

# CALL FOR TENDER CLEANING SERVICES, 4 YEAR CONTRACT



The Goethe-Institut London is issuing a call to tender for cleaning services.

**Intended start of contract: 01.06.2024 or sooner**

Duration: **4 years** 01.06.2024-31.05.2027

**Location: 50 and 51 Princes Gate (excluding the restaurant) SW7 2PH, Exhibition Road**

## I. Required services

- 1) **59,5 hours per week** for:
  - 2 early cleaners: 1.75 hours a day each (Monday to Friday)
  - 1 day cleaner: 8 hours a day (Monday to Friday)
  - 1 early cleaner: 2 hours (only on Saturdays)
- 2) Window cleaning service (once a month)
- 3) Supplies (paper towels, toilet papers, soap for dispensers, cleaning products, 5 hoovers for each floor)

## II. Conditions of the Tender

The following conditions are prerequisite for the assigning of the tender:

- 1) Calculation and components of the hourly rate
- 2) The invoice is sent once a month via email.
- 3) Time not spent on cleaning (e.g. our closing times twice yearly) must not be invoiced or must be saved for later usage. Alternatively deep clean can take place during these periods.
- 4) Availability of an account manager and a callout service for extra cleaning duties.
- 5) Assigning and using of the same cleaning staff, except previously announced, annual leave and bank holidays.
- 6) All cleaning staff must speak English. DBS Checks must be provided.
- 7) The cleaning company provide a proof of their sustainability/ environmental policy and any certification about their environmental standards, issued by a recognised certifying entity (for example ISO 14001)
- 8) The cleaning company provide the cleaning appliances and products. The products should be environmentally friendly and made from recyclable materials.
- 9) Beginning of agreement: **01.06.2024** or next possible date agreed, for 1 year, but with option to extend for up to 3 more years.

## III. Tender awarding criteria

- Price **50%**
- Customer service **20%**
- Usage of sustainable cleaning products, environmental policies and certification **20%**
- Payment of London Living Wage **10%**

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#### **IV. Cleaning Work Plan**

The regular cleaning tasks are described in the „Work Plan for Cleaning Duties 2024“.

Please send your tender by e-mail to the following address:

**amine.ridene@goethe.de**

and put only the following words in the subject line:

"Tender CLEANING SERVICES, 4 YEAR CONTRACT"

Mails thus marked will only be opened after the end of the tender period.

We are happy to answer any queries you may have by e-mail. Please note that the reply will also be posted to this website and to any competitors who may have indicated their interest. Please send to amine.ridene@goethe.de

No negotiations will be entered into. If you are sending in more than one offer, then the last received only will be opened.

**Your offer must be received by 24.04.2024, 12:00**

The time stamp on your mail for the time received will count.

This deadline is an exclusion period. Documents received late can no longer be considered unless the tendering company can prove that they are not responsible for the delay.

We intend to make our decision by **30.04.2024** and will inform unsuccessful bidders. The contractor is bound to their offer until **24.07.2024**.

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