>Appendix A</b>
	b) <i>A statement of your turnover, profit &amp; loss account and cash flow for the most recent year of trading</i>	
	c) <i>A statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position</i>	
	d) <i>Alternative means of demonstrating financial status if trading for less than a year</i>	
<p><b>Comments:</b></p> <p>*If you are unable to provide the information requested at a) please provide the information requested at b) or if b) is not available please provide the information requested at c) or if c) is not available then please provide the information requested at d).</p> <p>We need to know about your organisation’s financial situation. We want to be sure that your organisation has the financial resources and stability to provide the required services, and that they are likely to be around to complete the contract satisfactorily.</p>		
<p><b>Evaluation:</b></p> <p>The key objective is for us to analyse your financial information and determine the level of risk that it would present to us – having regard to the requirement and value, criticality and the nature of the market.</p> <p>This section is not scored. Instead marking will be based on a risk-based approach.</p> <ul style="list-style-type: none"> <li>• Full satisfactory responses provided with no areas of concern (Low risk)</li> <li>• Partial, satisfactory responses provided with some cause for concern (Medium risk)</li> <li>• Unsatisfactory responses provided with significant cause for concern (High risk)</li> <li>• No responses provided (Non-compliant)</li> </ul> <p>If your response is evaluated as either of the last two categories then your tender <b>will</b> not be considered further.</p> <p>If your response is evaluated as “Medium Risk” then your tender may be excluded on this basis although further clarification on financial position may be sought before a decision is made. A response initially evaluated as “Medium Risk” will only be considered if information provided in clarification satisfies Ofwat that there are no areas of concern.</p> <p><b>PASS/FAIL</b></p>		

<b>4</b>	<b>Insurance</b>		
4.1	<p>You must either indicate that you have these levels of insurance in place for each and every claim rather than on an aggregate basis or, alternatively, undertake that should you be awarded a contract under this procurement such levels of insurance will be available to you and that you undertake to maintain these levels of insurance for the duration of the contract.</p> <p>Please include a copy of insurance certificates as a separate attachment.</p>		
a)	Employers Liability (This is a legal requirement. There are a small number of exceptions.)	Min £5m per claim	Yes Please refer to <b>Appendix B</b>
b)	Public Liability	Min £2m per claim	Yes
<p><b>Comments:</b></p> <p>With the best will in the world there are sometimes problems with contracts for one reason or another. We need to know that your organisation has the necessary insurance policies to adequately cover any such problems.</p>			
<p><b>Evaluation:</b></p> <p>The section is not scored. If you do not have the required levels of insurance or confirm that you will secure if successful (before the contract start date), then you will fail this section and your tender <b>will</b> not be considered further.</p> <p><b>PASS/FAIL</b></p>			

<b>5</b>	<b>Experience And Contract Examples/References</b>			
<p>Please provide details of up to three similar (nature &amp; size) contracts from either or both the public or private sector, that are relevant to this requirement. Contracts for the supply of services should have been performed during the past <u>three</u> years. (The customer contact should be prepared to speak to Ofwat's representative to confirm the accuracy of the information provided below if we wish to contact them).</p> <p>Please note that where possible referees should not be linked to Ofwat and that we may contact your referees without telling you again.</p>				
		Contract 1	Contract 2	Contract 3

5.1	Customer Organisation (name):	Guinness Partnership	NSPCC	Weightmans LLP
5.2	Customer contact name, phone number and email	[Redacted]		
5.3	Contract start date: Contract completion date: Contract value*:			
5.4	Brief description of contract (max 250 words) including evidence as to your technical capability in this market.	<p>Integral provides:</p> <ul style="list-style-type: none"> <li>• Office and centre cleaning services</li> <li>• Washroom cleaning</li> <li>• Hygiene cleaning</li> <li>• General cleaning</li> <li>• Handyman services</li> </ul> <p>Integral provides these services to a site in London and Oldham.</p>	<p>Integral provides:</p> <ul style="list-style-type: none"> <li>• Office and centre cleaning services</li> <li>• Washroom cleaning</li> <li>• Hygiene cleaning</li> <li>• General cleaning</li> <li>• Handyman services</li> </ul>	<p>Integral provides:</p> <ul style="list-style-type: none"> <li>• Office and centre cleaning services</li> <li>• Washroom cleaning</li> <li>• Hygiene cleaning</li> <li>• General cleaning</li> </ul> <p>Integral provides these services to 2 sites in Birmingham.</p>
If you cannot provide at least one example, please briefly explain why (250 words max)				
Not Applicable.				

Redacted-Third party data

Section 43 Commercially Sensitive

**Comments:**

\*If you are unable to provide a contract value then please specify one of the following ranges: a) below £10k, b) £10k to <£25k, c) £25k to <£50k, d) £50k to <£100k, e) £100k to <£500k, f) £500k or greater.

We want to know if your organisation has performed similar work of a similar size to a good standard in the past. The more similar these are to our current requirement the better.

**Evaluation:**

You must provide references relevant to the subject of the contract. Where no references are provided or they are either totally irrelevant or of limited relevance then your tender **will** not be considered further.

**PASS/FAIL**

6	Quality Assurance	
6.1	Does your organisation hold a recognised quality management certification; for example BS/EN/ISO 9000 or equivalent? Please include a copy of any certificate as a separate attachment.	Yes Please refer to <b>Appendix C</b>
6.2	If not, does your organisation have a quality management system*?	Yes
6.3	If you do not have quality certification or a quality management system, please explain why:	
	Not Applicable.	
<b>Comments:</b> The existence of a quality management system can provide some assurance as to the ability of your organisation to provide services of a consistent quality. *"System" means processes and procedures to ensure that the subject is properly managed.		
<b>Evaluation:</b> The section is not scored. If you do not have either a quality certification or a quality management system, then your tender <b>will</b> not be considered further. <b>PASS/FAIL</b>		

7	Health & Safety	
7.1	Does your organisation have a written Health and Safety at Work policy?	Yes
7.2	Does your organisation have a Health and Safety at Work system to implement this policy?	Yes
7.3	Are all employees trained in health and safety (where applicable)?	Yes
7.4	Does your organisation make sure it complies with the Health & Safety at Work Act 1974 and all applicable regulations?	Yes
7.5	Does your organisation have a risk assessment process?	Yes
7.6	Does your organisation report incidents and accidents when required under RIDDOR?	Yes
7.7	Has your organisation had any HSE, Environment Agency or Local Authority Improvement or Prohibition Notice or warning letter in the last three years?	No
7.8	If the answer to question 7.7 is "Yes", what steps did your organisation take to rectify the issues highlighted by the Improvement or Prohibition Notice or warning letter?	
	Not Applicable.	
<p><b>Comments:</b></p> <p>We want to be sure that your organisation takes care to ensure the health and safety of its workers and others when carrying out its work. There are also legal requirements in this area that we need to know you will meet. This questionnaire therefore asks you to provide some information about your policies on health and safety.</p>		
<p><b>Evaluation:</b></p> <p>The section is not scored. Tenderers that employ five or more staff are legally required to have a written Health &amp; Safety policy. Questions 7.1 to 7.6 must all be answered yes.</p> <p>A "Yes" response to question 7.7 will result in automatic exclusion, unless you have provided an answer that clearly indicates the problem has been resolved and that steps have been taken to prevent its recurrence.</p> <p>If you fail this question then your tender <b>will</b> not be considered further.</p> <p><b>PASS/FAIL</b></p>		

8	Equalities	
8.1	Is it your policy as an employer to comply with anti-discrimination legislation, and to treat all people fairly and equally so that no one group of people is treated less favourably than others?	Yes
8.2	In the last three years has any finding of unlawful discrimination been made against your organisation by any court or industrial or employment tribunal or equivalent body?	No
8.3	In the last three years has your organisation been the subject of a formal investigation by the Equality and Human Rights Commission or an equivalent body on grounds of alleged unlawful discrimination?	No
8.4	If the answer to question 8.2 and / or 8.3 is "Yes", what steps did your organisation take as a result of that finding or investigation?	
	Not Applicable.	
<p><b>Comments:</b></p> <p>You are required to comply with the Equality Act 2010 which replaces all previous anti-discrimination laws with a single Act. We therefore want to know that your organisation accepts its legal duties in this area and takes them seriously.</p> <p>The Equality Act 2010 sets out the different ways in which it is unlawful to treat someone, such as direct and indirect discrimination, harassment and victimisation. Further information can be found at the link below</p> <p><a href="https://www.gov.uk/equality-act-2010-guidance">https://www.gov.uk/equality-act-2010-guidance</a></p>		
<p><b>Evaluation:</b></p> <p>The section is not scored. If 8.1 is answered "Yes" and 8.2 and 8.3 are answered "No" you will pass this question.</p> <p>If you answer "No" to question 8.1 you will fail this question.</p> <p>A "Yes" response to question 8.2 or 8.3 will result in automatic exclusion, unless you have provided an answer that clearly indicates the problem has been resolved and that steps have been taken to prevent its recurrence.</p> <p>If you fail this question then your tender <b>will</b> not be considered further</p> <p><b>PASS/FAIL</b></p>		

9	Specific Questions	
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9.1	<p><u>Experience and capability</u> Please provide details of your experience and capability for contracts of this type, taking into account this contract's complexity and potential value. You must include relevant examples of your past experience and where you refer to work carried out on behalf of a particular organisation; include this organisation as one of your Referees/Contract Examples in Question 5. [Word limit = 750 words]</p> <p><b>WEIGHTING = 10%</b></p>
	<p>Through its workforce of up to 600 directly employed cleaning operatives Integral has vast experience in providing a 24/7 national cleaning service to both the public and private sector. As we have grown, we have provided commercial, corporate and financial institutions, along with retail environments, schools and hospitals with innovative cleaning services with great success.</p> <p>Integral is accustomed to delivering cleaning services on contracts which have local, regional and national locations. Our operational staff are <b>suitably vetted (in line with BS7858), qualified and efficiently trained</b> in order to be able to carry out their work. Cleaning staff undertake training in the following; Induction – Internal Colour Coding System; BICSc Level 1 &amp; 2 Assessors; NVQs Level 1, 2 &amp; 3; Health &amp; Safety; Customer Care.</p> <p>Our Cleaners carry out cleaning duties in accordance with a client's specification and their main duties and responsibilities are to;</p> <ul style="list-style-type: none"> <li>• Ensure that a consistent level of service delivery is provided</li> <li>• Develop courteous and helpful relationship with the Clients Management Team, staff and other stakeholders</li> <li>• Ensure that Integral and client image is maintained through attention to standard of dress, equipment, machinery and conduct.</li> <li>• Comply with Integral, site induction and training</li> <li>• Ensure all Health &amp; Safety and Environmental compliance</li> <li>• Ensure all requests are dealt with and any immediate remedial action is taken as necessary</li> <li>• Ensure that Integral policy and any site specific requirements are adhered to in accordance with the following: <ul style="list-style-type: none"> <li>○ Divisional Directives</li> <li>○ Health and Safety and COSHH Regulations</li> <li>○ Training Policy</li> <li>○ Staff Welfare</li> </ul> </li> </ul> <p>We have provided example case studies below which provide details of our experience and capability for contracts of this type.</p> <p><b>Example Case Study - Weightmans LLP</b></p> <p>Weightmans LLP is a national law firm with over 150 Partners supported by more than 1,100 staff across Birmingham, Dartford, Glasgow, Knutsford, Leicester, Liverpool, London and Manchester. The firm operates across</p>

various sectors via four main business lines: Commercial, Insurance, Public Sector and Solving Disputes.

The contract is to provide daily office cleaning and janitorial services covering an office portfolio of just short of a quarter of a million square feet.

The full scope of the services provided include:

- Daily Office Cleaning
- Janitors/ Housekeeping
- Periodic Deep Cleaning
- Carpet Cleaning
- Janitorial Supply
- Monthly MI reports
- Monthly Consumable usage
- Customer Care

### **Service Delivery**

Integral put together a service delivery team made up with the following:

- 1 Account Manager
- 4 Field Service Managers (for various regions across the UK)
- 1 Contract Administrator
- 7 Site Team Leader
- 25 Operatives
- 1 Apprentice

Integral worked to stringent SLAs for both the attendance and completion of works. Staff have been trained to interact appropriately with client quality, expectation and customer service. Staff are also trained to be alert to potential security risks in relation to challenging people with regards to identify and purpose of being in areas identified as sensitive

The Integral team completes a review of the performance of the contract on a weekly, monthly, quarterly and yearly basis, which we then share with Weightman's management team. This helps us determine any change in structure, approach, delivery or resource.

We have been able to identify areas for improvement through the following:

- Completion of specification to all areas
- Monitoring of staff attendance
- Audit of cleaning standards and security performance
- Completion of wage indents
- Stock control of cleaning products and consumables

### **Example Case Study – Guinness Partnerships**

	<p>The Guinness Trust was founded in 1890 with an endowment of £200,000 by Sir Edward Guinness, the great grandson of the founder of the Guinness Brewery. The Trust was originally set up for the amelioration of the condition of the poorer classes of the working population of London.</p> <p>Now, some 120 years later, the Trust is one part of The Guinness Partnership Limited - a leading national provider of affordable homes. The Guinness Partnership Limited provides accommodation for more than 120,000 people in nearly 57,000 homes across England with services provided by more than 3,000 staff.</p> <p>The contract is to provide daily cleaning to the Head Office and Corporate Office in Brock Street London and Bower House Oldham.</p> <p>The full scope of the services provided include:</p> <ul style="list-style-type: none"> <li>• Office and centre cleaning</li> <li>• Washroom cleaning</li> <li>• Hygiene cleaning</li> <li>• General cleaning</li> <li>• Handyman services</li> </ul> <p>Integral worked to SLAs to ensure the attendance and completion of works was at a high standard and at the satisfaction of Guinness Partnerships. The Integral team worked together to train staff appropriately with client quality, customer service and expectation. Through the monitoring of our performance of the contract on a weekly, monthly, quarterly and yearly basis, we have been able to identify areas for improvement.</p>
9.2	<p><u>Capacity</u> Please demonstrate that you have the supervisory/contract management resource to meet the requirements of this contract. [Word limit = 500 words]</p> <p><b>WEIGHTING = 5%</b></p> <p>Integral can confirm that we have the contract management/supervisor resource to meet the requirements of this contract for Ofwat.</p> <p>Integral will appoint a Service Delivery Manager (Colin Jackson) to this contract. Please find below a snapshot of Colin's job role:</p> <ul style="list-style-type: none"> <li>• Responsibility for on-site Health &amp; Safety</li> <li>• Establish and maintain operational SLAs &amp; KPIs</li> <li>• Ensure that a constant level of service delivery is produced at all times</li> <li>• Regularly undertake site visits</li> <li>• Provide innovative management to meet changing business or operational requirements</li> <li>• Ensuring that all reports are submitted, on time and in the agreed format</li> <li>• Produce an annual schedule of visits in collaboration with Ofwat's Management</li> <li>• Provide a regular visit at a frequency agreed between both parties during contract mobilisation</li> </ul>

	<p>Integral will ensure our Site manager monitors, inspects and supports this contract in every aspect with the ultimate goal of providing Ofwat with a service delivery, which goes beyond the specification.</p> <p>Our aim is to form a structure that will allow the team to excel from day one and we believe by developing team structure and teamwork early within the contract, will galvanise the teams and set the ethos required to succeed. The role of the Site Manager and Site Supervisors will be to guide and provide on-going training to the team on procedures and methods to fine tune techniques specific to their roles and responsibilities, both individually and as a team.</p> <p>An important element of the management role is to build a close knit relationship with stake holders within your site. Building a customer centric bond with members of your team will be vital in relation to fulfilling specific requirements important to the individuals within their respective areas of work.</p> <p>The cleaning Supervisor will control and monitor the works and programme on a daily basis, and liaise and support the cleaners in their key tasks listed below:</p> <ul style="list-style-type: none"> <li>• Ensure completion of specification to all areas</li> <li>• Monitoring of attendance &amp; work productivity</li> <li>• Monitoring of standards</li> <li>• Ensure any logged complaints are rectified immediately</li> <li>• Lead by example, demonstrating a proactive approach</li> <li>• Give staff set roles &amp; responsibilities</li> <li>• Set tasks up on noticeboard</li> <li>• Liaise with Ofwat's management team on a daily basis</li> </ul> <p>Integral will be encouraging involvement from the management team of Ofwat in ensuring the specification is met moreover exceeded by Integral, we would like to form an open relationship where communication is frequent and regular. We will seek feedback to monitor and identify areas which may previously have been neglected or require extra attention. For example; If an area is having an increased frequency of use and therefore requires more cleaning or if areas are not being used as much, operatives can be redeployed and concentrate on other areas in greater need of a cleaning service.</p> <p>Our management structure will provide the landscape for trust, teamwork, communication, and effective action to be prevalent throughout the Ofwat site, all of the aspects which are fundamental to building a long, lasting relationship, desirable for both Ofwat and Integral.</p>
9.3	<p><u>Approach to meeting requirements</u> Please confirm that you will comply with Ofwat's requirements, as set out in the Specification. Please describe how you will fulfil the requirements of the contract including your approach to sustainability. If you are unable to comply with any aspects of the requirement, please say so and provide an explanation of why they cannot be met. [Word limit = 750 words]</p> <p><b>WEIGHTING = 10%</b></p>

	<p>Integral can confirm that we will comply with Ofwat’s requirements, as set out in the Specification. We will ensure we provide high cleaning standards to the rooms and office space included in Appendix A of the document and within the cleaning hours stated, Monday-Friday, 17:30-19:30. We understand that high priority areas for these services will include Reception, meeting rooms and waiting areas for visitors. Therefore, we will ensure cleaners have scheduled routers so the least disruption will be caused to your business.</p> <p>To ensure sustained quality we will regularly review agreed measures; confirming they remain relevant and achievable. At agreed frequencies, bespoke “<i>Toolbox Talks</i>” will be conducted for training, compliance and legislative purposes. We will provide regular technical updates to the Service delivery team with regards to legislative (BICS) standards.</p> <p>Multi-disciplinary Management meetings will be held to discuss Quality, Health and Safety, Performance, (including KPIs and SLAs), analysis, Sustainability, Environmental matters and Budget performance.</p> <p>In accordance with the specification and agreed KPIs, we will identify key milestones for discussion on contract progression, and where necessary implement Actions For Improvement (AFI) goals.</p> <p><b>Sustainability Policy</b></p> <p>Integral’s sustainability policy details our commitment to ensuring sustainability within our key business functions, senior management and employees enabling us to recognise the impact on all stakeholders; clients, suppliers, staff and the communities in which we work and live.</p> <p>Our approach focuses on:</p> <ul style="list-style-type: none"> <li>• Ensuring sustainable best practice within our own organisation – reducing the impact of our services on the environment and the communities we serve.</li> <li>• Building sustainability as an integral part of our service offering.</li> <li>• Applying our experience excellence to drive energy efficiency and asset lifecycle optimisation; and reduce energy costs within our clients’ portfolios.</li> <li>• An inspiration to implementation approach – we excel not only in identifying efficiency opportunities but also in their execution</li> <li>• Supporting our clients in achieving their environmental, financial and social commitments.</li> </ul>
9.4	<p><u>Quality of services</u> Please detail the processes you will put in place to ensure that the services are delivered to a consistently high standard and provide details of how you will measure the quality of service over the contract period. Please also identify who is responsible for quality monitoring. [Word limit = 750 words]</p> <p><b>WEIGHTING = 10%</b></p> <hr/> <p>Integral will deliver the requirements required to Ofwat at a consistently high standard, whilst measuring the quality of service through KPI’s, inspections and regular meetings.</p>

	<p>To support the quality of service, Integral are certified to BS EN ISO 9001:2008, please refer to <b>Appendix C</b> for our certification.</p> <p><b>Quality Management System</b></p> <p>To support the continual improvement policy, quality objectives are set and continually monitored as part of the Management Review process of the Quality Management System. Integral UK Limited recognises that the application of the System will be successful only with the commitment of all employees. Therefore, the Company not only trains and instructs the employees to comply with the System but also encourages the employees to take an active part in its continual development.</p> <p>Whilst the Managing Director holds the ultimate responsibility for the total compliance of the whole Company with both the System and the underlying International Standard, the Quality Manager carries out the detailed management of the System.</p> <p><b>Pictorial Method Statements</b></p> <p>A method Integral also uses to ensure that our services are delivered to a high standard is a pictorial method statement. These statements offer guidance on how to complete task, which items a cleaner is expected to clean and the level expected. This is shown with photographic indications. Please refer to <b>Appendix D</b> for an example Pictorial method statement which we would adapt for Ofwat's requirements.</p> <p><b>Performance Measuring</b></p> <p>Integral will use various methods to ensure our quality certificate is being adhered to and carried out to the highest of standards. These will include our site audits, weekly inspections, monthly inspections and our '100 day plan' initiative.</p> <p>We will carry out audits through physical inspections of Ofwat's site and use a Red Amber Green (RAG) report to detail the results based on the service level agreements (SLA's). A RAG report will measure the performance and recognise it as red for low, amber for average and green for excellent.</p> <p>As part of the weekly and monthly meetings, reports will be provided to give a breakdown of each area and delivery performance on pre-determined KPI. Our Service Delivery Manager and site supervisor will monitor the performance onsite every week and support the team with the ultimate goal of providing you with a cleaning programme which goes beyond your specification.</p>
9.5	<p><u>Contract Management</u> Please detail your approach to contract management including:</p> <ul style="list-style-type: none"> <li>a) What office will the Contract be managed from?</li> <li>b) What provisions will you make for supervision and the continuous monitoring of the standard of cleaning required?</li> <li>c) Name of the contract manager, their role and responsibilities, and the names and responsibilities of those people working to them and their experience. Please also list the other contracts on their portfolio and the ratio of staff to contracts.</li> </ul>

- d) What is the escalation process for all service queries from the Customer if there is a need to raise any issue above the contract manager
- e) Proposals, including frequency of liaison, for liaison with customers, Ofwat local representative and Ofwat Contract Manager.
- f) Policies and procedures for:
  - a. identifying and rectifying customer concerns before they develop into quality problems;
  - b. improving service to customers
  - c. actively soliciting customer feedback, including face to face discussions and measuring levels of satisfaction;
  - d. guaranteed response times for complaints and customer enquiries;
  - e. dealing with complaints – with appropriate records, checks and remedies; and
  - f. training of key Staff in matters relating to customer care procedures.
- g) How you will manage the periodic cleaning tasks?
- h) How you will keep full and accurate records for all work carried out?
- i) Please identify the person responsible for invoicing and in particular for dealing with any queries in relation to invoices.

[Word limit = 750 words]

**WEIGHTING = 10%**

Integral will instil a 'One Team Approach' ethos and embed this through every channel of our Service Delivery. Ofwat will receive a self-delivered, market-leading service from a provider who is passionate about excellent service delivery.

Our cleaning operation is based in Birmingham which is where this contract will be managed. We will provide designated contact and escalation points. The contract will be managed by [REDACTED] our Service Delivery Manager, who will have overall responsibility for the day-to-day operations with all onsite and offsite personnel dedicated to the contract reporting to them.

[REDACTED] will be responsible for overseeing operations across the different elements within the cleaning service delivery and will help to ensure standards meet the agreed KPIs, as measured through a robust quality measurement tool. He will support the local area supervisory team and designated site teams and be responsible for all operational, financial, commercial and technical functions associated with the contract.

**Management and Supervision**

Redacted-Third party data

Our Site Supervisor will control the works and programme on a daily basis, and liaise with the representatives responsible for the contract operation; their key tasks will be;

- Completion of Specification to all areas
- Monitoring of Staff Attendance
- Audit of Cleaning Standards
- Completion of Wage indents
- Stock Control of Cleaning Products and Consumables

Redacted-Third party data

Client Liaison

██████████ will support the Supervision and Cleaning Team. They will visit the location to monitor our service provision and performance and to liaise with the designated representatives; their key tasks will be;

- Senior Support to Site Supervision
- Staff Recruitment, Training, Health & Safety Support
- Interface with Integral Management Team
- Liaison with Gallaher Site Facility Team
- Formal Audit Programme
- Human Resource & Staff Discipline
- Formal Monthly Report

Redacted-Third party data

██████████ will be supported by our Operations Manager who will attend quarterly contract review meetings, reporting directly into our Divisional Director, their key tasks will be;

- Senior Support to Service Manager
- Customer Care
- Contract Development
- Contract Administration

#### **Training & Development**

Integral will ensure that all key staff have training, especially in customer care procedures, as well as development in Health and Safety and other areas.

#### **Cleaning Operatives**

- Induction – Internal Colour Coding System
- British Institute of Cleaning Science - BICSc Level 1 & 2
- National Vocational Qualifications (NVQ's) Level 1 & 2
- Health & Safety
- Customer Care
- Food Hygiene (Where Applicable)

#### **Cleaning Supervision/Management**

- Induction – Internal Colour Coding System



- British Institute of Cleaning Science - BICSc Level 1 & 2 Assessors
- National Vocational Qualifications (NVQ's) Level 1, 2 & 3
- Health & Safety
- Customer Care
- Quality
- Problem Solving
- Financial Awareness

### **Customer Service**

Our standards of practice are endorsed by the achievement of a range of nationally recognised quality standards, which we are proud to promote. These awards endorse the fact that we deliver training of the highest level and at all times operate in the best interests of our customers and endeavour to continually improve our quality standards in every aspect of activity.

- We put our customers at the centre of our service and be responsive to our customers' needs and take steps to ensure that the data that we hold about you on our database or in any other format is accurate, up-to-date and secure.
- Staff are polite, friendly and courteous to you at all times and show respect.
- We provide training, including customer care, for our staff ensuring service is of a high quality.

### **Escalation Procedures**

Our escalation procedures provides named individuals from Cleaner through to Senior Management through to Board Level; however we would request that the subordinate at each level has had the opportunity to address any issue prior to further escalation.

### **Customer Satisfaction**

We regularly request constructive feedback from our existing clients through client perception audits, and through this process we are able to identify the quality of service provided by not only our engineering technicians, but also administrative and contract management. Integral also insist that our staff liaise with customers, as well as Ofwat's local representative and Contract Manager. We propose regular site visits and face to face discussions in order to discuss any queries, feedback and concerns.

### **Customer Complaints**

Our customer complaints are dealt in line with our quality assurance procedure and customer complaints procedure.

We will acknowledge within 24 hours receipt of a complaint and respond within 72 hours.

### **Invoicing**

We have various invoicing options which we can offer to Ofwat. [REDACTED] is responsible for invoicing and in particular, for dealing with any queries in relation to invoices.

Redacted-Third party data

<p>9.6</p>	<p><u>Staff</u></p> <p>Please detail how you will:</p> <ol style="list-style-type: none"> <li>a) Recruit, retain and motivate staff for the contract?</li> <li>b) Monitor the daily and hourly attendance of cleaning staff?</li> <li>c) Make provisions to arrange cover for any staff absences?</li> <li>d) Train staff prior to starting work and what training they receive after starting work? [Word limit = 500 words]</li> </ol> <p><b>WEIGHTING = 5%</b></p>
	<p>Integral have established effective policies and procedures to ensure that we recruit, retain and develop a workforce which meets your needs, providing only the best cleaning service.</p> <p>Staff are trained and motivated through various techniques such as being provided support and guidance, creating a team ethos and feel. We also move our staff around to clean different parts of the building every 2-3 weeks which ensures our members of staff do not become demotivated or uninterested; doing so ensures the cleaning program we operate keeps our staff refreshed and enthusiastic. This also helps us to identify training requirements as we can view the differing ways in which the cleaners are operating for different areas of your building. Integral can also assess whether certain members of staff are performing to a higher standard than others, as a drop in the cleaning standard would be noticed upon a move.</p> <p>Integral's Operations Manager will be responsible for the monitoring of time keeping and absenteeism for Ofwat, working with the supervisory team leader to manage day to day support requirement and short to medium term arrangements for holidays and sickness.</p> <p>We will utilise various methods for the provision of cover for immediate and longer term absence. In the event of any short term/un-notified absenteeism or increase in demand, this will be covered by relief mobile staff or existing on site team.</p> <p>Integral has a set structure and contingency plan to effectively manage any absences and are able to call on a number of resources to counteract any absences.</p> <ul style="list-style-type: none"> <li>• All key tasks will be prioritised and non-key activities will be suspended to either to another evening or early morning, this would only be utilised following previous agreement with Ofwat management team and would form part of the service delivery specification.</li> <li>• Integral operates a strong core of mobile cleaning support teams which via support from our 24/7 help desk can arrange for replacement resource to be sent on occasions where an unexpected absence occurs, and other options are not available.</li> <li>• Zero Hours support is provided via our own specialist recruitment division that is able to provide at short notice local relief cleaning personnel with the appropriate CRB (DBS) and vetting requirements. As these Zero hours staff would have worked on Integral sites before we can ensure they are fully compliant, CRB certified. All records for</li> </ul>

	<p>Zero hours staff are held on our systems and will be made available to the management team of All Hallows</p> <ul style="list-style-type: none"> <li>• Management team provision in the event of emergency requirements.</li> </ul> <p>The Management team will review operational schedules every month taking account of and correcting any shortfalls in labour due to illness and re-scheduling task where change has been requested.</p> <p>The system is operated through our in-house help desk where all activity is recorded and updated as it occurs with a full reporting regime to analyse the activity and compliance with the published programme. System reports allow the managers to consider resource improvements or skill deployment based upon the analysis provided.</p>
9.7	<p><u>Implementation/Mobilisation</u></p> <p>Please detail your approach to the implementation of the contract including comments on set-up meeting, mobilisation, documentation, timescales etc. to evidence your commitment to a smooth and seamless transition. [Word limit = 500 words]</p> <p><b>WEIGHTING = 5%</b></p> <p>Integral's whole focus in mobilisation and implementation will be to provide smooth implementation of service without detriment to Ofwat's business functions, ensuring that the cleaning standard remains the key focus. All cleaning staff will be briefed about the service levels expected and the cleaning standards including methods expected and adopted by Integral, this will be addressed by the appointed Supervisory team and local cleaning Service Delivery Manager.</p> <p>Integral is experienced, able and efficiently organised to deliver a mobilisation which is meticulously planned and executed without causing any un-necessary upheaval or disruption to the day to day service delivery provision; we have the resources, people, processes and professionalism to deliver a seamless change in provision of cleaning services.</p> <p>Our cleaning Service Delivery Manager will visit site a week before the go live date and will also have the support of the mobilisation team to discuss the mobilisation plan.</p> <p>The mobilisation plan produced at contract award follows a proven formula ensuring that all actions required are tasked and completed by appropriately qualified and experienced staff. This process will ensure that we retain the flexibility to determine and incorporate specific requests.</p> <p>As part of the bid process and so as to ensure that we are able to undertake the service as soon as possible, key parts of our organisation are pre-briefed in relation to expected timeframes and all related data. We do this so as to ensure if awarded the contract we can react with the correct resources saving critical time during the mobilisation, having completed much of the routine administrative data and documentation in advance.</p> <p>Our mobilisation and implementation strategy which relies on careful planning in the early stages pre and post contract award, allow us to pre-empt any potential issues minimising risk and maximising the upkeep, which in turn</p>

	<p>ensures the successful service transition for our organisation and guarantees success for your business.</p> <p>Please refer to <b>Appendix E</b> for an example mobilisation plan.</p>
9.8	<p><u>Exit Management</u></p> <p>Please detail your end of contract proposals and how you would deal with your staff and any of your equipment. [Word limit = 500 words]</p> <p><b>WEIGHTING = 5%</b></p> <p>On the occasions where there needs to be a transfer of staff, Integral will always conduct itself professionally and ethically and will co-operate with Ofwat and the incoming contractor to ensure a smooth transfer to the new contractor. As part of this smooth transfer, we will ensure that the quality of service standards remain high.</p> <p>In de-mobilising the contract we will:</p> <ul style="list-style-type: none"> <li>• Co-operate fully with Ofwat and the new contractor</li> <li>• Provide the necessary resources to properly undertake the demobilisation</li> <li>• Facilitate the TUPE out process and look after the interests of outgoing staff</li> <li>• Enable continuity of cleaning services to the new contractor</li> <li>• Ensure handback of all assets belonging to Ofwat</li> <li>• Agreed financial closeout</li> </ul> <p><b>Approach</b></p> <p>Our approach to de-mobilisation reflects our culture and behaviour throughout our contract delivery and the whole of our business operations – professional, honest, open and with integrity. In soft services, we recognise that contracts come up for renewal at regular intervals, and we would wish our management of the demobilisation process to be a factor in us being invited to tender for future work.</p> <p><b>De-mobilisation Plan</b></p> <p>We would draw up a de-mobilisation Plan detailing all elements of the process to ensure all activities are undertaken within the timescales. This plan will be submitted to Ofwat for approval, and continuously reviewed by the de-mobilisation Manager through the de-mobilisation to ensure we are on track. A joint progress meeting will be arranged with the new contractor and client to assess progress against the plan.</p> <p><b>Human Resources</b></p> <p>For this contract, any proposed manning levels affected by TUPE, as Integral we will do all we can to re-assure these individuals and make the transition as</p>

	<p>stress-free as possible. We will co-operate fully with Ofwat and the incumbent contractor to provide comprehensive and accurate information including salary, length of service, pension etc.</p> <p>We will follow our TUPE out process, which includes establishing and agreeing a consultation process, issuing consultation letter, and releasing the individuals to attend interviews with the new contractor.</p> <p><b>Service Desk / Electronic Maintenance System</b></p> <p>We will co-ordinate reduction in the service desk function and establish requirements relating to any reactive call back log. We will hand over any data, communication procedures and documents relevant to the Ofwat portfolio.</p> <p>We will arrange with Ofwat the appropriate time to close down access to any shared IT systems or IT links once all information has been agreed and locked down, both operationally and financially.</p> <p><b>Documentation</b></p> <p>All documentation, including HSE, Log Books, location information etc. will be updated and formally handed over to the new contractor.</p> <p><b>Post Demobilisation</b></p> <p>Following official handover of the contract, Integral will continue to provide assistance to Ofwat to close out any outstanding issues and ensure continuity of the maintenance service.</p>
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**Comments:**

We want to establish that tenderers have the skills, experience and expertise to provide the required services and meet the requirements as set out in the Specification.

**Evaluation:**

Each question will be marked separately.

Marks will be awarded as follows:

Score 0 – No response or does not meet the requirement

Score 1 – Major reservations/constraints

Score 2 – Minor reservations/constraints

Score 3 – Fully meets the requirement

Score 4 – Exceeds the requirement

**TOTAL WEIGHTING = [60%]**

<b>10</b>	<b>Security</b>	
10.1	Do your Staff Vetting Procedures comply with the <u>HMG Baseline Personnel Security Standard (BPSS)</u> or equivalent?	Yes

10.2	<p>What measures will you take to ensure that all staff are aware of and comply with Ofwat's security and confidentiality requirements?</p> <p>Integral, having carried out cleaning to a large number of sites where security has been of vital importance, such as schools and financial institutions, we are accustomed and well attuned to putting strict security policies in place and will work closely with your site to ensure staff and building security is maintained throughout the process to the highest level.</p> <p>Integrals vetting procedures are taken very seriously and are proactively reviewed to ensure we are only providing our clients sites such as your own the safest individual's possible. All on-site employees will be suitably vetted (in line with BS7858) requirements and aware of confidentiality protocol.</p> <p>We vet all employees prior to the offer of employment and all employees have to produce photographic ID, such as passport, driving license (with paper copy) and 2 proofs of address, such as a utility bill or bank statements in order to process through recruitment to employment. All of Integral's potential employees, whether British born or not, have to provide proof of the eligibility to work within the UK. Once the identity of employees has been confirmed, a 3 year work history needs to be provided with references from the last 2 employees.</p> <p>All of our staff members are required to wear uniform and ID badges at all times. This is important when working on your site to distinguish operatives from the general public and other members of staff. This will ensure that safety and security are at the forefront of Integral's operations and objectives. Integral also supply free uniform and ID badges, ensuring that uniform is handed back to us at the end of a contract. This eliminates the risks of previous employees posing as a current employer on site and also ensures their safety on site. We also ensure that where necessary, all required staff have been through the appropriate DBS checks.</p>
<p><b>Comments:</b></p> <p>In respect of each member of your staff to be given access to our premises, you are required to verify the four elements outlined below in accordance with the Baseline Personnel Security Standard (BPSS):</p> <ul style="list-style-type: none"> <li>• Identity;</li> <li>• Employment History (for a minimum of past 3 years);</li> <li>• Nationality and Immigration Status;</li> <li>• Criminal Record (unsent convictions only)</li> </ul> <p>Where you utilise existing processes and/or documentation which are, equivalent to and no less strict, than those laid down in the BPSS, these can continue to be utilised, providing such processes or documentation fully capture all the information required to ensure that the requirements of the BPSS are met in full.</p> <p>We need to know that your organisation will comply with the BPSS and all requirements relating to security of the premises and confidentiality.</p>	

**Evaluation:**

Your Staff Vetting Procedures must comply with the BPSS or equivalent or you must confirm that you will put these procedures in place if successful (before the contract start date). If you answer "No" to question 10.1 you will fail this question.

The answer to 10.2 must clearly indicate the steps you will take to ensure your staff are aware of and comply with Ofwat's security requirements.

If you fail this question then your tender **will** not be considered further.

**PASS/FAIL**

<b>11</b>	<b>Pricing</b>
11.1	Please provide details of your pricing in the schedule provided (Annex 1).
	<b>Comments:</b> We want fixed lump sum prices and breakdown for the three years of the contract
	<b>Evaluation:</b> Each tender will be given a score based on the following formula: $\frac{\text{Lowest tender price} \times \text{price weighting}}{\text{Tender price}}$ The calculation is based on: <ul style="list-style-type: none"><li>• Marks will be awarded in "reverse order" that is the lowest-priced tendered gets the highest marks and the highest priced tendered gets least marks</li><li>• Scores awarded will reflect the proportional difference between tendered prices.</li></ul> <b>WEIGHTING = [40%]</b>

<b>12</b>	<b>Conditions of Contract</b>	
12.1	Do you accept Ofwat's Conditions of Contract as detailed below? Please note that failure to agree to our Conditions of Contract may invalidate your tender submission.	Yes
12.2	If no, please provide details of any specific areas that you have an issue with.	

	Not Applicable
<p><b>Comments:</b></p> <p>This Invitation to Tender (ITT), and any contract arising from it, will be subject to our Conditions of Contract for Services, a copy of which is enclosed at Appendix D to the Specification.</p> <p>The successful tenderer's usual terms and conditions are not, and will not, become terms and conditions of any contract that we may award as a result of this ITT.</p>	
<p><b>Evaluation:</b></p> <p>If you do not confirm your acceptance of the Conditions of Contract then your tender <b>may</b> not be considered further.</p> <p><b>PASS/FAIL</b></p>	

Further detail on the evaluation approach can be found at section 9 of the Specification

**Mandatory Attachments Checklist**

- Financial information (Q3)
- Copies of all relevant insurance certificates (Q4)
- Quality Certificate (Q6.1)
- Completed Pricing Schedule (Annex 1)
- Completed Declaration Form (Annex 2)
- Completed Bona Fide Tendering Form (Annex 3)



Price schedule for cleaning services at  
Ofwat, Centre City Tower, 7 Hill Street, Birmingham B5 4UA

Before completing any of the schedules, please read the financial requirements as  
set out in the Specification at paragraph 8.

1. Please provide a breakdown of the fixed lump sum prices for the provision of this service for the 3 years. Prices must be all inclusive with the sole exception of consumables (if required) and Value Added Tax.

Description	YEAR 1	YEAR 2	YEAR 3			
Management and supervision						
Cleaning operatives						
Equipment						
Cleaning materials						
PERIODICALS (please provide breakdown)						
Section 43 Commercially Sensitive						
Overheads and profits						
<b>Total</b>				<b>£23,515.28</b>	<b>£25,253.29</b>	<b>£26,530.59</b>

2. Please provide breakdown details in respect of personnel to be employed on this element of service.

	YEAR 1	YEAR 2	YEAR 3
Annual amount of off site management time	58 hours	58 hours	58 hours
Number of working supervisors	1	1	1
Weekly hours of working supervisors	10	10	10
Number of non-working supervisors	0	0	0
Weekly hours of non-working supervisors	N/A	N/A	N/A
Number of cleaning operatives	3	3	3
Weekly working hours from operatives	30	30	30
Number of any other Staff/personnel (please state job titles)	N/A	N/A	N/A

3. Please state the charge rates per labour hour for the following Staff.

	Cleaning operatives	Working supervisor	Non-Working supervisor
Weekdays	[REDACTED]		N/A
Saturdays			N/A
Sundays			N/A
Bank Holidays			N/A

Section 43 Commercially Sensitive

**Annex 1 – Integral Alternate Bid**

Price schedule for cleaning services at  
Ofwat, Centre City Tower, 7 Hill Street, Birmingham B5 4UA

Before completing any of the schedules, please read the financial requirements as  
set out in the Specification at paragraph 8.

**Please see below Integrals Alternative bid proposal.**

1. Please provide a breakdown of the fixed lump sum prices for the provision of this service for the 3 years. Prices must be all inclusive with the sole exception of consumables (if required) and Value Added Tax.

Description	YEAR 1	YEAR 2	YEAR 3
Management and supervision			
Cleaning operatives			
Equipment			
Cleaning materials			
PERIODICALS (please provide breakdown)			
Overheads and profits			
<b>Total</b>			

Section 43 Commercially Sensitive

2. Please provide breakdown details in respect of personnel to be employed on this element of service.

	YEAR 1	YEAR 2	YEAR 3
Annual amount of off site management time	52 hours	52 hours	52 hours
Number of working supervisors	1	1	1
Weekly hours of working supervisors	10	10	10
Number of non-working supervisors	0	0	0
Weekly hours of non-working supervisors	N/A	N/A	N/A
Number of cleaning operatives	2	2	2
Weekly working hours from operatives	20	20	20
Number of any other Staff/personnel (please state job titles)	N/A	N/A	N/A

3. Please state the charge rates per labour hour for the following Staff.

	Cleaning operatives	Working supervisor	Non-Working supervisor
Weekdays			N/A
Saturdays			N/A
Sundays			N/A
Bank Holidays			N/A

Section 43 Commercially Sensitive

**Declaration Form**

**Tender for:**

**Project: Office Cleaning Services**

**Project Ref.:PROC.03.0096**

**To the Water Services Regulation Authority**

On behalf of [Integral UK Ltd] I offer to provide the service specified in your ITT documents. I understand that our offer and any contract, which may result from it, will be based upon the documents listed below:

- a) Invitation to tender letter;
- b) Specification and any appendices; and
- c) Conditions of Contract for Services.

**1. Any other terms and conditions**

I agree that any terms or conditions of contract or any general reservations which may be printed on any correspondence originating from me/us in connection with this tender or with any contract resulting from this tender, will not be applicable to the contract.

**2. Law**

I agree that any contract made will be subject to the law of England and Wales.

**3. Tendered Price**

The tendered price is valid for [90] days from the tender returnable date.  
[The tenderer is to insert the number of days which must be no fewer than 21 days; if no validity period is stated, it will be assumed that the offer is firm for 90 days from the tender returnable date.]

4. I agree that the Customer may disclose our information/documentation (submitted to the Customer during this procurement) more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes.

Name: 

Signature  Redacted-Third party data

Position: Business Development/Client Relationship Director

Date: 19-10-2015

Tender for:

Project: Office Cleaning Services

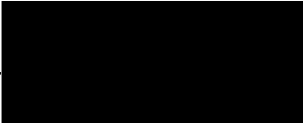

Project Ref.:PROC.03.0096

**Statement of Bona Fide Tender**

We certify that this is a Bona Fide Tender in that we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not at any time before the hour and date specified for the return of the Tender performed any of the following acts:

- i) communicated to any person other than the person calling for the Tender the amount or approximate amount of the proposed Tender, other than for obtaining a quotation for an insurance premium required for the purpose of the tender;
- ii) entered into any agreement or arrangement with another person so that he or she shall refrain from tendering, or as to the amount of any tender to be submitted;
- iii) offered, paid, given or agreed to pay or give consideration directly or indirectly to any person for having done or for doing, or caused to have done or for doing, in relation to another tender or proposed tender for the said work any act or thing of the sort described above.
- iv) canvas or solicited any of the Customer's staff.

In this Certificate, the word 'person' includes any person, or body or association, corporate or otherwise; and 'any agreement or arrangement' includes any such transaction, formal or informal and whether legally binding or otherwise.

Signed........ Name   
Redacted-Third party data  
Position Business Development/Client Relationship Director

Date 19-10-2015

For and on behalf of:

Integral UK Ltd