

personal info



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Contract notice
 (Directive 2004/18/EC)

Section I : Contracting authority
I.1) Name, addresses and contact point(s):
Official name: [Shropshire Council](#)National ID: *(if known)*Postal address: [Shirehall, Abbey Foregate](#)Town: [SHREWSBURY](#)Postal code: [SY2 6ND](#)Country: [United Kingdom \(UK\)](#)

Contact point(s):

Telephone: [+44 1743252993](#)For the attention of: XXXXXXXXXXE-mail: procurement@shropshire.gov.ukFax: [+44 1743253910](#)
Internet address(es): *(if applicable)*
General address of the contracting authority/entity: *(URL)* www.Shropshire.gov.ukAddress of the buyer profile: *(URL)*Electronic access to information: *(URL)*Electronic submission of tenders and requests to participate: *(URL)*
Further information can be obtained from

- The above mentioned contact point(s) Other (please complete Annex A.I)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from

- The above mentioned contact point(s) Other (please complete Annex A.II)

Tenders or requests to participate must be sent to

- The above mentioned contact point(s) Other (please complete Annex A.III)

I.2) Type of the contracting authority

- Ministry or any other national or federal authority, including their regional or local sub-divisions
- National or federal agency/office
- Regional or local authority
- Regional or local agency/office
- Body governed by public law
- European institution/agency or international organisation
- Other: *(please specify)*

I.3) Main activity

- General public services
- Defence

- Public order and safety
- Environment
- Economic and financial affairs
- Health
- Housing and community amenities
- Social protection
- Recreation, culture and religion
- Education
- Other: *(please specify)*

I.4) Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities:

yes no

information on those contracting authorities can be provided in Annex A

Section II : Object of the contract

II.1) Description :

II.1.1) Title attributed to the contract by the contracting authority :

IMC 105 - Provision of cleaning materials and associated cleaning equipment

II.1.2) Type of contract and location of works, place of delivery or of performance :

choose one category only – works, supplies or services – which corresponds most to the specific object of your contract or purchase(s)

- | | | |
|---|---|--|
| <input type="radio"/> Works | <input checked="" type="radio"/> Supplies | <input type="radio"/> Services |
| <input type="checkbox"/> Execution | <input checked="" type="checkbox"/> Purchase | Service category No: |
| <input type="checkbox"/> Design and execution | <input type="checkbox"/> Lease | Please see Annex C1 for service categories |
| <input type="checkbox"/> Realisation, by whatever means of work, corresponding to the requirements specified by the contracting authorities | <input type="checkbox"/> Rental | |
| | <input type="checkbox"/> Hire purchase | |
| | <input type="checkbox"/> A combination of these | |

Main site or location of works, place of delivery or of performance :

NUTS code: [UKG22](#)

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS):

- The notice involves a public contract
- The notice involves the establishment of a framework agreement
- The notice involves the setting up of a dynamic purchasing system (DPS)

II.1.4) Information on framework agreement : (if applicable)

- Framework agreement with several operators
- Framework agreement with a single operator

Number :

or

(if applicable) maximum number : 2 of participants to the framework agreement envisaged

Duration of the framework agreement

Duration in years : 4 or in months :

Justification for a framework agreement, the duration of which exceeds four years :

Estimated total value of purchases for the entire duration of the framework agreement (if applicable, give figures only)

Estimated value excluding VAT : 450000.00 Currency : GBP

or

Range: between : : and : : Currency :

Frequency and value of the contracts to be awarded : (if known)

II.1.5) Short description of the contract or purchase(s) :

This is a framework arrangement for the provision of cleaning materials and associated cleaning equipment to Shropshire Council for an initial period of 2 years commencing the 1st August 2014 with an option to extend for a further 2 year period up to 31st July 2018.

Cleaning materials and cleaning equipment are required to be delivered on a regular basis to sites across Shropshire, Herefordshire, Worcestershire, Cheshire, North Wales and the West Midlands in line with the requirements of the council and the specifications included in the tender.

The contract will consist of two lots:-

- Lot A. Provision of cleaning materials and equipment for school and other council sites.

The cleaning department of Shire Services currently provides cleaning services to 153 premises across Shropshire, these include primary and secondary schools as well as other council sites such as libraries, Youth Centres and Council offices.

- Lot B. Provision of cleaning materials and equipment for school kitchens.

The catering department of Shire Services provides catering services to schools across Shropshire, North Wales and the West Midlands. The delivery of cleaning materials and equipment is required to 136 school kitchens in order to maintain the cleanliness of the kitchens and other catering premises within that site. This will include the provision of dishwashing machine chemicals.

The council reserves the right to change, withdraw or include establishments on a temporary or permanent basis to this arrangement as necessary.

Further sites may be added and others removed during the duration of this contract dependant on operational requirements.

Bidders will be asked to provide details of any social, economic, environmental benefits they can deliver through the delivery of the required services.

Tenderers can apply for one or both lots.

II.1.6) Common procurement vocabulary (CPV) :

	Main vocabulary	Supplementary vocabulary (if applicable)
Main object	39830000	

II.1.7) Information about Government Procurement Agreement (GPA) :

The contract is covered by the Government Procurement Agreement (GPA) : yes no

II.1.8) Lots: (for information about lots, use Annex B as many times as there are lots)

This contract is divided into lots: yes no

(if yes) Tenders may be submitted for

one lot only

one or more lots

all lots

II.1.9) Information about variants:

Variants will be accepted : yes no

II.2) Quantity or scope of the contract :

II.2.1) Total quantity or scope : (including all lots, renewals and options, if applicable)

(if applicable, give figures only)

Estimated value excluding VAT :

Currency :

or

Range: between : : and : : Currency :

II.2.2) Information about options : *(if applicable)*

Options : yes no

(if yes) Description of these options :

(if known) Provisional timetable for recourse to these options :

in months : or in days : (from the award of the contract)

II.2.3) Information about renewals : *(if applicable)*

This contract is subject to renewal: yes no

Number of possible renewals: *(if known)* or Range: between : and:

(if known) In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: or in days: (from the award of the contract)

II.3) Duration of the contract or time limit for completion:

Duration in months : or in days: (from the award of the contract)

or

Starting: 01/08/2014 (dd/mm/yyyy)

Completion: 31/07/2018 (dd/mm/yyyy)

Section III : Legal, economic, financial and technical information

III.1) Conditions relating to the contract:

III.1.1) Deposits and guarantees required: *(if applicable)*

[See tender documentation](#)

III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:

[See tender documentation](#)

III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded: *(if applicable)*

[See tender documentation](#)

III.1.4) Other particular conditions: *(if applicable)*

The performance of the contract is subject to particular conditions : yes no
(if yes) Description of particular conditions:

III.2) Conditions for participation:

III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers:

Information and formalities necessary for evaluating if the requirements are met:

[See tender documentation](#)

III.2.2) Economic and financial ability:

Information and formalities necessary for evaluating if the requirements are met:

[See tender documentation](#)

Minimum level(s) of standards possibly required: *(if applicable)*

III.2.3) Technical capacity:

Information and formalities necessary for evaluating if the requirements are met:

[See tender documentation](#)

Minimum level(s) of standards possibly required: *(if applicable)*

III.2.4) Information about reserved contracts: *(if applicable)*

- The contract is restricted to sheltered workshops
- The execution of the contract is restricted to the framework of sheltered employment programmes

III.3) Conditions specific to services contracts:

III.3.1) Information about a particular profession:

Execution of the service is reserved to a particular profession: yes no
(if yes) Reference to the relevant law, regulation or administrative provision :

III.3.2) Staff responsible for the execution of the service:

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: yes no

Section IV : Procedure

IV.1) Type of procedure:

IV.1.1) Type of procedure:

- Open
- Restricted
- Accelerated restricted

Justification for the choice of accelerated procedure:

- Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures) : yes no
(if yes, provide names and addresses of economic operators already selected under Section VI.3 Additional information)

- Accelerated negotiated

Justification for the choice of accelerated procedure:

- Competitive dialogue

IV.1.2) Limitations on the number of operators who will be invited to tender or to participate: *(restricted and negotiated procedures, competitive dialogue)*

Envisaged number of operators:

or

Envisaged minimum number: and *(if applicable)* maximum number

Objective criteria for choosing the limited number of candidates:

IV.1.3) Reduction of the number of operators during the negotiation or dialogue: *(negotiated procedure, competitive dialogue)*

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated : yes no

IV.2) Award criteria

IV.2.1) Award criteria *(please tick the relevant box(es))*

- Lowest price

or

- The most economically advantageous tender in terms of

the criteria stated below *(the award criteria should be given with their weighting or in descending order of importance where weighting is not possible for demonstrable reasons)*

the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

Criteria	Weighting	Criteria	Weighting
1.		6.	
2.		7.	
3.		8.	
4.		9.	

Criteria	Weighting	Criteria	Weighting
5.		10.	

IV.2.2) Information about electronic auction

An electronic auction will be used yes no

(if yes, if appropriate) Additional information about electronic auction:

IV.3) Administrative information:

IV.3.1) File reference number attributed by the contracting authority: (if applicable)

IMC 105

IV.3.2) Previous publication(s) concerning the same contract:

yes no

(if yes)

Prior information notice Notice on a buyer profile

Notice number in the OJEU: of: (dd/mm/yyyy)

Other previous publications(if applicable)

IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document: (in the case of a competitive dialogue)

Time limit for receipt of requests for documents or for accessing documents

Date: 06/03/2014 Time:

Payable documents yes no

(if yes, give figures only) Price: Currency:

Terms and method of payment:

IV.3.4) Time limit for receipt of tenders or requests to participate:

Date: 07/03/2014 Time: 12:00

IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates: (if known, in the case of restricted and negotiated procedures, and competitive dialogue)

Date:

IV.3.6) Language(s) in which tenders or requests to participate may be drawn up:

Any EU official language

Official EU language(s):

EN

Other:

IV.3.7) Minimum time frame during which the tenderer must maintain the tender:

until: :

or

Duration in months : or in days : (from the date stated for receipt of tender)

IV.3.8) Conditions for opening of tenders:

Date : (dd/mm/yyyy) Time

(if applicable) Place:

Persons authorised to be present at the opening of tenders *(if applicable)* :

yes no

(if yes) Additional information about authorised persons and opening procedure:

Section VI: Complementary information

VI.1) Information about recurrence: *(if applicable)*

This is a recurrent procurement : yes no

(if yes) Estimated timing for further notices to be published:

4 years

VI.2) Information about European Union funds:

The contract is related to a project and/or programme financed by European Union funds : yes no

(if yes) Reference to project(s) and/or programme(s):

VI.3) Additional information: *(if applicable)*

VI.4) Procedures for appeal:

VI.4.1) Body responsible for appeal procedures:

Official name:

Postal address:

Town:

Postal code:

Country:

Telephone:

E-mail:

Fax:

Internet address: *(URL)*

Body responsible for mediation procedures *(if applicable)*

Official name:

Postal address:

Town:

Postal code:

Country:

Telephone:

E-mail:

Fax:

Internet address: *(URL)*

VI.4.2) Lodging of appeals: *(please fill in heading VI.4.2 or if need be, heading VI.4.3)*

The contracting authority will incorporate a minimum 10 day calendar day standstill period at the point of information on the award of the contract is communicated to tenderers. This period allows unsuccessful tenderers to seek further debriefing from the contracting authority before the contract is entered into. Additional information should be requested from the contact in Section 1.1. If an appeal regarding the award of contract has not been successfully resolved the Public Contracts Regulations 2006 (S1 2006 No 5) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England and Wales).

VI.4.3) Service from which information about the lodging of appeals may be obtained:

Official name:

Postal address:

Town:

Postal code:

Country:

Telephone:

E-mail:

Fax:

Internet address: (*URL*)

VI.5) Date of dispatch of this notice:

[20/01/2014](#) (*dd/mm/yyyy*) - ID:2014-008424

Annex A
Additional addresses and contact points

I) Addresses and contact points from which further information can be obtained

Official name: National ID: *(if known)*
Postal address:
Town: Postal code: Country:
Contact point(s): Telephone:
For the attention of:
E-mail: Fax:
Internet address: *(URL)*

II) Addresses and contact points from which specifications and additional documents can be obtained

Official name: National ID: *(if known)*
Postal address:
Town: Postal code: Country:
Contact point(s): Telephone:
For the attention of:
E-mail: Fax:
Internet address: *(URL)*

III) Addresses and contact points to which tenders/requests to participate must be sent

Official name: [Democratic Services Manager, Shropshire Council](#) National ID: *(if known)*
Postal address: [Shirehall, Abbey Foregate](#)
Town: [Shrewsbury](#) Postal code: [SY2 6ND](#) Country: [United Kingdom \(UK\)](#)
Contact point(s): Telephone: [+44 1743252993](#)
For the attention of: [Democratic Services Manager, Legal & Democratic Services](#)
E-mail: Fax: [+44 1743253910](#)
Internet address: *(URL)*

IV) Address of the other contracting authority on behalf of which the contracting authority is purchasing

Official name [Shropshire Council is purchasing on behalf of itself and any wholly owned local authority company or other entity that is deemed to be a contracting authority by virtue of the Council's involvement.](#) National ID (if known):
Postal address: [Shirehall, Abbey Foregate, Shrewsbury](#)
Town [Shrewsbury](#) Postal code [SY2 6ND](#)
Country [United Kingdom \(UK\)](#)

----- (Use Annex A Section IV as many times as needed) -----

Annex C1 – General procurement
Service categories referred to in Section II: Object of the contract
Directive 2004/18/EC

Category No [1]	Subject
1	Maintenance and repair services
2	Land transport services [2], including armoured car services, and courier services, except transport of mail
3	Air transport services of passengers and freight, except transport of mail
4	Transport of mail by land [3] and by air
5	Telecommunications services
6	Financial services: a) Insurances services b) Banking and investment services [4]
7	Computer and related services
8	Research and development services [5]
9	Accounting, auditing and bookkeeping services
10	Market research and public opinion polling services
11	Management consulting services [6] and related services
12	Architectural services; engineering services and integrated engineering services; urban planning and landscape engineering services; related scientific and technical consulting services; technical testing and analysis services
13	Advertising services
14	Building-cleaning services and property management services
15	Publishing and printing services on a fee or contract basis
16	Sewage and refuse disposal services; sanitation and similar services
Category No [7]	Subject
17	Hotel and restaurant services
18	Rail transport services
19	Water transport services
20	Supporting and auxiliary transport services
21	Legal services
22	Personnel placement and supply services [8]
23	Investigation and security services, except armoured car services
24	Education and vocational education services
25	Health and social services
26	Recreational, cultural and sporting services [9]
27	Other services

1 Service categories within the meaning of Article 20 and Annex IIA to Directive 2004/18/EC.

2 Except for rail transport services covered by category 18.

3 Except for rail transport services covered by category 18.

4 Except financial services in connection with the issue, sale, purchase or transfer of securities or other financial instruments, and central bank services. The following are also excluded: services involving the acquisition or rental, by whatever financial means, of land, existing buildings or other immovable property or concerning rights thereon. However, financial service contracts concluded at the same time as, before or after the contract of acquisition or rental, in whatever form, shall be subject to the Directive.

- 5 Except research and development services other than those where the benefits accrue exclusively to the contracting authority for its use in the conduct of its own affairs on condition that the service provided is wholly remunerated by the contracting authority.
- 6 Except arbitration and conciliation services.
- 7 Service categories within the meaning of Article 21 and Annex IIB of Directive 2004/18/EC.
- 8 Except employment contracts.
- 9 Except contracts for the acquisition, development, production or co-production of program material by broadcasters and contracts for broadcasting time.

personal info

Commissioning & Procurement

Shirehall, Abbey Foregate
Shrewsbury, SY2 6ND



date as email

Tel: (01743) 252993

Fax: (01743) 255901

Please ask for: [REDACTED]

Email: procurement@shropshire.gov.uk

Dear Sirs

IMC 105 - SUPPLY OF CLEANING MATERIALS AND ASSOCIATED CLEANING EQUIPMENT SHROPSHIRE COUNCIL

You have been invited to tender for the above requirement. With this letter please find copies of the following documents:

1. Instructions for Tendering
2. Shropshire Council General Terms and Conditions
3. Tender Response Document
4. Appendix A – Pricing Schedule for Lot A and Lot B
5. Site Directory
6. Return Label

Tenders should be made on the enclosed Tender Specification and Response Document. **One hard copy** and **one CD copy** of your Tender must be completed, signed and returned together with a signed copy of the 'Instructions for Tendering'. You are recommended to keep a copy of all tender documents and supporting documents for your own records.

Please pay particular attention to the points below concerning the returning of tenders.

Returning of Tenders

- The deadline for returning tenders is **noon on 7TH March 2014**, any tenders received after this time will not be accepted
- Tenders must be returned to the **Democratic Services Manager, Legal and Democratic Services, Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND**
- Tenders must be returned in **plain envelope(s)/packaging using the label provided**. Tender packaging must have **no other markings or writing** apart from the label provided
- Tenderers should **not use their company franking machine** and should check if returning their tenders via Royal Mail or a courier to ensure that **no marks identifying you** are placed on the envelope
- Tenders can be delivered any time before the due date, tenders are kept in a secure place and are not opened until after the designated time for receipt
- Tenders can be delivered by hand to the North Entrance Reception at the address given above prior to the deadline

Tenders **cannot** be accepted if:

- Tenders are received by facsimile or email
- Tenders are received after **12 noon on the given deadline**
- Tenders bear any marks identifying the tenderer

European Requirements

In accordance with the EU Procurement Directive, Shropshire Council will accept equivalent EC member or international standards in relation to safety, suitability and fitness for purpose. Where a particular brand of article or service has been referred to in the tender document, alternatives or equivalents which achieve the same result will be equally acceptable. In these cases Shropshire Council will take into account any evidence the tenderer wishes to propose in support of the claim that the product or service is equivalent to the named types.

All tender documents and any accompanying information must be submitted in English. A Contract Notice in respect of this requirement was dispatched on 17th January 2014 to appear in the Supplement to the Official Journal of the European Union.

Freedom of Information

Under the provisions of the Freedom of Information Act 2000 from 1 January 2005, the public (included in this are private companies, journalists, etc.) have a general right of access to information held by public authorities. Information about your organisation, which Shropshire Council may receive from you may be subject to disclosure, in response to a request, unless one of the various statutory exemptions applies.

Therefore if you provide any information to Shropshire Council in the expectation that it will be held in confidence, you must make it clear in your documentation as to the information to which you consider a duty of confidentiality applies. The use of blanket protective markings such as “commercial in confidence” will no longer be appropriate and a clear indication as to what material is to be considered confidential and why should be given.

Other Details

Please note that if supplementary questions are raised by any tenderer prior to the closing of tenders and Shropshire Council decides that the answers help to explain or clarify the information given in the Tender Documents, then both the questions and the answers will be circulated to all enterprises invited to submit a tender.

As part of its sustainability policy, Shropshire Council encourages tenderers to minimise packaging, particularly presentational or retail packaging.

Shropshire Council is purchasing on behalf of itself and any wholly owned local authority company or other entity that is deemed to be a contracting authority by virtue of the Council's involvement

If you have any queries relating to this invitation to tender, please contact me on telephone number 01743 252993.

Yours faithfully

personal info



Commissioning & Procurement
Enc



INSTRUCTIONS FOR TENDERING

**IMC 105 – SUPPLY OF
CLEANING MATERIALS AND
ASSOCIATED CLEANING
EQUIPMENT**

Shropshire Council Instructions for tendering

Contract Description:

This is a framework arrangement for the provision of cleaning materials and associated cleaning equipment to Shropshire Council for an initial period of 2 years commencing the 1st August 2014 with an option to extend for a further 2 year period up to 31st July 2018.

Cleaning materials and cleaning equipment are required to be delivered on a regular basis to sites across Shropshire, Herefordshire, Worcestershire, Cheshire, North Wales and the West Midlands in line with the requirements of the Council and the specifications included in the tender.

The contract will consist of two lots:-

Lot A. Provision of cleaning materials and equipment for school and other Council sites.

- The cleaning department of Shire Services currently provides cleaning services to 153 premises across Shropshire, these include primary and secondary schools as well as other Council sites such as libraries, Youth Centres and Council offices.

Lot B. Provision of cleaning materials and equipment for school kitchens.

- The catering department of Shire Services provides catering services to schools across Shropshire, Herefordshire, Worcestershire, Cheshire, North Wales and the West Midlands. The delivery of cleaning materials and equipment is required to 136 school kitchens in order to maintain the cleanliness of the kitchens and other catering premises within that site. This will include the provision of dishwashing machine chemicals.

The Council reserves the right to change, withdraw or include establishments on a temporary or permanent basis to this arrangement as necessary.

Further sites may be added and others removed during the duration of this contract dependant on operational requirements.

Tenderers can apply for one or both lots.

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1.0 Invitation to Tender

- 1.1** You are invited to tender for a framework of service providers in specific categories of cleaning materials and cleaning equipment who will be invited to quote for individual requirements throughout the duration of the framework agreement as detailed in the Tender Response Document. The framework will be for an initial period of **2 years** commencing on the **1st August 2014** with the option to extend for a further period of up to 2 years.
- 1.2** Tenders are to be submitted in accordance with the General Terms and Conditions of Shropshire Council and the instructions outlined within this document.
- 1.3** Tenders must be submitted in accordance with the following instructions. Tenders not complying in any particular way may be rejected by Shropshire Council (the Council) whose decision in the matter shall be final. Persons proposing to submit a Tender are advised to read the Invitation to Tender documentation carefully to ensure that they are fully familiar with the nature and extent of the obligations to be accepted by them if their Tender is accepted.
- 1.4** The Invitation to Tender documents must be treated as private and confidential. Tenderers should not disclose the fact that they have been invited to tender or release details of the Invitation to tender document other than on an “in confidence” basis to those who have a legitimate need to know or who they need to consult for the purpose of preparing the tender as further detailed in these Instructions for Tendering.
- 1.5** Tenderers shall not at any time release information concerning the invitation to tender and/or the tender documents for publication in the press or on radio, television, screen or any other medium without the prior consent of the Council.
- 1.6** The fact that a Tenderer has been invited to submit a tender does not necessarily mean that it has satisfied the Council regarding any matters raised in the pre-tender questionnaire submitted. The Council makes no representations regarding the Tenderer’s financial stability, technical competence or ability in any way to carry out the required services. The right to return to any matter raised in any pre-tender questionnaire submitted as part of the formal tender evaluation is hereby reserved by the Council.
- 1.7** The Invitation to Tender is issued on the basis that nothing contained in it shall constitute an inducement or incentive nor shall have in any other way persuaded a tenderer to submit a tender or enter into a Contract or any other contractual agreement.
- 1.8** Shropshire Council is purchasing on behalf of itself and any wholly owned local authority company or other entity that is deemed to be a contracting authority by virtue of the Council’s involvement

2.2 Terms and Conditions

- 2.1** Every Tender received by the Council shall be deemed to have been made subject to the General Terms and Conditions and these Instructions for Tendering unless the Council shall previously have expressly agreed in writing to the contrary.

2.2 The Tenderer is advised that in the event of their Tender being accepted by the Council, will form part of a framework of service providers and will be required to provide quotes for individual **cleaning materials and equipment** in accordance with the contract throughout the duration of the framework agreement.

3.0 Preparation of Tenders

3.1 Completing the Tender Response Document

3.1.1 Tenders should be submitted using the 'Tender Response Document' following the instructions given at the front of the document. The Tenderer's attention is specifically drawn to the date and time for receipt of Tenders and that no submission received after the closing time will be considered.

3.1.2 All documents requiring a signature must be signed;

- a) Where the Tenderer is an individual, by that individual;
- b) Where the Tenderer is a partnership, by two duly authorised partners;
- c) Where the Tenderer is a company, by two directors or by a director and the secretary of the company, such persons being duly authorised for the purpose.

3.1.3 The Invitation to Tender Documents are and shall remain the property and copyright of the Council

3.2 Tender Preparation and Costs

3.2.1 It shall be the responsibility of Tenderers to obtain for themselves at their own expense all information necessary for the preparation of their Tender. No claim arising out of want of knowledge will be accepted. Any information supplied by the Council (whether in the Tender Documentation or otherwise) is supplied only for general guidance in the preparation of tenders.

3.2.2 Any Tenderer considering making the decision to enter into a contractual relationship with the Council must make an independent assessment of the Tender opportunity after making such investigation and taking such professional advice as it deems necessary.

3.2.3 Tenderers will be deemed for all purposes connected with their Tender submission where appropriate to have visited and inspected the Council, its assets, all the locations in respect of the delivery of the services/supplies/works and to have satisfied themselves sufficiently as to the nature, extent and character of the services supplies/works sought, and the human resources, materials, software, equipment, machinery, and other liabilities and other matters which will be required to perform the contract.

3.2.4 The Council will not be liable for any costs incurred by Tenderers in the preparation or presentation of their tenders.

3.2.5 Tenderers are required to complete all pricing schedules in the Invitation to tender documents. The terms "Nil" and "included" are not to be used but a zero or figures must be inserted against each item. Unit rates and prices must be quoted in pounds sterling and whole new pence.

- 3.2.6** It shall be the Tenderer's responsibility to ensure that all calculations and prices in the Tender documentation are correct at the time of submission.
- 3.2.7** The Tenderer is deemed to have made him/herself acquainted with the Council's requirements and tender accordingly. Should the Tenderer be in any doubt regarding the true meaning and intent of any element of the specification he is invited to have these fully resolved before submitting his Tender. No extras will be allowed for any loss or expense involved through any misunderstanding arising from his/her failure to comply with this requirement.
- 3.2.8** Any Tender error or discrepancy identified by the Council shall be drawn to the attention of the Tenderer who will be given the opportunity to correct, confirm or withdraw the Tender.
- 3.2.9** The Tender Documents must be treated as private and confidential. Tenderers should not disclose the fact that they have been invited to tender or release details of the Tender document other than on an In Confidence basis to those who have a legitimate need to know or whom they need to consult for the purpose of preparing the Tender.

3.3 Parent Company Guarantee

It is a condition of contract that if the tendering company is a subsidiary then its Ultimate Group/Holding Company must guarantee the performance of this contract and provide a letter to that effect signed by a duly authorised signatory of the Ultimate Group/Holding Company if requested to do so by the Council. Where the direct parent company cannot provide an adequate guarantee in the opinion of the Council, the Council will look to another group or associate company, with adequate assets, to be the guarantor. In cases where the contract is with a Joint Venture Company (JVC) or a Special Purpose Vehicle (SPV) company, which may have two or more parent companies and which may not be adequately capitalised or have sufficient financial strength on its own to support the risk and obligations it has under the contract, 'joint and several' guarantees / indemnities from the parent companies of the JVC or SPV may be sought.

3.4 Warranty

The Tenderer warrants that all the information given in their Tender and if applicable their Request to Participate Questionnaire is true and accurate. The information provided will be deemed to form part of any contract formed under this contract.

The Tenderer warrants that none of their current Directors have been involved in liquidation or receivership or have any criminal convictions

4.0 Tender Submission

- 4.1** Tenders must be submitted strictly in accordance with the letter of instruction accompanying this Invitation to Tender using the label provided. Tenders must be submitted by the deadline of **noon, 7th March 2014. One hard copy and one CD copy of your Tender Response Document must be returned.**
- 4.2** No unauthorised alteration or addition should be made to the Specification and Tender Response Document, or to any other component of the Tender document.

If any such alteration is made, or if these instructions are not fully complied with, the Tender may be rejected.

4.3 Qualified tenders may be submitted, but the Council reserves the right not to accept any such tender. The Council's decision on whether or not a Tender is acceptable will be final.

4.4 Tenderers should note that their Tender must remain open and valid and capable of acceptance for a period of at least 90 days.

4.5 Tenderers should note that Tenders and supporting documents must be written in English and that any subsequent contract, which may or may not be entered into, its formation, interpretation and performance, shall be subject to and in accordance with the laws of England and subject to the jurisdiction of the Courts of England and Wales.

4.6 Where Tender submissions are incomplete the Council reserves the right not to accept them.

5.0 Variant Bids

5.1 The Council is interested in alternative solutions which would provide and develop opportunities for savings in service costs, service improvement or other financial benefits. In particular, the Council wishes to encourage solutions which also deliver benefits and added value to the local economy, residents and the business community.

5.2 Tenderers may submit, at their discretion, a Tender offering a different approach to the project as a "Variant Bid". However, to permit comparability, at least one bid must be submitted strictly in accordance with the Invitation to Tender Documents (the "Compliant Tender"). Any Tender variant proposed must clearly state how it varies from the requirements of the Compliant Tender Documents, and be explicit in demonstrating the benefits that will accrue to the Council from adopting this approach. Tenderers will be required to identify which submission, in their view, demonstrates best value to the Council.

5.3 Variant Bids must contain sufficient financial and operational detail to allow any Variant Bid to be compared with the standard Tender, permitting its considerations in written form.

6.0 Tender Evaluation

6.1 The Tenderers may be called for interview to seek clarification of their tender or additional or supplemental information in relation to their tender. The presentations will not carry any weighting to the final score achieved by Tenderers, but will be used to clarify and moderate issues raised in the Tenderer's submissions. Any areas of discrepancy between submissions and information gained from the presentations will be reviewed and scores previously awarded will be amended if necessary.

6.2 If the Council suspects that there has been an error in the pricing of a Tender, the Council reserves the right to seek such clarification, as it considers necessary from the Tenderer in question.

7.0 Clarifications

- 7.1** Tenderers are responsible for clarifying any aspects of the tendering process and/or the Invitation to Tender documents in the manner described below.
- 7.2** Any queries arising in relation to this invitation to tender should be raised in writing with [REDACTED] Commissioning and Procurement, Shropshire Council, Shirehall, Abbey Foregate, SHREWSBURY SY2 6ND (tel: 01743 252993) (fax: 01743 255901) (email: procurement@shropshire.gov.uk) quoting the contract reference and title.
- 7.3** Where appropriate, the Authorised Officer named above may direct the Tenderer to other officers to deal with the matter.
- 7.4** All queries should be raised as soon as possible (in writing), in any event not later than **28th February 2014**.
- 7.5** All information or responses that clarify or enhance the tendering process will be supplied to all Tenderers on a uniform basis (unless expressly stated otherwise). These responses shall have the full force of this Instruction and where appropriate the Conditions of Contract. If a Tenderer wishes the Council to treat a question as confidential this must be expressly stated. The Council will consider such requests and will seek to act fairly between the Tenderers, whilst meeting its public law and procurement duties in making its decision.
- 7.6** Except as directed in writing by the Authorised Officer, and confirmed in writing to a Tenderer, no agent or officer or elected Member (Councillor) of the Council has any express or implied authority to make any representation or give any explanation to Tenderers as to the meaning of any of the Tender Documents, or as to anything to be done or not to be done by a Tenderer or to give any warranties additional to those (if any) contained in the ITT or as to any other matter or thing so as to bind the Council in any way howsoever.

8.0 Continuation of the Procurement Process

8.1 The Council shall not be committed to any course of action as a result of:

- i) issuing this Invitation to Tender;
- ii) communicating with a Tenderer, a Tenderer's representative or agent in respect of this procurement exercise;
- iii) any other communication between the Council (whether directly or through its agents or representatives) and any other party.

8.2 The Council reserves the right at its absolute discretion to amend, add to or withdraw all, or any part of this Invitation to Tender at any time during the tendering stage of this procurement exercise.

8.3 At any time before the deadline for receipt of tender returns the Council may modify the Invitation to Tender by amendment. Any such amendment shall be numbered and dated and issued by the Council to all participating tenderers. In order to give prospective Tenderers reasonable time in which to take the amendment into account in preparing its Tender return, the Council may in its sole discretion, extend the deadline for submission of the tender returns. The Council reserves the right to amend, withdraw, terminate or suspend all or any part of this procurement process at any time at its sole discretion.

9.0 Confidentiality

9.1 All information supplied by the Council in connection with or in these Tender Documents shall be regarded as confidential to the Council unless the information is already within the public domain or subject to the provisions of the Freedom of Information Act 2000.

9.2 The Contract documents and publications are and shall remain the property of the Council and must be returned upon demand.

9.3 Tenderers shall ensure that each and every sub-contractor, consortium member and/or professional advisor to whom it discloses these papers complies with the terms and conditions of this ITT.

9.4 The contents of this Invitation to Tender are being made available by the Council on condition that:

9.4.1 Tenderers shall at all times treat the contents of the Invitation to tender and any related documents as confidential, save in so far as they are already in the public domain and Tenderers shall not, subject to the provisions relating to professional advisors, sub-contractors or other persons detailed below, disclose, copy, reproduce, distribute or pass any of the contents of the Invitation to tender to any other person at any time or allow any of these things to happen;

9.4.2 Tenderers shall not use any of the information contained in this Invitation to tender for any purpose other than for the purposes of submitting (or deciding whether to submit) the tender; and

9.4.3 Tenderers shall not undertake any publicity activity within any section of the media.

- 9.5** Tenderers may disclose, distribute or pass this Invitation to tender to their professional advisors, sub-contractors or to another person provided that:
- 9.5.1** this is done for the sole purpose of enabling an Invitation to tender to be submitted and the person receiving the Information undertakes in writing to keep the Invitation to Tender confidential on the same terms as if that person were the Tenderer; or
 - 9.5.2** the Tenderer obtains the prior written consent of the Council in relation to such disclosure, distribution or passing of the Invitation to Tender; or
 - 9.5.3** the disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the procurement or to any Contract(s) which may arise from it; or
 - 9.5.4** the Tenderer is legally required to make such a disclosure.
- 9.6** The Council may disclose detailed information relating to the Invitation to Tender to its officers, employees, agents, professional advisors or Governmental organisations and the Council may make any of the Contracts and procurement documents available for private inspection by its officers, employees, agents, professional advisors, contracting authorities or Governmental organisations.

9.7 Transparency of Expenditure

Further to its obligations regarding transparency of expenditure, the Council may be required to publish information regarding tenders, contracts and expenditure to the general public, which could include the text of any such documentation, except for any information which is exempt from disclosure in accordance with the provisions of the Freedom of Information Act to be determined at the absolute discretion of the Council.

10.0 Freedom of Information

- 10.1** Please note that from 1 January 2005 under the provisions of the Freedom of Information Act 2000, the public (included in this are private companies, journalists, etc.) have a general right of access to information held by public authorities. One of the consequences of those new statutory responsibilities is that information about your organisation, which Shropshire Council may receive from you during this tendering process may be subject to disclosure, in response to a request, unless one of the various statutory exemptions applies.
- 10.2** In certain circumstances, and in accordance with the Code of Practice issued under section 45 of the Act, Shropshire Council may consider it appropriate to ask you for your views as to the release of any information before we make a decision as to how to respond to a request. In dealing with requests for information under the Act, Shropshire Council has to comply with a strict timetable and it would therefore expect a timely response to any such consultation within five working days.
- 10.3** If, at any stage of this tendering process, you provide any information to Shropshire Council in the expectation that it will be held in confidence, then you must make it

clear in your documentation as to the information to which you consider a duty of confidentiality applies. The use of blanket protective markings such as “commercial in confidence” will no longer be appropriate and a clear indication as to what material is to be considered confidential and why should be given.

- 10.4** Shropshire Council will not be able to accept that trivial information or information which by its very nature cannot be regarded as confidential should be subject to any obligation of confidence.
- 10.5** In certain circumstances where information has not been provided in confidence, Shropshire Council may still wish to consult with you as to the application of any other exemption such as that relating to disclosure that will prejudice the commercial interests of any party. However the decision as to what information will be disclosed will be reserved to Shropshire Council.

For guidance on this issue see: <http://www.ico.gov.uk>

11.0 Disqualification

- 11.1** The Council reserves the right to reject or disqualify a Tenderer’s Tender submission where:
- 11.1.1** The tenderer fails to comply fully with the requirements of this Invitation to tender or is in breach of clause 15 of the Council’s General Terms and Conditions relating to Bribery and Corruption or is guilty of a serious or intentional or reckless misrepresentation in supplying any information required; or
- 11.1.2** The tenderer is guilty of serious or intentional or reckless misrepresentation in relation to its tender return and/or the procurement process.
- 11.1.3** The tenderer directly or indirectly canvasses any member, official or agent of the Council concerning the award of the contract or who directly or indirectly obtains or attempts to obtain information from any such person concerning any other Tender or proposed Tender for the services. The Canvassing Certificate must be completed and returned as instructed.
- 11.1.4** The Tenderer :
- a) Fixes or adjusts the amount of his Tender by or in accordance with any agreement or arrangements with any other person; or
 - b) Communicates to any person other than the Council the amount or approximate amount of his proposed Tender (except where such disclosure is made in confidence in order to obtain quotations necessary for preparation of the Tender for insurance purposes); or
 - c) Enters into an agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any Tender to be submitted; or
 - d) Offers or agrees to pay or give or does pay or gives any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to

any Tender or proposed Tender for the services any act or omission.

11.2 Any disqualification will be without prejudice to any other civil remedies available to the Council and without prejudice to any criminal liability which such conduct by a Tenderer may attract. The Non-Collusive Tendering Certificate must be completed and returned as instructed.

11.3 The Council reserves the right to disqualify an Applicant from further participating in this procurement process where there is a change in the control or financial stability of the Tenderer at any point in the process up to award of a contract and such change of control or financial stability has a materially adverse effect on the Tenderer's financial viability or ability to otherwise meet the requirements of the procurement process.

12.0 **E-Procurement**

As part of its procurement strategy Shropshire Council is committed to the use of technology that can improve the efficiency of procurement. Successful Tenderers may be required to send or receive documents electronically. This may include purchase orders, acknowledgements, invoices, payment advices, or other procurement documentation. These will normally be in the Council's standard formats, but may be varied under some circumstances so as not to disadvantage small and medium suppliers.

13.0 **Award of Contract**

13.1 **Award Criteria**

The Award Criteria has been set out within the Tender Response Document accompanying this invitation to tender. The Council is not bound to accept the lowest or any Tender.

13.2 **Award Notice**

The Council will publish the name and addresses of the successful Tenderers in the Official Journal of the European Union (OJEU) where appropriate. The Contracting Authority reserves the right to pass all information regarding the outcome of the Tendering process to the Office of Fair Trading to assist in the discharge of its duties. Additionally, the Council will adhere to the requirements of the Freedom of Information Act 2000 and Tenderers should note this statutory obligation.

13.3 **Transparency of Expenditure**

Further to its obligations regarding transparency of expenditure, the Council may also be required to publish information regarding tenders, contracts and expenditure to the general public, which could include the text of any such documentation, except for any information which is exempt from disclosure in accordance with the provisions of the Freedom of Information Act to be determined at the absolute discretion of the Council.

14.0 **Value of Contract**

Shropshire Council cannot give any guarantee in relation to the value of this contract; to be awarded under this framework arrangement. Additionally, there is no guarantee that an individual framework supplier will be awarded any business under this agreement.

15.0 Acceptance

15.1 Tenders must be submitted strictly in accordance with the terms of the Council's Invitation to Tender documentation and acceptance of the tender shall be conditional on compliance with this Tender Condition.

15.2 The Tender documentation including, the General and Special Terms and Conditions of Contract, the Tender Response document, these Instructions to Tender, together with the formal written acceptance by the Council will form a binding agreement between the Contractor and the Council. If accepted, the Contractor will form part of a framework of service providers who will be asked to quote as appropriate for **cleaning materials and equipment** throughout the duration of this framework arrangement. Once a quotation is accepted, an individual contract will be formed which will be subject to the terms of the documents described above.

15.3 Please note, if accepted onto the framework, the prices tendered by you will be used as a benchmark against the prices you quote for **cleaning materials and equipment**. If it is found your quoted prices consistently exceed the range of prices tendered, you may be removed from the framework arrangement. Allowances will be made when benchmarking, for inflation and general **increases / decreases in market prices**.

15.4 All successful Tenderers accepted onto the framework will be required to work to strict quality standards and deadlines, as detailed in individual purchase orders, failure to meet such quality standards or deadlines will result in a breach of a condition of contract and remedies will be sought, as appropriate, by the Council.

15.5 Please also note that the Council will monitor the quality of work supplied and delivery of such work under the framework and reserve the right to remove any successful Tenderer from the framework where they fail to meet reasonable standards in these areas.

15.6 The Tenderer shall be prepared to commence the provision of the supply and services on the start date of the framework arrangement being **1st August 2014**.

16.0 Payment Terms

Tenderers should particularly note that the principles governing public procurement require that, as far as is reasonably possible, payments for Goods, Works or Services are made after the provision. Therefore any indication of a pricing strategy within a Tender which provides for substantial payments at the outset of the Contract will be examined carefully to decide whether or not a Tender in such form can be accepted. If in the opinion of the Council such substantial payments appear excessive in relation to the requirements of the Contract the Council reserves, without prejudice to any other right to reject any Tender it may

have, the right to require the Tenderer to spread such proportion of the costs as are considered excessive over the duration of the Contract.

17.0 Liability of Council

- 17.1 The Council does not bind himself to accept the lowest or any tender.
- 17.2 The Council does not accept any responsibility for any pre-tender representations made by or on its behalf or for any other assumptions that Tenderers may have drawn or will draw from any pre-tender discussions.
- 17.3 The Council shall not be liable to pay for any preparatory work or other work undertaken by the Tenderer for the purposes of, in connection with or incidental to this Invitation to Tender, or submission of its Tender response or any other communication between the Council and any other party as a consequence of the issue of this Invitation to Tender.
- 17.4 The Council shall not be liable for any costs or expenses incurred by any Tenderer in connection with the preparation of a Tender return for this procurement exercise, its participation in this procurement whether this procurement is completed, abandoned or suspended.
- 17.5 Whilst the Tender Documents have been prepared in good faith, they do not purport to be comprehensive nor to have been formally verified. Neither the Council nor any of its staff, agents, elected Members, or advisers accepts any liability or responsibility for the adequacy, accuracy or completeness of any information given, nor do they make any representation or given any warranty, express or implied, with respect to the Tender Documents or any matter on which either of these is based (including, without limitation, any financial details contained within the Specification and Contract Documentation). Any liability is hereby expressly disclaimed save in the event of fraud, or in the event of specific warranties provided within the Contract Documentation.

18.0 Declaration

We, as acknowledged by the signature of our authorised representative, accept these Instructions to Tender as creating a contract between ourselves and the Council. We hereby acknowledge that any departure from the Instructions to Tender may cause financial loss to the Council.

Signed (1) Status.....

Signed (2) Status.....

(For and on behalf of)

Date

SHROPSHIRE COUNCIL

GENERAL TERMS

AND

CONDITIONS

FOR

THE SUPPLY

OF

GOODS SERVICES AND WORKS

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These General Terms and Conditions are incorporated in contracts **of all values and types** made between Shropshire Council and a Contractor for the supply of Goods and Services (as defined below).

Only those Terms and Conditions denoted with the suffix **"W"** (**Property Services contracts**) or **"Z"** (**Highways contracts**) will be incorporated into those agreements where a standard form contract is being used to provide Works (as defined below)

1. **DEFINITIONS**

1.1 In this document the following words shall have the following meanings:

'Agreement'	means the Agreement between the Council and the Contractor consisting of the Purchase Order or Form of Agreement, these General Terms and Conditions and any other documents (or parts thereof) specified in the Purchase Order or Form of Agreement.
'Associated Person'	means in respect of the Council, a person, partnership, limited liability partnership or company (and company shall include a company which is a subsidiary, a holding company or a company that is a subsidiary of the ultimate holding company of that company) in which the Council has a shareholding or other ownership interest.
'Bribery Act'	the Bribery Act 2010 and any subordinate legislation made under that Act from time to time together with any guidance or codes of practice issued by the relevant government department concerning the legislation.
"Council Data"	the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which are: (a) supplied to the Contractor by or on behalf of the Council; or which the Contractor is required to generate, process, store or transmit pursuant to this Agreement; or (b) any Personal Data for which the Council is the Data Controller;
"Council Software"	software which is owned by or licensed to the Council, including software which is or will be used by the Contractor for the purposes of providing the Services but excluding the Contractor Software;
"Council System"	the Council's computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Council or the Contractor in connection with this Agreement which is owned by or licensed to the Council by a third party and which interfaces with the Contractor System or which is necessary for the Council to receive the Services;
"Council Representative"	the representative appointed by the Council
"Council"	means Shropshire Council
"Commercially Sensitive Information"	comprises the information of a commercially sensitive nature relating to the Contractor, its Intellectual Property Rights or its business which the Contractor has indicated to the Council in writing that, if disclosed by the Council, would cause the Contractor significant commercial disadvantage or material financial loss;
"Confidential Information"	any information, which has been designated as confidential by either Party in writing or that ought reasonably to be considered as confidential however it is conveyed, including information that relates to the business, affairs, developments, trade secrets, know-how, personnel and suppliers of the Council or the Contractor, including Intellectual Property Rights, together with all information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as "confidential") ;
"Contractor"	means the person, firm or company or any other organisation specified in the Agreement contracting with the Council.
"Contractor Equipment"	the hardware, computer and telecoms devices and equipment supplied by the Contractor or its Sub contractors (but not hired, leased or loaned from the Council) for the provision of the Services;
"Contractor Software"	software which is proprietary to the Contractor, including software which is or will be used by the Contractor for the purposes of providing the Services;

"Contractor System"	the information and communications technology system used by the Contractor in performing the Services including the Software, the Contractor Equipment and related cabling (but excluding the Council System);
"Contractor Personnel"	all employees, agents, consultants and contractors of the Contractor and/or of any Sub-contractor;
"Data Controller"	shall have the same meaning as set out in the Data Protection Act 1998
"Data Processor"	shall have the same meaning as set out in the Data Protection Act 1998
"Data Protection Legislation"	the Data Protection Act 1998, the EU Data Protection Directive 95/46/EC, the Regulation of Investigatory Powers Act 2000, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (SI 2000/2699), the Electronic Communications Data Protection Directive 2002/58/EC, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and all applicable laws and regulations relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner;
"Data Subject"	shall have the same meaning as set out in the Data Protection Act 1998;
"EIR"	means the Environmental Information Regulations 2004 (as may be amended from time to time.)
"Exempt Information"	means any information or class of information (including but not limited to any document, report, Agreement or other material containing information) relating to this Agreement or otherwise relating to the parties to this Agreement which potentially falls within an exemption to FOIA (as set out therein)
"FOIA"	means the Freedom of Information Act 2000 and all subsequent regulations made under this or any superseding or amending enactment and regulations; any words and expressions defined in the FOIA shall have the same meaning in this clause
"FOIA notice"	means a decision notice, enforcement notice and/or an information notice issued by the Information Commissioner
"Form of Agreement"	means the contract document (other than a Purchase Order) to which these General Terms and Conditions are attached or referred to
"Goods"	means all goods specified in the Agreement.
"Hazardous Goods"	means any solid, liquid, or gas that can cause harm to humans and other living organisms due to being radioactive, flammable or explosive, irritating or damaging the skin or lungs, interfering with oxygen intake and absorption (asphyxiants), or causing allergic reactions (allergens).
"Information"	has the meaning given under section 84 of the Freedom of Information Act 2000;
"Intellectual Property Rights"	means all patents, registered and unregistered designs, copyright, trade marks, know-how and all other forms of intellectual property wherever in the world enforceable
"Law"	any applicable law, statute, bye-law, regulation, order, regulatory policy, guidance or industry code, rule of court or directives or requirements of any Regulatory Body, delegated or subordinate legislation or notice of any Regulatory Body;
"Malicious Software"	any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence;
"Packages"	includes bags, cases, cylinders, drums, pallets and other containers

"Personal Data"	shall have the same meaning as set out in the Data Protection Act 1998;
"Price"	means the price of the Goods and/or charge for the Services or Works being provided by the Contractor
'Prohibited Act'	the following constitute Prohibited Acts: (a) to directly or indirectly offer, promise or give any person working for or engaged by the Council a financial or other advantage to: (i) induce that person to perform improperly a relevant function or activity; or (ii) reward that person for improper performance of a relevant function or activity; (b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Agreement; (c) committing any offence: (i) under the Bribery Act; (ii) under legislation creating offences concerning fraudulent acts; (iii) at common law concerning fraudulent acts relating to this Agreement or any other contract with the Council; or (d) defrauding, attempting to defraud or conspiring to defraud the Council.
"Public body"	as defined in the FOIA 2000
'Purchase Order'	means the Council's official order which encompasses orders written or electronically generated via any of the Council's ordering systems and to which these General Terms and Conditions are attached or referred to
"Receiving Party"	means a party to this Agreement to whom a Request for Information is made under FOIA, and who thereafter has overall conduct of the request and any response
'Regulated Activity'	in relation to children, as defined in Part 1 of Schedule 4 to the Safeguarding Vulnerable Groups Act 2006, and in relation to vulnerable adults, as defined in Part 2 of Schedule 4 to the Safeguarding Vulnerable Groups Act 2006.
'Regulated Provider'	as defined in section 6 of the Safeguarding Vulnerable Groups Act 2006
"Regulatory Bodies"	those government departments and regulatory, statutory and other entities, committees and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in this Agreement or any other affairs of the Council and "Regulatory Body" shall be construed accordingly;
"Request for Information"	means a written request for information pursuant to the FOIA as defined by Section 8 of the FOIA
"Security Policy"	the Council's security policy as updated from time to time;
"Services"	means any and all of the services to be provided by the Contractor under this Agreement including those set out in any schedules or service descriptions.
'Software'	Specially Written Software, Contractor Software and Third Party Software;
'Specially Written Software'	any software created by the Contractor (or by a third party on behalf of the Contractor) specifically for the purposes of this Agreement;
'Sub-Contract'	any contract or agreement, or proposed contract or agreement between the Contractor and any third party whereby that third party agrees to

	provide to the Contractor the Goods, Works or Services or any part thereof, or facilities or services necessary for the provision of the Goods, Works or Services or any part of the Goods, Works or Services, or necessary for the management, direction or control of the Goods, Works or Services or any part of thereof.
'Sub-Contractor'	the third parties that enter into a Sub-Contract with the Contractor.
"Third Party Software"	software which is proprietary to any third party which is or will be used by the Contractor for the purposes of providing the Services
"Working Day"	any day other than a Saturday, Sunday or public holiday in England and Wales.
"Works"	means all civil engineering and building works of whatever nature to be provided by the Contractor to the Council
'Writing'	includes facsimile transmission and electronic mail, providing that the electronic mail is acknowledged and confirmed as being received.

- 1.2 Clause and paragraph headings shall not affect the interpretation of these terms and conditions.
- 1.3 A person includes an individual, firm, company, corporation, unincorporated body of persons, or any state or any agency of any person.
- 1.4 A reference to a company shall include any company, corporation or other body corporate, wherever and however incorporated or established.
- 1.5 A reference to a holding company or subsidiary means a holding company or subsidiary as defined in section 1159 of the Companies Act 2006.
In the case of a limited liability partnership which is a subsidiary of a company or another limited liability partnership, section 1159 of the Companies Act 2006 shall be amended so that:
- (i) references in sub-sections 1159(1)(a) and (c) to voting rights are to the members' rights to vote on all or substantially all matters which are decided by a vote of the members of the limited liability partnership; and
 - (ii) the reference in sub-section 1159(1)(b) to the right to appoint or remove a majority of its board of directors is to the right to appoint or remove members holding a majority of the voting rights.
- 1.6 Words in the singular shall include the plural and vice versa.
- 1.7 A reference to one gender shall include a reference to the other genders.
- 1.8 A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension, or re-enactment and includes any subordinate legislation for the time being in force made under it.
- 1.9 A reference to writing or written includes faxes but not e-mail, unless otherwise specifically agreed.
- 1.10 Any obligation in these terms and conditions on a person not to do something includes an obligation not to agree or allow that thing to be done.
- 1.11 References to clauses are to the clauses of these terms and conditions.
- 1.12 Where any statement is qualified by the expression so far as the Contractor is aware or to the Contractor's knowledge or any similar expression, that statement shall be deemed to include an additional statement that it has been made after due and careful enquiry.
- 1.13 Where there is any conflict or inconsistency between the provisions of these terms and conditions or any other document forming part of the agreement with the Council, such conflict or inconsistency shall be resolved in a manner at the Council's sole discretion.

2 GENERAL

- 2.1 When requested, the Contractor shall specify the Goods, Services or Works to be provided at the price payable.
- 2.2 No variation of these General Terms and Conditions shall be binding unless agreed expressly in Writing by both the Council and the Contractor.

2.3 These General Terms and Conditions shall apply to the exclusion of any other terms or conditions submitted, proposed or stipulated by the Contractor, whether in Writing or orally, and any such other term or condition is hereby expressly excluded or waived.

2.4 The Contractor shall complete the Works or Services or supply the Goods within the agreed times but time shall not be of the essence in the performance of any services unless expressly stated in Writing by the Council.

3 SPECIFICATION AND QUALITY OF THE GOODS, SERVICES AND WORKS

3.1 The quantity, quality and description of the Goods or Services shall comply in all respects with any quoted British Standards and the specification or illustration contained in any product pamphlet or other sales or marketing literature of the Contractor or drawings, samples and patterns specified in the Agreement or any modifications thereof that may be agreed by the Council in Writing.

3.2 All Goods will be of good construction, sound materials, and of adequate strength, shall be free of defects in design materials and workmanship, and shall comply with the requirements of the Sale of Goods Act 1979 and the Supply of Goods and Services Act 1982, as applicable to this Agreement and as amended by any related statutes, and any statutory re-enactment(s) or modification(s) thereof.

4 ALTERATIONS TO THE SPECIFICATION OF GOODS AND SERVICES

4.1 The parties may at any time mutually agree upon and execute alterations in the scope of Goods, Works or Services to be provided under this Agreement

4.2 On receipt of a request from the Council for alterations the Contractor shall, within 5 working days or such other period as may be agreed between the parties, advise the Council by notice in Writing of the effect of such alterations, if any, on the price and any other terms already agreed between the parties

4.3 Where the Contractor gives written notice to the Council agreeing to perform any alterations on terms different to those already agreed between the parties, the Council shall, within 5 working days of receipt of such notice or such other period as may be agreed between the parties, advise the Contractor by notice in Writing whether or not it wishes the alterations to proceed thereafter the Contractor shall perform this Agreement upon the basis of such amended terms

5 PRICE AND PAYMENT

5.1 The price for the supply of Goods and Services are as set out in the Agreement and the Contractor shall invoice the Council at the time the Goods are despatched or the Services are provided.

5.2 The Price, which shall include all charges for delivery to the Council, packaging, insurance and carriage, shall be exclusive of VAT and shall be a fixed price for the duration of the Agreement and shall not be varied without prior written consent of the Council.

5.3 The Council reserves the right to set off against the price of the Goods or Services any sums owed or becoming due to the Council from the Contractor.

5.4 Provided that a nominated employee or authorised signatory of the Council has signed for Goods or Services the Council will make payment to the Contractor by BACS (Bank Automated Clearing System) within 30 days following of receipt of the relevant undisputed invoice or acceptance of the relevant Goods or Services. No other method of payment shall be acceptable and the Contractor shall ensure that their bank account details are provided to the Council at least 30 days prior to payment becoming due to enable the payment to be

made. The Council shall not be liable for any late payment charges where the Contractor fails to provide the Council with their correct bank account details in accordance with this clause.

- 5.5 If the Council fails to make any payment due to the Contractor under this agreement by the due date for payment, then the Council shall pay interest on the overdue amount at the rate of 4% per annum above Bank of England base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment.
- 5.6 VAT, where applicable, shall be shown separately on all invoices as a strictly net extra, the Invoice must comply with VAT rules and regulations. The correct Purchase Order number must be quoted on all invoices, and the Council will accept no liability whatsoever for invoices, delivery notes or other communications which do not bear such Purchase Order numbers.
- 5.7 The Council reserves the right to refuse payment of sums invoiced in excess of the prices stated in the Agreement.
- 5.8 Unless otherwise agreed in Writing by the Council the Contractor will pay any of its appointed sub-contractors within 30 days from receipt of an undisputed invoice.

6 DELIVERY

- 6.1 The Agreement will specify the quantity of Goods and the nature of the Services required and the date or dates and place of delivery of the Goods or provision of the Service or Services. The Contractor shall provide such programmes of manufacture and delivery as the Council may require. Each delivery or consignment shall have a packing note quoting the reference number of the Purchase Order (where applicable) prominently displayed, and the Council may reject quantities delivered in excess of those stated on the Agreement.
- 6.2 If Goods are in any respect incorrectly delivered the Contractor shall immediately affect correct delivery and shall be responsible for any additional costs or expenses incurred by both parties in so doing.
- 6.3 If Services are provided by the Contractor otherwise than in accordance with the terms of the Agreement, the Contractor shall immediately affect correct provision of the Services and shall be responsible for any additional costs or expenses incurred by the Council or the Contractor in so doing.
- 6.4 The Council may reject any Goods which are not in accordance with the Agreement and the Council shall not be treated as having accepted any Goods until the Council has had a reasonable time to inspect them following delivery or, if later, within a reasonable time after a latent defect in the Goods has become apparent.
- 6.5 The Contractor shall comply with all applicable regulations or other legal requirements as regards the manufacture, packaging, labelling, and delivery of the Goods. The Contractor shall deliver the Goods properly and securely packed and supply the Services during the Council's usual business hours (8:45 to 17:00 Monday to Thursday and 8:45 to 16:00 Friday) or in accordance with the instructions shown on the Agreement.
- 6.6 Where Goods are delivered by road vehicle, available empty Packages may be returned by the same vehicle.
- 6.7 Where the Council has an option to return Packages and does so, the Council will return such Packages empty and in good order and condition (consigned 'carriage paid' unless otherwise agreed) to the Contractor's supplying works or depot indicated by the Contractor, and will advise the Contractor of the date of despatch.

6.8 Packages and containers of all kinds are supplied free by the Contractor and are non-returnable unless otherwise clearly stated, in the first instance, on quotations and subsequently on all Packages, advice notes and delivery notes.

7. LOSS OR DAMAGE IN TRANSIT

7.1 The Contractor shall promptly make good, free of charge to the Council, any loss in transit of the Goods if notified within 21 days of delivery or any damage to or defect in the Goods if notified within 10 days of delivery.

8. INSPECTION

8.1 The Contractor shall be responsible for the inspection and testing of the Goods and shall ensure that they comply with the Agreement prior to delivery to the Council. The Council shall have the right to inspect the Goods at the Contractor's works and those of its Sub-Contractors at all reasonable times and to reject any part thereof that does not comply with the terms of the Agreement.

8.2 The Contractor shall ensure that rights of access, inspection and rejection at premises of any sub-Contractor of the Contractor are given to the Council in sub-agreements between the Contractor and the Contractor's Sub-Contractors. Any inspection, checking, approval or acceptance given on behalf of the Council shall not relieve the Contractor or its Sub-Contractors from any obligations or liabilities set forth in this Agreement.

9. REJECTION

9.1 The Council shall have the right to reject any Goods or Services which do not comply with the Agreement, and are, without limitation, not of a stipulated quality or quantity or measurement, unfit for the purpose for which they are required or non-compliant with a description or specification or sample, and the Council may return such rejected Goods to the Contractor at the Contractor's cost and expense.

9.2 If the Contractor is unable to supply acceptable replacement Goods or Services within the time specified in the Agreement, or within any extension of such time as the Council may grant, the Council will be entitled to purchase elsewhere other Goods or Services, as near as is practicable to the same Agreement specifications as circumstances shall permit, but without prejudice to any other right which the Council may have against the Contractor including, but not limited to, payment by the Contractor of any excess costs incurred by the Council in doing so.

9.3 The making of such payment shall not prejudice the Council's right of rejection and the Contractor shall immediately reimburse the Council with an amount equal to that paid by the Council in respect of the Goods or Services and any applicable taxes. Before exercising the said right elsewhere the Council shall give the Contractor reasonable opportunity to replace rejected Goods or Services with Goods or Services that conform to the Agreement.

9.4 The Council is under no obligation to test or inspect the Goods before or on delivery.

10 TITLE - PASSING PROPERTY

10.1 Property and risk in the Goods will remain with the Contractor until the Goods are delivered to the place specified in the Agreement and a nominated employee of the Council has signed a delivery note for them, whereupon title will pass to the Council, without any limitation, constraint or encumbrance.

- 10.2 If payment for the Goods is made prior to delivery, property in the Goods shall pass to the Council once payment has been made and the Goods have been unconditionally appropriated by the Council.
- 10.3 In these circumstances the Contractor will set aside the Goods and store them separately from similar Goods held at the Contractors premises specified in the Agreement and ensure that they are securely, clearly and visibly marked with the wording "Property of Shropshire Council" so as to identify those Goods as having been unconditionally appropriated by the Council to whose order they are held
- 10.4 The Contractor will allow a named representative of the Council reasonable accompanied access to its premises specified in the Agreement to verify compliance with clause 10.3 herein and will immediately rectify any non-compliance as identified by the Council's named representative
- 10.5 The Contractor will indemnify the Council for any loss of or damage to the Goods until delivered on-site.
- 10.6 Without prejudice to this indemnity the Contractor will have appropriate and adequate insurance cover against any such loss or damage with a reputable insurer from the time that title in the materials or Goods passes to the Council until they are delivered on-site and the Contractor shall provide the Council with certified copies of the relevant policy upon request.
- 10.7 The Contractor agrees that the Council has the right to enter the Contractor's premises specified in the Agreement where Goods are being held in order to recover the said materials or Goods in the event of the Contractors' insolvency

11 THE COUNCIL'S OBLIGATIONS

- 11.1 To enable the Contractor to perform its obligations under this Agreement the Council shall:
- a) co-operate with the Contractor;
 - b) provide the Contractor with any information reasonably required by the Contractor;
 - c) obtain all necessary permissions and consents which may be required before the commencement of the Services or the supply of Goods; and
 - d) comply with such other requirements as may be otherwise agreed between the parties.
- 11.2 Without prejudice to any other rights to which the Contractor may be entitled, in the event that the Council unlawfully terminates or cancels the Goods or Services agreed to in the Agreement the Council shall be required to pay to the Contractor as agreed damages and not as a penalty the full amount of any third party costs to which the Contractor has reasonably committed and in respect of cancellations on less than five working days' written notice the full amount of the Goods and Services.

12. WARRANTIES

- 12.1 The Contractor warrants that as from the date of delivery for a minimum period of 12 months the Goods and all their component parts, where applicable, are free from any defects in design, workmanship, construction or materials. Where certain Goods carry warranties for longer periods the Contractor will notify the Council of these from time to time as appropriate.
- 12.2 The Contractor warrants that the Services performed under this Agreement shall be performed using reasonable skill and care, and of a quality conforming to generally accepted industry standards and practices.

13 INDEMNIFICATION

13.1 The Council shall indemnify the Contractor against all reasonable claims, costs and expenses which the Contractor may incur and which arise, directly from the Council's breach of any of its obligations under this Agreement.

13.2 The Contractor shall indemnify the Council against all reasonable damage, liability, costs, claims, actions and proceedings arising out of the performance, defective performance or otherwise of this Agreement by the Contractor, its employees, servants or agents

14 TERMINATION AND CANCELLATION

14.1 The Council upon giving the Contractor notice in Writing may cancel any Agreement at any time. A fair and reasonable price will be paid for all work in progress at the time of the cancellation, providing all such work is delivered to, and/or performed for the Council and is accepted as described in Clauses 6 to 9 herein. The Council's liability is strictly limited to work in progress and no further loss or liability will accrue.

14.2 Either party may terminate this Agreement forthwith by notice in Writing to the other if:

a). the other party commits a material breach of this Agreement and, in the case of a breach capable of being remedied, fails to remedy it within 14 calendar days of being given notice in Writing setting out the breach and indicating that failure to remedy the breach may result in termination of this Agreement.

b). the other party commits a material breach of this Agreement which cannot be remedied under any circumstances;

c). the other party passes a resolution for winding up (other than for the purpose of solvent amalgamation or reconstruction), or a court of competent jurisdiction makes an order to that effect;

d). the other party ceases to carry on its business or substantially the whole of its business; or

e). the other party is declared insolvent, or convenes a meeting of or makes or proposes to make any arrangement or composition with its creditors; or a liquidator, receiver, administrative receiver, manager, trustee or similar officer is appointed over any of its assets.

15 PREVENTION OF BRIBERY (W) (Z)

15.1 The Contractor:

a) shall not, and shall procure that all Contractor Personnel shall not, in connection with this Agreement commit a Prohibited Act;

b) warrants, represents and undertakes that it is not aware of any financial or other advantage being given to any person working for or engaged by the Council, or that an agreement has been reached to that effect, in connection with the execution of this Agreement, excluding any arrangement of which full details have been disclosed in writing to the Council before execution of this Agreement.

15.2 The Contractor shall:

a) if requested, provide the Council with any reasonable assistance, at the Council's reasonable cost, to enable the Council to perform any activity required by any relevant government or agency in any relevant jurisdiction for the purpose of compliance with the Bribery Act;

b) the Contractor shall, within 10 Working Days of a request from the Council, certify to the Council in writing (such certification to be signed by an officer of the Contractor) the Contractor's compliance with this clause 15 and provide such supporting evidence of compliance with this clause 15 by the Contractor as the Council may reasonably request.

- 15.3 If any breach of clause 15.1 is suspected or known, the Contractor must notify the Council immediately.
- 15.4 If the Contractor notifies the Council that it suspects or knows that there may be a breach of clause 15.1, the Contractor must respond promptly to the Council's enquiries, co-operate with any investigation, and allow the Council to audit books, records and any other relevant documentation. This obligation shall continue for two years following the expiry or termination of this Agreement.
- 15.5 The Council may terminate this Agreement by written notice with immediate effect, and recover from the Contractor the amount of any loss directly resulting from the cancellation, if the Contractor or Contractor Personnel (in all cases whether or not acting with the Contractor's knowledge) breaches clause 15.1. At the Council's absolute discretion, in determining whether to exercise the right of termination under this clause 15.5, the Council shall give consideration, where appropriate, to action other than termination of this Agreement unless the Prohibited Act is committed by the Contractor or a senior officer of the Contractor or by an employee, Sub-Contractor or supplier not acting independently of the Contractor. The expression "not acting independently of" (when used in relation to the Contractor or a Sub-Contractor) means and shall be construed as acting:
- a) with the authority; or,
 - b) with the actual knowledge;
of any one or more of the directors of the Contractor or the Sub-Contractor (as the case may be); or
 - c) in circumstances where any one or more of the directors of the Contractor ought reasonably to have had knowledge.
- 15.6 Any notice of termination under clause 15.5 must specify:
- a) the nature of the Prohibited Act;
 - b) the identity of the party whom the Council believes has committed the Prohibited Act; and
 - c) the date on which this Agreement will terminate.
- 15.7 Despite clause 42 (Disputes), any dispute relating to:
- a) the interpretation of clause 15; or
 - b) the amount or value of any gift, consideration or commission,
- shall be determined by the Council and its decision shall be final and conclusive.
- 15.8 Any termination under clause 15.5 will be without prejudice to any right or remedy which has already accrued or subsequently accrues to the Council.

16 INTELLECTUAL PROPERTY RIGHTS

- 16.1 Any specification, drawing, sample and pattern supplied by the Council to the Contractor, or specifically produced by the Contractor for the Council in connection with this Agreement, together with the copyright, design rights or any other intellectual property rights thereto shall be the exclusive property of the Council. On payment of the price and for no further consideration the Contractor assigns to the Council with full title guarantee all such copyright, design and other intellectual property rights.
- 16.2 The Contractor shall not disclose to any third party (except sub-contractors accepting a like obligation of secrecy, and then only to the extent necessary for the performance of the sub-agreement) or provide any such specification, drawing, sample or pattern to any third party or use the same except to the extent that it is or becomes public knowledge through no fault of the Contractor, or as is required for the purposes of the Agreement.
- 16.3 This provision shall survive the expiration or termination of the Agreement.

17 INDEPENDENT CONTRACTORS

17.1 The Contractor and the Council are independent of each other, and neither has the authority to bind the other to any third party or act in any way as the representative of the other, unless otherwise expressly agreed to in Writing by both parties.

18 SEVERABILITY

18.1 If any provision of this Agreement is held invalid, illegal or unenforceable for any reason by any Court of competent jurisdiction such provision shall be severed and the remainder of the provisions herein shall continue in full force and effect as if this Agreement had been agreed with the invalid illegal or unenforceable provision eliminated.

19 ASSIGNMENT, TRANSFER AND SUB-CONTRACTING

19.1 The Council may, subject to clause 19.2:
(a) assign any of its rights under the Agreement; or
(b) transfer all of its rights or obligations by novation, to another person.

19.2 The consent of the Contractor is required for an assignment or transfer by the Council unless:
(a) the assignment or transfer is to an Associated Person of the Council; or
(b) either the Council or the Contractor have committed a breach of this Agreement which gives the other party the right under the terms of this Agreement to terminate the Agreement. Any such consent must not be unreasonably withheld or delayed and if not expressly refused within five Working Days shall be deemed given.

19.3 The Contractor may not assign any of its rights, or transfer any of its rights or obligations under the Agreement.

19.4 The Contractor will not, without the written consent of the Council sub-contract its right or obligations under this Agreement nor allow Services to be provided other than through his own employees and using his own equipment.

19.5 In the event that the Council has consented to the placing of sub-contracts, copies of each sub-contract and order shall be sent by the Contractor to the Council immediately it is issued.

19.6 Notwithstanding the Contractor's right to sub-contract pursuant to this clause 19, the Contractor shall remain responsible for all acts and omissions of its Sub-contractors and the acts and omissions of those employed or engaged by the Sub-contractors as if they were its own. An obligation on the Contractor to do, or to refrain from doing, any act or thing shall include an obligation upon the Contractor to procure that its employees, staff, agents and Sub-contractors' employees, staff and agents also do, or refrain from doing, such act or thing.

20 WAIVER

20.1 The failure by either party to enforce at any time or for any period any one or more of these General Terms and Conditions herein shall not be a waiver of them or of the right at any time subsequently to enforce all the terms and conditions of this Agreement.

21 HAZARDOUS GOODS

21.1 Hazardous Goods must be marked by the Contractor with International Danger Symbol(s) and display the name of the material in English. Transport and other documents must include declaration of the hazard and name of the material in English. Goods must be accompanied by emergency information in English in the form of written instructions, labels or markings. The Contractor shall observe the requirements of UK and international laws,

regulations and agreements relating to the packing, labelling and carriage of hazardous Goods.

- 21.2 All information known, held by, or reasonably available to, the Contractor regarding any potential hazards known or believed to exist in transport, handling or use of the Goods supplied shall be promptly communicated to the Council.

22 NOTICES

- 22.1 Unless otherwise communicated to the party in Writing any notice to be given by either party to the other may be served by email, fax, personal service or by post to the address of the other party that is the registered office or main place of business of the Contractor or if the Council, the Shirehall, Abbey Foregate, Shrewsbury. SY2 6ND

- 22.2 A Notice sent by email shall be deemed to be received providing receipt is acknowledged and confirmed, Notice sent by fax shall be deemed to be served on receipt of an error free transmission report, Notice given by letter shall be deemed to have been served at the time at which the letter was delivered personally or if sent by second class post shall be deemed to have been delivered in the ordinary course of post and if by first class post shall be deemed to have been delivered 48 hours after posting and acknowledged

23 CONFIDENTIALITY (W) (Z)

- 23.1 All plans, drawings, designs or specifications supplied by the Council to the Contractor shall remain the exclusive property of, and shall be returned to the Council on completion of the Agreement and shall not be copied, and no information relating to the Goods or the Services shall be disclosed to any third party, except as required for the purpose of this Agreement.

- 23.2 No photographs of any of the Council's equipment, installations or property shall be taken without the Council's prior consent in Writing. The Contractor shall keep secret and shall not divulge to any third party (except sub-contractors accepting a like obligation of secrecy, and then only to the extent necessary for the performance of the sub-agreement) all information given by the Council in connection with the Agreement or which becomes known to the Contractor through his performance of the Agreement or use the same other than for the purpose of executing the Agreement.

- 23.3 The Contractor shall not mention the Council's name in connection with the Agreement or disclose the existence of the Agreement in any publicity material or other similar communication to third parties without the Council's prior consent in Writing.

- 23.4 The Contractor will keep confidential any information it becomes aware of by reason of the operation of this Agreement.

- 23.5 Except to the extent set out in this clause or where disclosure is expressly permitted elsewhere in this Agreement, each party shall:

23.5.1 treat the other party's Confidential Information as confidential; and

23.5.2 not disclose the other party's Confidential Information to any other person without the owner's prior written consent

- 23.6 Clause 23.5 shall not apply to the extent that:

23.6.1 such disclosure is a requirement of Law placed upon the party making the disclosure, including any requirements for disclosure under the Audit Commission Act 1998 or under the FOIA or the Environmental Information Regulations pursuant to the above clause regarding Freedom of Information;

23.6.2 such information was in the possession of the party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;

- 23.6.3 such information was obtained from a third party without obligation of confidentiality;
 - 23.6.4 such information was already in the public domain at the time of disclosure otherwise than by a breach of this Agreement; or
 - 23.6.5 it is independently developed without access to the other party's Confidential Information.
- 23.7 The Contractor may only disclose the Council's Confidential Information to the Contractor Personnel who are directly involved in the provision of the Services and who need to know the information, and shall ensure that such Contractor Personnel are aware of and shall comply with these obligations as to confidentiality.
- 23.8 The Contractor shall not, and shall procure that the Contractor Personnel do not, use any of the Council's Confidential Information received otherwise than for the purposes of this Agreement
- 23.9 Nothing in this Agreement shall prevent the Council from disclosing the Contractor's Confidential Information:
- 23.9.1 to any consultant, contractor or other person engaged by the Council;
 - 23.9.2 for the purpose of the examination and certification of the Council's accounts or any other form of audit of the Council;
- 23.10 The Council shall use all reasonable endeavours to ensure that any government department, employee, third party or Sub-contractor to whom the Contractor's Confidential Information is disclosed pursuant to this Agreement is made aware of the Council's obligations of confidentiality.
- 23.11 Nothing in this clause shall prevent either party from using any techniques, ideas or know-how gained during the performance of the Agreement in the course of its normal business to the extent that this use does not result in a disclosure of the other party's Confidential Information or an infringement of Intellectual Property Rights.
- 23.12 The provisions of this Clause shall survive the expiration or termination of this Agreement.

23A AGREEMENT STATUS AND TRANSPARENCY (W) (Z)

- 23A.1 The parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Agreement and any associated tender documentation provided by the Contractor (the Tender Submission) is not Confidential Information. The Council shall be responsible for determining in its absolute discretion whether any of the content of the Agreement or the Tender Submission is exempt from disclosure in accordance with the provisions of the FOIA.
- 23A.2 Notwithstanding any other term of this Agreement, the Contractor hereby gives his consent for the Council to publish this Agreement and the Tender Submission in its entirety, including from time to time agreed changes to the Agreement, to the general public.
- 23A.3 The Council may consult with the Contractor to inform its decision regarding any exemptions but the Council shall have the final decision in its absolute discretion.
- 23A.4 The Contractor shall assist and cooperate with the Council to enable the Council to publish this Agreement and the Tender Submission.

24 COUNCIL DATA

- 24.1 The Contractor shall not delete or remove any copyright or proprietary notices contained within or relating to the Council Data.

- 24.2 The Contractor shall not store, copy, disclose, or use the Council Data except as necessary for the performance by the Contractor of its obligations under this Agreement or as otherwise expressly authorised in writing by the Council and in particular the Contractor shall not store any Council Data, which the Council has notified the Contractor requires storage in an encrypted format, on any portable device or media unless that device is encrypted.
- 24.3 To the extent that Council Data is held and/or processed by the Contractor, the Contractor shall supply that Council Data to the Council as requested by the Council in any format specified in this Agreement or if none specified in any format reasonably requested by the Council.
- 24.4 The Contractor shall take responsibility for preserving the integrity of Council Data and preventing the corruption or loss of Council Data and shall take such back up copies of the Council Data at regular intervals appropriate to the frequency of the revision of the Council Data.
- 24.5 The Contractor shall ensure that any system on which the Contractor holds any Council Data, including back-up data, is a secure system that complies with the Security Policy to include, but not limited to, the following requirements in the Security Policy:
- 24.5.1 Access to the system is restricted to Contractor Personnel with a legitimate need to access the Council Data; and
 - 24.5.2 The system is kept up to date with the latest versions of operating system and anti-virus updates; and
 - 24.5.3 Transfer of data to and from the system is conducted in a secure manner.
- 24.6 If the Council Data is corrupted, lost or sufficiently degraded as a result of the Contractor's Default so as to be unusable, the Council may:
- 24.6.1 require the Contractor (at the Contractor's expense) to restore or procure the restoration of Council Data as soon as practicable; and/or
 - 24.6.2 itself restore or procure the restoration of Council Data, and shall be repaid by the Contractor any reasonable expenses incurred in doing so including the restoration of the Council Data.
- 24.7 If at any time the Contractor suspects or has reason to believe that Council Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Contractor shall notify the Council via the Council's ICT Helpdesk immediately and inform the Council of the remedial action the Contractor proposes to take.
- 24.8 The Contractor shall check for and delete Malicious Software and if Malicious Software is found, the parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption of Council Data, assist each other to mitigate any losses and to restore the Services to their desired operating efficiency.
- 24.9 Any cost arising out of the actions of the parties taken in compliance with the provisions of sub-clause .8 above shall be borne by the parties as follows:
- 24.9.1 by the Contractor where the Malicious Software originates from the Contractor Software, the Third Party Software or the Council Data (whilst the Council Data was under the control of the Contractor); and
 - 24.9.2 by the Council if the Malicious Software originates from the Council Software or the Council Data (whilst the Council Data was under the control of the Council).

25 PROTECTION OF PERSONAL DATA

25.1 With respect to the parties' rights and obligations under this Agreement, the parties agree that the Council is the Data Controller and that the Contractor is the Data Processor.

25.2 The Contractor shall:

25.2.1 Process the Personal Data only in accordance with instructions from the Council (which may be specific instructions or instructions of a general nature as set out in this Agreement or as otherwise notified by the Council to the Contractor during the term of this Agreement);

25.2.2 Process the Personal Data only to the extent, and in such manner, as is necessary for the provision of the Services or as is required by Law or any Regulatory Body;

25.2.3 implement appropriate technical and organisational measures, including but not limited to ensuring that Personal Data is not stored on any portable equipment or storage device or media unless encrypted, to protect the Personal Data against unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful Processing, accidental loss, destruction or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected;

25.2.4 take reasonable steps to ensure the reliability of any Contractor Personnel who have access to the Personal Data;

25.2.5 obtain prior written consent from the Council in order to transfer the Personal Data to any Sub-contractors or Affiliates for the provision of the Services;

25.2.6 ensure that all Contractor Personnel required to access the Personal Data are informed of the confidential nature of the Personal Data and comply with the obligations set out in this Protection of Personal Data clause ;

25.2.7 ensure that no Contractor Personnel publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Council;

25.2.8 notify the Council (within five Working Days) if it receives:

- a) a request from a Data Subject to have access to that person's Personal Data; or
- b) a complaint or request relating to the Council's obligations under the Data Protection Legislation;

25.2.9 provide the Council with full cooperation and assistance in relation to any complaint or request made, including by:

- a) providing the Council with full details of the complaint or request;
- b) complying with a data access request within the relevant timescales set out in the Data Protection Legislation and in accordance with the Council's instructions;
- c) providing the Council with any Personal Data it holds in relation to a Data Subject (within the timescales required by the Council); and
- d) providing the Council with any information requested by the Council;

25.2.10 permit the Council or the Council Representative (subject to reasonable and appropriate confidentiality undertakings), to inspect and audit, in accordance with the Audit clause, the Contractor's data Processing activities (and/or those of its agents, subsidiaries and Sub-contractors) and comply with all reasonable requests or directions by the Council to enable the Council to verify and/or procure that the Contractor is in full compliance with its obligations under this Agreement;

25.2.11 provide a written description of the technical and organisational methods employed by the Contractor for processing Personal Data (within the timescales required by the Council); and

25.2.12 not process Personal Data outside the United Kingdom without the prior written consent of the Council and, where the Council consents to a transfer, to comply with:

- a) the obligations of a Data Controller under the Eighth Data Protection Principle set out in Schedule 1 of the Data Protection Act 1998 by providing an adequate level of protection to any Personal Data that is transferred; and
- b) any reasonable instructions notified to it by the Council

25.2.13 The Contractor shall comply at all times with the Data Protection Legislation and shall not perform its obligations under this Agreement in such a way as to cause the Council to breach any of its applicable obligations under the Data Protection Legislation.

25.2.14 The Contractor shall ensure that its employees and agents are aware of and comply with this clause and shall indemnify the Council against any loss or damage sustained or incurred as a result of any breach of this clause.

26 COUNCIL DATA AND PERSONAL INFORMATION AUDITS

26.1 Except where an audit is imposed on the Council by a Regulatory body, the Council may, acting reasonably, conduct an audit for the following purposes:

26.1.1 to review the integrity, confidentiality and security of the Council Data;

26.1.2 to review the Contractor's compliance with the Data Protection Act 1998, the Freedom of Information Act 2000 in accordance with the Protection of Personal Data and Freedom of Information clauses and any other legislation applicable to the Services;

26.2 The Council shall use its reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Contractor or delay the provision of the Services.

26.3 Subject to the Council's obligations of confidentiality, the Contractor shall on demand provide the Council (and/or its agents or representatives) with all reasonable co-operation and assistance in relation to each audit, including:

26.3.1 all information requested by the Council within the permitted scope of the audit;

26.3.2 reasonable access to any Sites controlled by the Contractor and to any equipment used (whether exclusively or non-exclusively) in the performance of the Services;

26.3.3 access to Contractor Personnel

26.4 The Contractor shall implement all measurement and monitoring tools and procedures necessary to measure and report on the Contractor's performance of the Services.

26.5 The Council shall endeavour to (but is not obliged to) provide at least 5 Working Days notice of its intention to conduct an audit.

26.6 The parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this clause.

26.7 This clause shall not apply to any audit or inspection regarding the provision of the Services specified in the Service Specification or elsewhere in this Agreement which may be conducted as specified in this Agreement.

27. PUBLIC INTEREST DISCLOSURE ('WHISTLE BLOWING') (W)(Z)

27.1 The Contractor will ensure that his employees and agents are made aware of the Council's policy "Speaking Up About Wrongdoing" and that the details of this policy are fully explained to them and shall provide the Council with evidence of doing so upon request

28 INSURANCE

- 28.1 The Contractor shall effect and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover, or in accordance with any legal requirement for the time being in force, in respect of all risks which may be incurred by the Contractor, arising out of the Contractor's performance of this Agreement, including death or personal injury, loss of or damage to property or any other loss, and unless otherwise agreed with the Council such policy or policies of Public Liability and Employers Liability insurance shall provide for a minimum of £5,000,000 (FIVE MILLION POUNDS) cover. In respect of death or personal injury due to negligence will be unlimited.
- 28.2 If appropriate and requested in Writing, the Contractor may also be required to provide Product Liability insurance of at least £2,000,000 (TWO MILLION POUNDS) cover for any one claim.
- 28.3 Where the Contractor is providing Services of a professional nature, or the Council otherwise specifies that professional indemnity insurance is required, the Contractor shall hold and maintain professional indemnity insurance cover and shall ensure that all professional consultants or Sub-Contractors involved in the provision of the Services hold and maintain appropriate cover. To comply with its obligations under this clause, and as a minimum, the Contractor shall ensure professional indemnity insurance held by the Contractor and by any agent, Sub-Contractor or consultant involved in the performance of Services has a limit of indemnity of not less than £1,000,000 (ONE MILLION POUNDS) for any occurrences arising out of each and every event. Such insurance shall be maintained for a minimum of six years following the expiration or earlier termination of the agreement.
- 28.4 The Contractor warrants that it has complied with this clause 28 and shall provide the Council with certified copies of the relevant policies upon request together with receipts or other evidence of payment of the latest premiums due under those policies.
- 28.5 If, for whatever reason, the Contractor] fails to give effect to and maintain the insurances required by the agreement the Council may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Contractor.

29. EQUALITIES (W) (Z)

- 29.1 The Contractor and any Sub-Contractor employed by the Contractor shall not unlawfully discriminate either directly or indirectly on such grounds as race or ethnic origin, disability, gender, sexual orientation, religion or belief, or age in the supply and provision of Goods, Services or Works under this Agreement, or in its employment practices.
- 29.2 Without prejudice to the generality of the foregoing, the Contractor and any Sub-Contractor employed by the Contractor shall not unlawfully discriminate within the meaning and scope of the Equalities Act 2010 or other relevant legislation, or any statutory modification or re-enactment thereof.
- 29.3 In addition, the Contractor and any Sub-Contractor employed by the Contractor in providing services to the Council will comply with the general duty imposed on local authorities by Section 149 of the Equality Act 2010 to eliminate discrimination, harassment and victimisation and promote equality of opportunity between persons who share a protected characteristic and those who do not share it and to foster good relations between persons who share a protected characteristic and those who do not share it .
- 29.4 The Contractor and any Sub-Contractor employed by the Contractor will take all reasonable steps to observe as far as possible the Codes of Practice produced by the Equalities and Human Rights Commission, which give practical guidance to employers on the elimination of discrimination.

29.5 In the event of any finding of unlawful discrimination being made against the Contractor or any Sub-Contractor employed by the Contractor during the contract period, by any court or employment tribunal, or any adverse finding or formal investigation by the Equalities and Human Rights Commission over the same period, the Contractor shall inform the Council of this finding and shall take appropriate steps to prevent repetition of the unlawful discrimination.

29.6 The Contractor and any Sub-Contractor employed by the Contractor will provide a copy of its policies to the Council at any time upon request. In addition, the Council may reasonably request other information from time to time for the purpose of assessing the Contractor's compliance with the above conditions.

30 HUMAN RIGHTS (W) (Z)

30.1 The Contractor shall where appropriate take account of the Human Rights Act 1998 and shall not do anything in breach of it.

31 HEALTH AND SAFETY AT WORK (Z)

31.1 The Contractor will at all times in providing Goods, Services or Works to the Council comply with the provisions of the Health and Safety at work Act 1974 and provide evidence of doing so to the Council at any time upon request.

32 FREEDOM OF INFORMATION ACT 2000 (FOIA) AND ENVIRONMENTAL INFORMATION REGULATIONS 2004 (EIR) (W) (Z)

32.1 The Contractor acknowledges that the Council is subject to the requirements of the FOIA and the Environmental Information Regulations and shall assist and cooperate with the Council to enable the Council to comply with its Information disclosure obligations.

32.2 The Contractor shall notify the Council of any Commercially Sensitive Information provided to the Council together with details of the reasons for its sensitivity and the Contractor acknowledges that any lists or schedules of Commercially Sensitive Information so provided are of indicative value only and that the Council may be obliged to disclose such information.

32.3 The Contractor shall and shall procure that its Sub-contractors shall:

- 32.3.1 transfer to the Council all Requests for Information that it receives as soon as practicable and in any event within two Working Days of receiving a Request for Information;
- 32.3.2 provide the Council, at the Contractor's expense, with a copy of all Information in its possession, or power in the form that the Council requires within five Working Days (or such other period as the Council may specify) of the Council's request; and
- 32.3.3 provide, at the Contractor's expense, all necessary assistance as reasonably requested by the Council to enable the Council to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations.

32.4 The Council shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Agreement or any other agreement whether the Commercially Sensitive Information and/or any other Information is exempt from disclosure in accordance with the provisions of the FOIA or the Environmental Information Regulations and in considering any response to a Request for Information the Council may consult with the Contractor prior to making any decision or considering any exemption.

32.5 In no event shall the Contractor respond directly to a Request for Information unless expressly authorised to do so by the Council.

32.6 The Contractor acknowledges that (notwithstanding the provisions of this Freedom of Information clause) the Council may, acting in accordance with the Ministry of Justice's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000 ("the Code"), be obliged under the FOIA, or the Environmental Information Regulations to disclose information concerning the Contractor or the Services:

32.6.1 in certain circumstances without consulting the Contractor; or

32.6.2 following consultation with the Contractor and having taken their views into account;

provided always that where sub-clause 32.6.1 above applies the Council shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Contractor advanced notice, or failing that, to draw the disclosure to the Contractor's attention after any such disclosure.

32.7 The Contractor shall ensure that all Information required to be produced or maintained under the terms of this Agreement, or by Law or professional practice or in relation to the Agreement is retained for disclosure for at least the duration of the Agreement plus one year together with such other time period as required by the Agreement, law or practice and shall permit the Council to inspect such records as requested from time to time.

32.8 The Council shall in no event be liable for any loss, damage, harm, or detriment, howsoever caused, arising from or in connection with the reasonable disclosure under FOIA, or any other Law, of any information (including Exempt Information) whether relating to this Agreement or otherwise relating to any other party.

32.9 Where the Contractor is a Public Body the parties acknowledge that such obligations and duties of the Council as set out above are reciprocal to the Contractor. The Council and the Contractor acknowledge and agree that:

32.9.1 as Public Bodies they are subject to legal duties under the FOIA and EIR which may require either party to disclose on request information relating to this Agreement or otherwise relating to the other party;

32.9.2 they are required by law to consider each and every Request for Information made under FOIA;

32.9.3 that all decisions made by the other pursuant to a request under the FOIA are solely a matter for the Receiving Party and at the discretion of the Receiving Party.

32.9.4 Notwithstanding anything in this Agreement to the contrary (including but without limitation any obligations or confidentiality), the Receiving Party shall be entitled to disclose information in whatever form pursuant to a request made under FOIA, save that in relation to any information that is Exempt Information the Receiving Party shall consult the other party before making any such decision and shall not:

- (a) confirm or deny that information is held by the other party, or
- (b) disclose information required

to the extent that in the Receiving Party's opinion the information is eligible in the circumstances for an exemption and therefore the Receiving Party may lawfully refrain from doing either of the things described in part (a) and (b) of this clause.

32.9.5 each party shall bear its own costs of:

- a) assessing the application of any exemption under FOIA and/or
- b) responding to any FOIA notice and/or
- c) lodging any appeal against a decision of the Information Commissioner in relation to disclosure

32.9.6 the Receiving Party shall in no circumstances be liable for any loss, damage, harm, or detriment, howsoever caused, arising from or in connection with the reasonable disclosure under FOIA of any Exempt Information or other information whether relating to this Agreement or otherwise relating to the other party.

32.9.7 the other party shall assist the Receiving Party with the request as reasonably necessary to enable the Receiving Party to comply with its obligations under FOIA.

33 SAFEGUARDING(W) (Z)

- 33.1 Where the Service or activity being undertaken in this Agreement is a Regulated Activity the Contractor shall :
- (a) ensure that all individuals engaged in the provision of the Service or activity, and prior to commencing the provision of the service or activity, are subject to a valid enhanced disclosure check undertaken through the Disclosure and Barring Service including a check against the adults' barred list or the children's barred list, as appropriate; and
 - (b) monitor the level and validity of the checks under this clause 33.1 for each member of the Contractor's Personnel.
- 33.2 The Contractor warrants that at all times for the purposes of this Agreement it has no reason to believe that any person who is or will be employed or engaged by the Contractor in the provision of a Service or activity that is a Regulated Activity is barred from the activity in accordance with the provisions of the Safeguarding Vulnerable Groups Act 2006 and any regulations made thereunder, as amended from time to time.
- 33.3 The Contractor shall immediately notify the Council of any information that it reasonably requests to enable it to be satisfied that the obligations of this clause 33 have been met.
- 33.4 The Contractor shall refer information about any person carrying out the Services or the activity to the Disclosure and Barring Service where it removes permission for such person to carry out the Services or activity (or would have, if such person had not otherwise ceased to carry out the Services or the activity) because, in its opinion, such person has harmed or poses a risk of harm to the Service users, children or vulnerable adults.
- 33.5 The Contractor shall not employ or use the services of any person who is barred from, or whose previous conduct or records indicate that he or she would not be suitable to carry out Regulated Activity or who may otherwise present a risk to Service users.
- 33.6 Where the service requirement, specification or Purchase Order specifies that the Service or activity to be provided under this Agreement involves a Regulated Activity, or the Council otherwise notifies the Contractor, acting reasonably, that the Contractor's Personnel are required to be subject to a Disclosure and Barring Service check, the Contractor shall comply with clause 33.1 above..

34 SUSTAINABILITY

- 34.1 Contractors should at all times demonstrate how they contribute to the achievement of the Council's Sustainability Policy

35 EXPIRY

- 35.1 The Contractor will on the expiry or termination of the Agreement and, at its own cost, return (or at the request of the Council destroy) all information obtained in undertaking the performance of the Agreement.

36 AUDIT AND MONITORING) (W) (Z)

- 36.1 The Contractor will allow access for the Council's officers to all relevant information for the purposes of audit and the monitoring of the Agreement.

37 RIGHTS OF THIRD PARTIES

- 37.1 The parties to this Agreement do not intend that any of its terms will be enforceable by any person not a party to it by virtue of the Contracts (Rights of Third Parties) Act 1999.

38 ENTIRE AGREEMENT

38.1 This Agreement contains the entire agreement between the parties relating to the subject matter and supersedes any previous agreements, arrangements, undertakings or proposals, oral or written.

39 FORCE MAJEURE

39.1 Neither the Council nor the Contractor shall be in breach of this Agreement nor liable for any failure or delay in performing their obligations under this Agreement where it is directly caused, arising from or attributable to acts, events, omissions or accidents beyond its reasonable control ("Force Majeure Event"), provided that:-

39.1.1 any delay by a sub-contractor or supplier of the Party who is delayed will not relieve that Party from liability for delay except where the delay is beyond the reasonable control of the sub-contractor or supplier concerned; and

39.1.2 staff or material shortages or strikes or industrial action affecting only the Party who is delayed will not relieve that Party from liability for delay.

39.2 If the Party is subject to a Force Majeure Event it shall not be in breach of this Agreement provided that:-

39.2.1 it promptly notified the Council in writing of the nature and extent of the Force Majeure Event causing its failure or delay in performance; and

39.2.2 it has used its reasonable endeavours to mitigate the effect of the Force Majeure Event, to carry out its obligations under this Agreement in any way that is reasonably practicable and to resume the performance of its obligations as soon as reasonably possible

in which case the performance of that Party's obligations will be suspended during the period that those circumstances persist and that Party will be granted a reasonable extension of time for performance up to a maximum equivalent to the period of the delay.

39.3 Save where that delay is caused by the act or failure to act of the other Party (in which event the rights, remedies and liabilities of the Parties will be those conferred by the other terms of this Agreement and by law):-

39.3.1 any costs arising from that delay will be borne by the Party incurring the same; and

39.3.2 either Party may, if that delay continues for more than 5 weeks, terminate this Agreement immediately on giving notice in writing to the other. Such termination shall be without prejudice to the rights of the parties in respect of any breach of this Agreement occurring prior to such termination.

40 GOVERNING LAW AND JURISDICTION (W)

40.1 It is the responsibility of the Contractor to comply with all relevant European and English legislation. This Agreement shall be governed by and construed in accordance with English Law and the parties agree to submit to the exclusive jurisdiction of the English and Welsh Courts

41 COMPLAINTS PROCEDURE (W) (Z)

41.1 The Contractor shall operate a complaints procedure in respect of any goods, services or works provided under these terms & conditions, to the entire satisfaction of the Council, and comply with the requirements of any regulatory body to which the Contractor is subject

(including any change in such requirements) and ensure that its complaints procedure meets the following minimum standards:

41.1.1 is easy to access and understand

41.1.2 clearly sets out time limits for responding to complaints and keeping the complainant and the Council informed of progress;

41.1.3 provides confidential record keeping to protect employees under this contract and the complainant

41.1.4 provides information to management so that services can be improved

41.1.5 provides effective and suitable remedies

41.1.6 is regularly monitored and audited and which takes account of complainant and Council feedback

41.2 The Contactor shall ensure that:

41.2.1 under no circumstances is a complaint investigated by a member of its staff employed under this contract who may be part of the complaint.

41.2.2 someone who is independent of the matter complained of carries out the investigation

41.2.3 the complainant is made aware that they are entitled to have the complaint investigated by the Council if they are not satisfied with either the process of investigation or finding of the Contactor's investigations

41.2.4 the Contactor will ensure that it responds to the complainant within a max of 10 days of receiving the complaint

41.3 The Contactor will make its complaints procedure available on request

41.4 The Contactor shall ensure that all its employees and persons employed under this contract are made aware of its complaints procedure and shall designate one employee (who shall be identified to the Council) to whom a complaint may be referred should the complainant not be satisfied with the initial response to their complaint

41.5 The Contactor shall keep accurate and complete written records of all complaints received and the responses to them and shall make these records available to the Council on request or at 12 monthly intervals in any event.

41.6 Where the Council is investigating a complaint the Contactor is required to participate fully in all investigations within the timescales requested by the Council

41.7 The Contractor should note that if a complaint is made to the Council by a third party relating to the goods, services or works provided, the Local Government Ombudsman has the power to investigate such a complaint and the Council requires the Contractor to fully to co-operate in such investigation. If the Council is found guilty of maladministration or injustice by the Local Government Ombudsman because of the act or default of the Contractor the Contractor shall indemnify the Council in respect of the costs arising from such maladministration or injustice.

42 DISPUTES

42.1 If any dispute or difference shall arise between the parties as to the construction of this Agreement or any matter or thing of whatever nature arising under this Agreement or in connection with it then the same shall be dealt with as follows:-

42.1.1 In the first instance a special meeting of both the Parties shall be arranged on 14 days written notice to the other party and the matter shall be discussed and the representatives shall use their reasonable endeavours to resolve the dispute

42.1.2 If the dispute cannot be resolved in accordance with the preceding sub-clause then either one of the Parties may serve the Council's Chief Executive or the Contractor's senior officer or such other authorised officer of either party whose details have been notified to the other party, with notice of the dispute and those officers shall then appoint their representative to

adjudicate and use their reasonable endeavours to resolve the dispute within 21 days of receipt of such notice

Additional definitions for clauses 43 and 44	
"Security Plan"	the Contractor's security plan prepared pursuant [<i>to paragraph 3 of schedule 2.5 (Security Requirements and Plan) an outline of which is set out in Appendix of schedule 2.5 (Security Requirements)</i>];
"Staff Vetting Procedures"	the Council's procedures and policies for the vetting of personnel whose role will involve the handling of information of a sensitive or confidential nature or the handling of information which is subject to any relevant security measures.

43 STAFFING SECURITY

- 43.1 The Contractor shall comply with the Staff Vetting Procedures in respect of all Contractor Personnel employed or engaged in the provision of the Services. The Contractor confirms that all Contractor Personnel employed or engaged by the Contractor at the commencement of this agreement were vetted and recruited on a basis that is equivalent to and no less strict than the Staff Vetting Procedures.
- 43.2 The Contractor shall provide training on a continuing basis for all Contractor Personnel employed or engaged in the provision of the Services in compliance with the Security Policy and Security Plan

44 SECURITY REQUIREMENTS

- 44.1 The Contractor shall comply, and shall procure the compliance of the Contractor Personnel, with the Security Policy and the Security Plan and the Contractor shall ensure that the Security Plan produced by the Contractor fully complies with the Security Policy.
- 44.2 The Council shall notify the Contractor of any changes or proposed changes to the Security Policy.
- 44.3 If the Contractor believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the Services it may submit a request for the Agreement to be varied in respect of any charges or fees payable under the Agreement. In doing so, the Contractor must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs.
- 44.4 Until and/or unless a change to the charges or costs is agreed by the Council pursuant to this clause the Contractor shall continue to perform the Services in accordance with its existing obligations

CLEANING MATERIALS TENDER – SITE DIRECTORY

LOT A	LOT B	
Cleaning Sites (Shropshire)	Catering Sites (Shropshire)	Catering Sites (not Shropshire)
Adams House 100 High Street WEM SY4 5DS	Albrighton Primary School New House Lane Albrighton WOLVERHAMPTON WV7 3QS	Bentley West Primary School Monmouth Road WALSALL WS2 0EQ
Albert Road Day Services Albert Road SHREWSBURY SY1 4HY	Alveley Primary School Daddlebrook Road Alveley BRIDGNORTH WV15 6JT	Bunbury & Aldersey C E Primary School School Lane Bunbury TARPORLEY CW6 1NR
Albrighton Library Station Road ALBRIGHTON WV7 3QH	Baschurch CE Primary School Baschurch SHREWSBURY SY4 2AU	Christ Church C E Primary School Harden Road Leamore WALSALL WS3 1EN
Arden Way Community Room Alveley BRIDGNORTH WV15 6NR	Belvidere Primary School Tenbury Drive Telford Estate SHREWSBURY SY2 5YB	King Charles Primary School Wilkes Avenue WALSALL WS2 0JN
Avalon Day Opportunities Victoria Road OSWESTRY SY11 2JE	Bicton C E Primary School Bicton Lane Bicton SHREWSBURY SY3 8EH	Pelsall Village School Old Town Lane WALSALL WS3 4NJ
Baschurch C E Primary School Baschurch SHREWSBURY SY4 2AU	Bishop's Castle Primary School Oak Meadow BISHOP'S CASTLE SY9 5AY	Whitehall Infant & Nursery School West Bromwich Road WALSALL WS1 3HS
Belvidere Primary School Tenbury Drive Telford Estate SHREWSBURY SY2 5YB	Bitterley CE Primary School Bitterley LUDLOW SY8 3HF	Wombridge Primary School Hartshill Oakengates TELFORD TF2 6AN
Belvidere School – A Technology College Crowmere Road SHREWSBURY SY2 5LA	Bomere Heath CE Primary School SHREWSBURY SY4 3PQ	Bryn Elian High School Windsor Drive Old Colwyn COLWYN BAY LL29 8HU
Bishop Hooper C E Primary School Ashford Carbonel LUDLOW SY8 4BX	Broseley CE Primary School Dark Lane Broseley TELFORD TF12 5LW	Charlton School Severn Drive Wellington TELFORD TF1 3LE
Bishop's Castle Youth Office The Community College BISHOP'S CASTLE SY9 5AY	Brown Clee CE Primary School Station Road Ditton Priors BRIDGNORTH WV16 6SS	Eirias High School Eirias Road COLWYN BAY LL29 7SP
Bitterley C E Primary School Bitterley LUDLOW SY8 3HF	Bryn Offa CE Primary School Rockwell Lane Pant OSWESTRY SY10 9QR	Ysgol Emrys Ap Iwan Faenol Avenue Abergele CONWY LL22 7HE

Bourne House Radbrook Centre SHREWSBURY SY3 9BL	Buildwas Primary School Buildwas TELFORD TF8 7DA	Aylestone Business & Enterprise College Broadlands House Broadlands Lane HEREFORD HR1 1HY
Bridgnorth Depot Stourbridge Road BRIDGNORTH WV15 6AN	Castlefields Primary School Castlefields BRIDGNORTH WV16 5DQ	Batchley First School Cherry Tree Walk Batchley REDDITCH B97 6PD
Bridgnorth Library Listley Street BRIDGNORTH WV16 4AW	Christ Church CE Primary School Sheinton Road CRESSAGE SY5 6DH	The Bewdley School and Sixth Form Centre Stourport Road BEWDLEY DY12 1BL
Bridgnorth Youth Centre 45 Innage Lane BRIDGNORTH WV16 4HS	Church Preen Primary School CHURCH STRETTON SY6 7LH	Catshill Middle School Meadow Road Catshill BROMSGROVE B61 0JW
Broseley Library The Old School Bridgnorth Road BROSELEY TF12 5EL	Claverley CE Primary School Aston Lane Claverley WOLVERHAMPTON WV5 7DX	Chantry High School Martley WORCESTER WR6 6QA
Bryn Offa CE Primary School Rockwell Lane Pant OSWESTRY SY10 9QR	Cleobury Mortimer Primary School Love Lane Cleobury Mortimer WORCESTER DY14 8PE	Dyson Perrins Church of England Academy Yates Hay Road MALVERN WR14 1WD
Buttercup Lodge Sundorne Infant School Corndon Crescent Sundorne Road SHREWSBURY SY1 4LE	Coleham Primary School Greyfriars Road SHREWSBURY SY3 7EN	Hagley RC High School Brake Lane HAGLEY DY8 2XL
Castlefields Primary School Castlefields BRIDGNORTH WV16 5DQ	Corvedale CE Primary School Diddlebury CRAVEN ARMS SY7 9DH	Hartlebury C E Primary School The Village Hartlebury KIDDERMINSTER DY11 7TD
CCTV Monitoring Centre 3 – 5 Forest Way Monkmoor SHREWSBURY SY2 5RP	Crowmoor Primary School Crowmere Road SHREWSBURY SY2 5JJ	Hereford College of Arts Folly Lane HEREFORD HR11LT
Cedar Close Community Room St Martins OSWESTRY SY11 3QF	Dorrington CE Primary School Church Road DORRINGTON SY5 7JL	Hereford College of Arts College Road Campus College Road HEREFORD HR1 1EB
Challenge Court Main Reception Challenge Court Love Lane Industrial Estate BISHOP'S CASTLE SY9 5DW	Ellesmere Primary School Elson Road ELLESMERE SY12 0BE	Hereford Sixth Form College Folly Lane HEREFORD HR1 1LU
The Chancery Building Customer First Contact Centre Abbey Lawn Abbey Foregate SHREWSBURY SY2 5DE	Gobowen Primary School School Lane OSWESTRY SY11 3LD	Ipsley C E RSA Academy Winyates Way Winyates REDDITCH B98 0UB
Cheswardine Primary School MARKET DRAYTON TF9 2RU	Grange Primary School Bainbridge Green York Road SHREWSBURY SY1 3QR	John Masefield High School & Sixth Form Centre Mabel's Furlong LEDBURY HR8 2HF

Church Stretton Library Church Street CHURCH STRETTON SY6 6DQ	Greenacres Primary School Rutland SHREWSBURY SY1 3QG	King Charles I Secondary School & Sixth Form Centre Lower School Borrington Road KIDDERMINSTER DY10 3ED
Church Stretton School – A Specialist Technology College Shrewsbury Road CHURCH STRETTON SY6 6EX	Greenfields Primary School Hemsworth Way Ellesmere Road SHREWSBURY SY1 2QS	King Charles I Secondary School & Sixth Form Centre Upper School Comberton Road KIDDERMINSTER DY10 1XA
Claverley C E Primary School Aston Lane Claverley WOLVERHAMPTON WV5 7DX	Harlescott Junior School Featherbed Lane SHREWSBURY SY1 4QN	Matchborough First School Matchborough Way REDDITCH B98 0GD
Clee Hill Community Primary School LUDLOW SY8 3NE	Hinstock Primary School Hinstock MARKET DRAYTON TF9 2TE	Perdiswell Primary School Bilford Road WORCESTER WR3 8QA
Coleham Primary School Greyfriars Road SHREWSBURY SY3 7EN	Hodnet Primary School Shrewsbury Street Hodnet MARKET DRAYTON TF9 3NS	Perry Wood Primary & Nursery School St. Albans Close WORCESTER WR5 1PP
Community Room 12 Beech Road BRIDGNORTH WV16 4PJ	Holy Trinity C E Primary School Middleton Road OSWESTRY SY11 2LF	Tenbury C E Primary School Bromyard Road TENBURY WELLS WR15 8BS
Community Room Greenfields Court BRIDGNORTH WV16 4JS	Hope CE Primary School Minsterley SHREWSBURY SY5 0JB	Witton Middle School Old Coach Road DROITWICH SPA WR9 8BD
Community Room 1 Pinefields Close High Causeway Southfield Road MUCH WENLOCK TF13 6DA	John Wilkinson Primary School Coalport Road Broseley TELFORD TF12 5AN	
Community Room 73 Rhea Hall Estate HIGHLEY WV16 6LD	Kinnerley CE Primary School Kinnerley OSWESTRY SY10 8DF	
Community Room Sheldon Court Ash Grove ALBRIGHTON WV7 3QY	Longden CE Primary School Plealey Road Longden SHREWSBURY SY5 8EX	
Community Room 31 Wilkinson Avenue BROSELEY TF12 5DY	Longlands Primary School Linden Way Fairfields MARKET DRAYTON TF9 1QU	
Connexions Headquarters 1a Castle Gates SHREWSBURY SY1 2AQ	Ludlow Infant School Sandpits Road LUDLOW SY8 1HG	
Corvedale C E Primary School Diddlebury CRAVEN ARMS SY7 9DH	Ludlow Junior School Clee View LUDLOW SY8 1HX	
County Training Victoria Centre Victoria Road OSWESTRY SY11 2JF	Market Drayton Junior School Alexandra Road MARKET DRAYTON TF9 3HU	

Craven Arms Depot 16 Stokewood Road Craven Arms Business Park Long Lane CRAVEN ARMS SY7 8NR	The Meadows Primary School Harlech Road OSWESTRY SY11 2EA	
Dorrington CE Primary School Church Road Dorrington SHREWSBURY SY5 7JL	Meole Brace C E Primary & Nursery School Church Road Meole Brace SHREWSBURY SY3 9HG	
Edinburgh House New Street WEM SY4 5DB	Mereside C E Primary School Children's Way Wenlock Road SHREWSBURY SY2 6LE	
Ellesmere Library Victoria Street ELLESMERE SY12 0AA	Minsterley Primary School Minsterley SHREWSBURY SY5 0BE	
Fairfield Close Community Room St Martins Road Gobowen OSWESTRY SY11 3PF	Monkmoor Campus Wilfred Owen School Woodcote Way SHREWSBURY SY2 5SH	
The Gateway Auction Yard CRAVEN ARMS SY7 9BW	Morda CE School OSWESTRY SY10 9NR	
The Gateway Chester Street SHREWSBURY SY1 1NB	Moreton Say CE Primary School MARKET DRAYTON TF9 3RS	
Gobowen Library St Martin's Road Gobowen OSWESTRY SY11 3NP	Mount Pleasant Primary School Whitemere Road SHREWSBURY SY1 3BY	
Grange Youth Centre Mount Pleasant Road SHREWSBURY SY1 3LP	Much Wenlock Primary School Racecourse Lane MUCH WENLOCK TF13 6JG	
Greenfields Primary School Hemsworth Way Ellesmere Road SHREWSBURY SY1 2AH	Myddle CE Primary School SHREWSBURY SY4 3RP	
Harlescott Junior School Featherbed Lane SHREWSBURY SY1 4QN	Newtown CE Primary School WEM SY4 5NU	
Hazel Tree Centre Oswestry Infant School Middleton Road OSWESTRY SY11 2LF	Norton-in-Hales CE Primary School MARKET DRAYTON TF9 4AT	
Hearne Lane Depot Hodnet MARKET DRAYTON TF9 3NG	Oakmeadow C E Primary & Nursery School Bayston Hill SHREWSBURY SY3 0NU	
Highley Primary School Highley BRIDGNORTH WV16 6EH	Our Lady & St Oswald's Catholic Primary School Upper Brook Street OSWESTRY SY11 2TG	

Hinstock Primary School Hinstock MARKET DRAYTON TF9 2TE	Oxon CE Primary School Racecourse Lane Bicton Heath SHREWSBURY SY3 5BJ	
Hodnet Primary School Shrewsbury Street Hodnet MARKET DRAYTON TF9 3NS	Pontesbury CE Primary School Bogey Lane Pontesbury SHREWSBURY SY5 0TF	
The Hollies Shropshire County Training Sutton Road SHREWSBURY SY2 6DL	Prees CE Primary School Cross End PREES SY13 2ER	
Holy Trinity C E Primary School Middleton Road OSWESTRY SY11 2LF	Radbrook Primary School Calverton Way Bank Farm Road SHREWSBURY SY3 6DZ	
Idsall School Coppice Green Lane SHIFNAL TF11 8PD	St Andrew's CE Primary School Park Lane SHIFNAL TF11 9HD	
Innage Lane Resource Centre 2 Innage Lane BRIDGNORTH WV16 4HL	St George's CE Primary School Clun CRAVEN ARMS SY7 8JQ	
Kinnerley CE Primary School Kinnerley OSWESTRY SY10 8DF	St George's Junior School Woodfield Road SHREWSBURY SY3 8LU	
Llwyn Fields Community Room Llwyn Road OSWESTRY SY11 1HG	St John the Baptist C E Primary School Church Street Ruyton XI Towns SHREWSBURY SY4 1LA	
Longden Road Depot 107 Longden Road SHREWSBURY SY3 9EL	St John's Catholic Primary School Innage Gardens BRIDGNORTH WV16 4HW	
Longlands Children's Centre Longlands Primary School Linden Way Fairfields MARKET DRAYTON TF9 1QU	St Laurence CE Primary School Jockeyfields LUDLOW SY8 1TP	
Longlands Primary School Linden Way Fairfields MARKET DRAYTON TF9 1QU	St Lawrence CE Primary School Shrewsbury Road CHURCH STRETTON SY6 6EX	
Longnor CE Primary School Frodesley Road Longnor SHREWSBURY SY5 7PP	St Leonard's CE Primary School Innage Lane BRIDGNORTH WV16 4HL	
Lower Heath CE Primary School Prees WHITCHURCH SY13 2BT	St Lucia's C E Primary School Upton Magna SHREWSBURY SY4 4TZ	
Ludlow CE School Bromfield Road Burway LUDLOW SY8 1GJ	St Martins 3-16 Learning Community Primary Campus St Martins OSWESTRY SY11 3DH	

Ludlow Education Centre Old Street LUDLOW SY8 1NW	St Mary's Bluecoat CE Primary School Lodge Lane The Grove BRIDGNORTH WV15 5EQ	
Ludlow Library & Museum Resource Centre 7-9 Parkway LUDLOW SY8 2PG	St Mary's C E Primary School Poynton Road SHAWBURY SY4 4JR	
Ludlow Museum & Visitors Centre Castle Street LUDLOW SY8 1AS	St Mary's CE Primary School Shaw Lane Albrighton WOLVERHAMPTON WV7 3DS	
Ludlow Training Centre Old Street LUDLOW SY8 1NW	St Mary's CE Primary School Westbury SHREWSBURY SY5 9QX	
Ludlow Youth Centre Lower Galdeford LUDLOW SY8 1RT	St Thomas & St Anne's CE Primary School Hanwood SHREWSBURY SY5 8JN	
Market Drayton Children's Centre Market Drayton Infant & Nursery School Longslow Road MARKET DRAYTON TF9 3BA	Shifnal Primary School Currier's Lane Shifnal TELFORD TF11 8EJ	
Market Drayton Library 51 Cheshire Street MARKET DRAYTON TF9 1PH	Shrewsbury Cathedral Catholic Primary School New Park Road Castlefields SHREWSBURY SY1 2SP	
Market Drayton Youth Centre Frogmore Road MARKET DRAYTON TF9 3AS	Stoke-on-Tern Primary School Rosehill Road Heathtown Stoke Heath MARKET DRAYTON TF9 2LF	
Mary Webb School & Science College Pontesbury SHREWSBURY SY5 0TG	Stokesay Primary School Market Street CRAVEN ARMS SY7 9NW	
Meole Brace Children's Centre Meole Brace C E Primary School Church Road Meole Brace SHREWSBURY SY3 9HG	Sundorne Infant School Corndon Crescent Sundorne Road SHREWSBURY SY1 4LE	
Meole Brace School Science College Longden Road SHREWSBURY SY3 9DW	Trinity CE Primary School Butt Lane Ford SHREWSBURY SY5 9LG	
Meres Day Centre Trimpey Street ELLESMERE SY12 0AE	Weston Rhyn Primary School OSWESTRY SY10 7SR	
Minsterley Primary School Minsterley SHREWSBURY SY5 0BE	Whitchurch CE Junior School Salisbury Road WHITCHURCH SY13 1RX	
Monkmoor Court Community Room Monkmoor Road OSWESTRY SY11 2XF	Whittington CE Primary School OSWESTRY SY11 4DA	

Monkmoor Youth Project New Lodge Upton Lane Monkmoor SHREWSBURY SY2 5RR	Whixall CE Primary School WHITCHURCH SY13 2SB	
Moreton Say C E Primary School Moreton Say MARKET DRAYTON TF9 3RS	Wistanstow CE Primary School CRAVEN ARMS SY7 8DQ	
Mt. McKinley Building Shrewsbury Business Park SHREWSBURY SY2 6FG	Woodfield Infant School Woodfield Road Copthorne SHREWSBURY SY3 8LU	
Mount Pleasant Primary School Whitemere Road SHREWSBURY SY1 3BY	Woodside Primary School Gittin Street Woodside OSWESTRY SY11 1DT	
Much Wenlock Library The Corn Exchange MUCH WENLOCK TF13 6AE	Woore Primary School CREWE CW3 9SQ	
Much Wenlock Primary School Racecourse Lane MUCH WENLOCK TF13 6JG	Worfield Endowed CE Primary School Main Street Worfield BRIDGNORTH WV15 5LF	
My Place Youth Centre Oak Street OSWESTRY SY11 1LW	Worthen CE Primary School Worthen SHREWSBURY SY5 9HT	
Newtown CE Primary School WEM SY4 5NU	Belvidere School – A Technology College Crowmere Road SHREWSBURY SY2 5LA	
Oak Farm Station Road Ditton Priors BRIDGNORTH WV16 6SS	Church Stretton School – A Specialist Technology College Shrewsbury Road CHURCH STRETTON SY6 6EX	
Onny CE Primary School Onibury CRAVEN ARMS SY7 9AW	The Community College Brampton Road BISHOP'S CASTLE SY9 5AY	
Oswestry Library Arthur Street OSWESTRY SY11 1JN	The Corbet School Technology & Language College Eyton Lane Baschurch SHREWSBURY SY4 2AX	
Oswestry Senior Citizens Club Lorne Street OSWESTRY SY11 1ND	Grange School – A Visual & Performing Arts College Worcester Road SHREWSBURY SY1 3LP	

Oxon CE Primary School Racecourse Lane Bicton Heath SHREWSBURY SY3 5BJ	Idsall School Coppice Green Lane SHIFNAL TF11 8PD
Park Hall Depot Drenewydd Park Hall OSWESTRY SY11 4AH	Lacon Childe School Love Lane CLEOBURY MORTIMER DY14 8PE
Pontesbury CE Primary School Bogey Lane Pontesbury SHREWSBURY SY5 0TF	Lakelands School, Sports & Language College Oswestry Road ELLESMERE SY12 0EA
Pontesbury Library Bogey Lane Pontesbury SHREWSBURY SY5 0TD	The Marches School and Technology College Morda Road OSWESTRY SY11 2AY
Pontesbury Youth Office Mary Webb School & Science College Pontesbury SHREWSBURY SY5 0TG	Mary Webb School & Science College Pontesbury SHREWSBURY SY5 0TG
Ptarmigan House Sitka Drive Shrewsbury Business Park SHREWSBURY SY2 6LG	Meole Brace School Science College Longden Road SHREWSBURY SY3 9DW
Public Protection Prospect House West Suites 1/1a Belle Vue Road SHREWSBURY SY3 7NR	Ruscoe Centre Thomas Adams School Lowe Hill WEM SY4 5UB
Richmond House Rutland Harlescott Grange SHREWSBURY SY1 3QG	St Martins 3-16 Community School Secondary Campus St Martins OSWESTRY SY10 7BD
Roman Road Sports Centre Longden Road SHREWSBURY SY3 9DW	Sir John Talbot's Technology College and Sixth Form Tilstock Road WHITCHURCH SY13 2BY
Rushbury CE Primary School CHURCH STRETTON SY6 7EB	Thomas Adams School and Sixth Form Centre Lowe Hill WEM SY4 5UB
St Andrew's CE Primary School Nesscliffe SHREWSBURY SY4 1DB	Shirehall Catering Service The Shirehall Abbey Foregate SHREWSBURY SY2 6ND

St Andrew's CE Primary School Park Lane SHIFNAL TF11 9HD	
St George's C E Primary School Clun CRAVEN ARMS SY7 8JQ	
St John the Baptist CE Primary School Church Street Ruyton XI Towns SHREWSBURY SY4 1LA	
St Lawrence CE Primary School Shrewsbury Road CHURCH STRETTON SY6 6EX	
St Leonard's C E Primary School Innage Lane BRIDGNORTH WV16 4HL	
St Lucia's CE Primary School Upton Magna SHREWSBURY SY4 4TZ	
St Mary's CE Primary School Bucknell SHREWSBURY SY7 0AA	
St Mary's CE Primary School Poynton Road SHAWBURY SY4 4JR	
Sheriffhales Primary School SHIFNAL TF11 8RA	
Shifnal Library Broadway SHIFNAL TF11 8AZ	
Shifnal Primary School Currier's Lane SHIFNAL TF11 8EJ	
Shrewsbury Centre Racecourse Crescent SHREWSBURY SY2 5BP	
Shrewsbury Library Castle Gates SHREWSBURY SY1 2AS	
Shropshire Council Castle View OSWESTRY SY11 1JR	
Shropshire Council Guildhall Frankwell SHREWSBURY SY3 8HQ	

Shropshire Council The Shirehall Abbey Foregate SHREWSBURY SY2 6ND	
Shropshire Council Stone House Corve Street LUDLOW SY8 1AW	
Shropshire Council Westgate BRIDGNORTH WV16 5AA	
Shropshire Rehabilitation Centre Lancaster Road SHREWSBURY SY1 3NJ	
Shropshire Youth Centre North East Bridgewater Street WHITCHURCH SY13 1QL	
Sundorne Education Centre Sundorne Youth Centre 218 Sundorne Road SHREWSBURY SY1 4RG	
Sundorne Education Centre (Hook-a-Gate) 218 Sundorne Road SHREWSBURY SY1 4RG	
Sundorne Youth Centre 218 Sundorne Road SHREWSBURY SY1 4RG	
Sure Start St. Andrew's C E Primary School Park Lane SHIFNAL TF11 9HD	
Spruce House STaR Housing Shrewsbury Business Park SHREWSBURY SY2	
Talbot Learning Centre Shakespeare Way Whitchurch Business Park WHITCHURCH SY13 1LJ	
Thomas Adams School and Sixth Form Centre Lowe Hill WEM SY4 5UB	
Thomas Adams Sports Centre Thomas Adams School and Sixth Form Centre Lowe Hill WEM SY4 5UB	
Tilstock CE Primary School WHITCHURCH SY13 3JL	

Transport Offices 107 Longden Road SHREWSBURY SY3 9EL	
Walker Close Community Room BRIDGNORTH WV15 5EP	
Walker House & Owen House Radbroke Centre SHREWSBURY SY3 9BJ	
Weston Close Flats Admirals Farm Estate SHIFNAL TF11 8DB	
Weston Rhyn Primary School OSWESTRY SY10 7SR	
Whitchurch CE Infant School Station Road WHITCHURCH SY13 1RJ	
Whitchurch CE Junior School Salisbury Road WHITCHURCH SY13 1RX	
Whitchurch Children's Centre Station Road WHITCHURCH SY13 1RJ	
Whitchurch Library High Street WHITCHURCH SY13 1AX	
Whittington CE Primary School OSWESTRY SY11 4DA	
Willow Gate Community Room Willow Street OSWESTRY SY11 1AD	
Woodlands School The Woodlands Centre Tilley Green WEM SY4 5PJ	
Woore Primary School CREWE CW3 9SQ	
Worthen CE Primary School Worthen SHREWSBURY SY5 9HT	
York Fields Community Room Liverpool Road West OSWESTRY SY11 1PD	
Yorkfields Depot Alexandra Road OSWESTRY SY11 1LU	

Product	Current Brand Used	unit
PUMP DISPENSER 30ML		EACH
WASHING UP BOWL ROUND		EACH
BROOM HEAD COCO FIBRE 305MM		EACH
COBWEB AND WALL BRUSH		EACH
SCRUBBING BRUSH DECK		EACH
WC BRUSH AND HOLDER		EACH
WASHING UP LIQUID HEDEROL 5L	HEDEROL 5L	EACH
DUSTPAN AND BRUSH SET		SET
COTTON MOP KIT HEAD ONLY		EACH
INTERCHANGE HANDLE BLUE		EACH
V SWEEPER MOP SYNTEX SLEEVES		PK 2
SINK PLUNGER		EACH
KETTLE DESCALER 750ML	R8 (Diversy Lever)	EACH
SPRAYER TRIGGER ACTION, 600ML		EACH
TOILET ROLLS WHITE 180 SHEET CASE 36, 200 SHEETS		PK 36
HAND TOWELS GREEN - 1 PLY		PK 3600
HAND TOWELS BLUE		PK 3600
DISPENSER FOR HAND TOWELS		EACH
HEAVY DUTY degreaser POWDER 6KG	DEEPIO	EACH
WASHING Machine POWDER	ARIEL ESSENTIAL	BOX
SWING BIN 50L		EACH
WASHING UP BOWL RECTANGULAR		EACH
DUSTPAN AND BRUSH SET LONG HANDLED		SET
HANDWASH ANTIBACTERIAL 500ML	CAREX 500ML	EACH
FOOD PROBE & GENERAL DISINFECTANT WIPES		PK 100
PEDAL BIN 16L		EACH
INTERCHANGE NON WOVEN CUT END MOP RED		EACH
INTERCHANGE NON WOVEN CUT END MOP BLUE		EACH
CLOTH RED	VILEDA LOCAL AUTHORITY RED	PK 5
CLOTH BLUE	VILEDA LOCAL AUTHORITY BLUE	PK 5
CLOTH GREEN	VILEDA LOCAL AUTHORITY GREEN	PK 5
CLOTH YELLOW	VILEDA LOCAL AUTHORITY YELLOW	PK 5
OVEN GLOVES	OVEN GLOVES	EACH
RUBBER GLOVES (MEDIUM)	VILEDA (MEDIUM)	PAIR
RUBBER GLOVES SAFEGRIP	VILEDA SAFEGRIP	PAIR
RUBBER GLOVES MEDIUM PINK		PAIR
RUBBER GLOVES ECONOMY SMALL YELLOW		PAIR
SCOURING PAD GREEN NYLON		PK 10
REFUSE SACKS BULK PACK	FAIRY	BX 400
SACK HOLDER PEDAL OPERATED		EACH
SWEEPER MOP		EACH
SWEEPER MOP SYNTHETIC HEAD		EACH
SWEEPER MOP ALUMINIUM HANDLE		EACH

RUBBER GLOVES HYPOALLERGENIC SML	OPTIMO HYPOALLERGEN IC SML	PAIR
RUBBER GLOVES HYPOALLERGENIC MED	OPTIMO HYPOALLERGEN IC MED	PAIR
RUBBER GLOVES HYPOALLERGENIC LGE	OPTIMO HYPOALLERGEN IC LGE	PAIR
OVEN CLOTH HEAVYWEIGHT		EACH
FIRST AID KIT 1 TO 10 PEOPLE 17X27X10CM		BOX
TRIANGULAR BANDAGE		EACH
EYE PAD STERILE		EACH
ALCOHOL FREE WIPES		PK 10
BLUE WATERPROOF PLASTERS ASSORTED	Coverplast detectable (BSN Medical)	BX 95
FOAM HAND WASH ANTIBACTERIAL for dispenser DEB	DEB	EACH
GLOVES DISPOSABLE POLYTHENE MEDIUM		PK 100
PAPER TOWELLING ROLL NARROW 200X76000MM		PK 16
PUMP DISPENSER WITH COLLAR FOR SHIRE		EACH
HAND TOWELS BLUE		PK 2000
CHOPPING BOARD RED		EACH
CHOPPING BOARDS POLYTHENE		PK 4
WRITING PAD RECYCLED WIREBOUND A5		EACH
GLOVES DISPOSABLE PRE POWDERED MEDIUM		BX 100
GLOVES DISPOSABLE PRE POWDERED LARGE		BX 100
STEPLADDER BLUESEAL 3 TREAD		EACH
TEA TOWEL 500X760MM		EACH
CALCULATOR DUAL POWER		EACH
WALL CLOCK 255MM		EACH
FACE MASK		EACH
SHORTHAND NOTEBOOK 80 SHEET		PK 10
BALLPOINT PEN WMS ULTIMO BLACK		BX 50
HOLE PUNCH STANDARD 2HOLE METAL		EACH
STAPLER FULL STRIP DESK		EACH
STAPLER WMS HALF STRIP		EACH
STAPLES RAPID NUMBER 11/6		BX 5000
WASHING UP BRUSH		EACH
ADHESIVE TAPE 25MMX33M		EACH
CARBONLESS DUPLICATE BOOK 216X130MM		EACH
EYE SHIELD EDUCATIONAL GRADE 2		EACH
ORDER PAD (FREE ISSUE)		EACH
Hard Surface CLEANER/DEGREASER 5 LITRE	SOLA BAC 5 LITRE	EACH
DESTAINING POWDER 5 KILO - stain remover	TANSOLV DESTAINING POWDER 5 KILO	EACH
OVEN CLEANER 1 LITRE	VANQUISH OVEN CLEANER 1 LITRE	EACH
SANITISER concentrate 5 LITRE	TRIO SANITISER 5 LITRE	EACH

TOILET CLEANER 1 LITRE	STC APPLE TOILET CLEANER 1 LITRE	EACH
DISHWASHING DETERGENT 5 LITRE	CATERCLENS DISHWASHING DETERGENT 5 LITRE	EACH
MOP CLEANING POWDER 5 KILO	MOP KLEEN CLEANING POWDER 5 KILO	EACH
BROOM HEADS 18" BLUE - SOFT		EACH
BLUE TRIGGER SPRAY HEADS		EACH
MOP BUCKET 15 LITRE BLUE		EACH
MOP BUCKET 15 LITRE RED		EACH
9" SHORT GONG BRUSH, YELLOW		EACH
NITRILE GAUNTLETS, SIZE 7.5-8 MED	VILEDA NITRILE GAUNTLETS, SIZE 7.5-8 MED	PAIR
NITRILE GAUNTLETS, SIZE 8.5-9 LGE	VILEDA NITRILE GAUNTLETS, SIZE 8.5-9 LGE	PAIR
NITRILE GAUNTLET GLOVES SIZE 7	VILEDA NITRILE GAUNTLET GLOVES SIZE 7	PAIR
RUBBER GLOVES SMALL PINK		PK10
FOAM Hand SANITISER 400ML	CUTAN FOAM SANITISER 400ML (DEB)	400ML
SCALE AWAY (dishwasher descaler)	Serchem	5 ltr
LIQUID CLEANER – for Cleanjet Oven	Rational	5 ltr
DETERGENT TAB – for Rational Ovens	Rational	100 pck
RINSING TAB – for Rational Self Cooking Centre	Rational	100 pck
SERDRI Foam Dishwasher Rinse Aid	Serchem	5LTR
SER No 2H Machine Dishwashing Detergent	Serchem	5LTR
SALT for Water Softeners	Serchem	
IPD Highly Concentrated Machine Detergent	Serchem	5LTR
SPECIAL RINSE AGENT – for Rational Cleanjet	Rational	5 ltr
ELOMA – Multi Clean Special (combi oven cleaner)	Eloma Gmbh	5 ltr
ELOMA – Rinse Aid (combi oven cleaner)	Eloma Gmbh	5 ltr
C0005 / C0006 Low Foam Dishwasher Rinse Aid	Concept Hygiene Services	5 ltr
HD Dishwasher Detergent	Concept Hygiene Services	5 ltr
AUTO DISHWASHER – detergent	Eric Neville	5 ltr
DISHWASHER RINSE AID	Eric Neville	5 ltr
COMBI OVEN CLEANER – Hard Surface Cleaner	Total Industry Ltd	5 ltr
Oven Cleaner – Hard Surface Cleaner	Total Industry Ltd	5 ltr
TOTAL BASKET		

Minimum Specification Requirement where applicable	Periodic Use	Minimum Unit per Order	Brand Stocked IF different to current brand used	Annual Usage (per unit - column D)	Your Price per Unit
				30	
				40	
				15	
				15	
Long Handled				30	
				20	
				1000	
				20	
				12	
				15	
				12	
				20	
				150	
				100	
				600	
				900	
				900	
				30	
				360	
				100	
				20	
				30	
				20	
				150	
				700	
				20	
				50	
				50	
				2000	
				2000	
				2000	
				2000	
				200	
				200	
				80	
				200	
				40	
				600	
				500	
				20	
				10	
				20	
				12	

				100	
				100	
				60	
				80	
				10	
				12	
				12	
				20	
				20	
				600	
				6	
				50	
				50	
				200	
				30	
				20	
				50	
				40	
				40	
				6	
				80	
				12	
				6	
				20	
				50	
				30	
				6	
				6	
				6	
				6	
				150	
				6	
				20	
				12	
				2400	
				20	
Liquid Form required				200	
Require a product that can dilute to give a 10 second contact time.				2400	

				800	
				7800	
				200	
				20	
				20	
				20	
				20	
				200	
				30	
				30	
				30	
				60	
				60	
				100	
				20	
				50	
				50	
				100	
				100	
max 12.5KG sacks				100	
				100	
				50	
				20	
				20	
				20	
				20	
				100	
				100	
				50	
				50	
COST					£



Tender Response Document

IMC 105 - SUPPLY OF CLEANING MATERIALS AND ASSOCIATED CLEANING EQUIPMENT

Name of TENDERING
ORGANISATION
(please insert)

Arrow County Supplies

Shropshire Council Tender Response Document

Contract Description:

This is a framework arrangement for the provision of cleaning materials and associated cleaning equipment to Shropshire Council for an initial period of 2 years commencing the 1st August 2014 with an option to extend for a further 2 year period up to 31st July 2018.

Cleaning materials and cleaning equipment are required to be delivered on a regular basis to sites across Shropshire, Herefordshire, Worcestershire, Cheshire, North Wales and the West Midlands in line with the requirements of the Council and the specifications included in the tender.

The contract will consist of two lots:-

Lot A. Provision of cleaning materials and equipment for school and other Council sites.

- The cleaning department of Shire Services currently provides cleaning services to 153 premises across Shropshire, these include primary and secondary schools as well as other Council sites such as libraries, Youth Centres and Council offices.

Lot B. Provision of cleaning materials and equipment for school kitchens.

- The catering department of Shire Services provides catering services to schools across Shropshire, Herefordshire, Worcestershire, Cheshire, North Wales and the West Midlands. The delivery of cleaning materials and equipment is required to 136 school kitchens in order to maintain the cleanliness of the kitchens and other catering premises within that site. This will include the provision of dishwashing machine chemicals.

The Council reserves the right to change, withdraw or include establishments on a temporary or permanent basis to this arrangement as necessary.

Further sites may be added and others removed during the duration of this contract dependant on operational requirements.

Tenderers can apply for one or both lots.

Instructions for the completion of this document

1. This document must be completed in its entirety with responses being given to all questions. If you are unsure of any section and require further clarification, please contact: [REDACTED], **Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND** or via email quoting the contract reference to procurement@shropshire.gov.uk
2. Tenderers must also complete and sign the four certificates in Sections A1 to A4. These must be signed;
 - a) Where the tenderer is an individual, by that individual;

- b) Where the tenderer is a partnership, by two duly authorised partners;
- c) Where the tenderer is a company, by two directors or by a director and the secretary of the company, such persons being duly authorised for the purpose.
3. All questions require specific responses from you relating to the organisation named in Section B Question 1.1. All information supplied must be accurate and up to date. The Council reserves the right to refuse to consider your application if the Tender Response Document is not fully completed or is found to be inaccurate.
4. Where copies of certificates and other details are requested a **copy must** accompany the **hard copy** of your Tender Response Document.

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A3	Non-Collusive Tendering Certificate	8
A4	Declaration of Connection with Officers or Elected Members of the Council	9
You must sign all 4 certificates in sections A1 to A4		
B	Applicant Organisation Details	10
C	Financial & Insurance Information	12
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Award Criteria

Tenderers will be evaluated on the answers they provide in the 'Tender Response Document'. The following award criteria is made up of 'pass/fail' (selection) questions and 'weighted marked' (award) questions and shows how each section is to be marked.

Selection Criteria - Pass/Fail Questions

This information will be provided for proof of compliance and will be judged on a pass or fail basis. Tenderers must comply with these issues to demonstrate their proven competence, financial stability, resources and other arrangements. Questions marked 'For information only' will not be assessed; however they must still be answered in full.

Section / Question No.	Selection Criteria
Section B / Q 1 & 2	Applicant details – For information only
Section C / Q 1 & 2	Adequate Financial Stability & Insurance
Section D / Q 1 & 2	Adequate Outstanding Claims & Terminations
Section E / Q 1 & 2	Adequate Health & Safety and Equal Opportunities
Section F / Q 1 & 2	Adequate Experience and References

Section G / Q 1	Adequate Accreditations and Skills Level
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Section C Financial viability: Responses will be analysed and evaluated by the Authority's Audit sections and will include checks via an independent agency (currently Equifax).

If the financial analysis of the Applicant (please note financial information provided by consortium members will be evaluated to assess the Applicant consortium as a whole) gives cause for concern as to its ability to deliver the Contract, the Applicant will fail this section.

If the financial analysis of the Applicant does not give any cause for concern as to its ability to deliver the Contract – it shall be deemed to have passed the section.

Please note the Contracting Authority reserves the right to further check the Financial Stability and Capacity of an applicant prior to any award of contract in the manner set out above in order to ensure that they still pass that requirement.

Section D Outcome of previous contracts: If in the opinion of the Contracting Authority the nature and level of outstanding claims and previous contract early terminations casts serious doubt on the Applicant's ability to perform this contract, they may be excluded.

Section E Health & Safety and Equalities: If in the opinion of the Contracting Authority the responses in this section are sufficiently poor as to cast serious doubt on the Applicant's abilities to perform this contract safely or to perform this contract with due regard for equalities, they may be excluded.

Section F Experience and References & G Accreditations and Skills Level: If, in the opinion of the Contracting Authority the responses in this section are sufficiently poor as to cast serious doubt on the Applicant's abilities to perform this contract they may be excluded.

Award Criteria – Weighted Marked Questions

Tenders will be evaluated on the answers provided in this Tender Response Document and judged against the criteria shown in the table below. The following award criteria is made up of 'Quality' and 'Price' and shows how each criteria is to be weighted against each other.

Section / Question No.	Award Criteria	Weighting / Max Marks Available
Price 40% (400 marks)		
Section H / Q 1.1 'Appendix A Pricing Schedule Lot A and Lot B'	Price	35% / 350 max marks
Section H / Q 1.2	Price Fixed period	5 % / 50 max marks
Total for price		40% / 400 max marks
Quality 60% (600 marks)		
Section H Q 1.1 'Appendix A Pricing Schedule Lot A and Lot B'	Ability to meet required range of product and minimum order quantities	2 % / 20 max marks
Section H / Q 2.1	Review Product Catalogue	6% / 60 max marks

Section H / Q 2.2	Substitutes	6 % / 60 max marks
Section H / Q 2.3	Consistency of product range	5 % / 50 max marks
Section H / Q 2.4	Added Value	3% / 30 max marks
Section H / Q 2.5	Social Value	1 % / 10 max marks
Section H / Q 2.6	Supplier visits / checks	1 % / 10 max marks
Section H / Q 3.1	Order process	5% / 50 max marks
Section H / Q 3.2	Timescale of delivery	3 % / 30 max marks
Section H / Q 3.3	Managing stock	5 % / 50 max marks
Section H / Q 3.4	Issuing invoices and payment options	5 % / 50 max marks
Section H / Q 3.5	Mobilising the contract	3 % / 30 max marks
Section H / Q 4.1	Minimum order value	3 % / 30 max marks
Section H / Q 4.2	Quality assurance techniques	3 % / 30 max marks
Section H / Q 4.3	Dropping off orders at site	3 % / 30 max marks
Section H / Q 4.4	Managing delivery schedule	3 % / 30 max marks
Section H / Q 4.5	Vehicle fleet	1 % / 10 max marks
Section H / Q 5.1	Product guarantees	1 % / 10 max marks
Section H / Q 6.1	Experience and qualifications of individuals responsible for contract	1 % / 10 max marks
Total for quality		60% / 600 max marks

Quality Questions/ Scoring Scheme

Questions within the quality sections shown above will be scored using the following scoring scheme. Each answer from the questions identified below will be given a mark between 0 and 10 with the following meanings:

Assessment	Mark	Interpretation
Excellent	10	<i>Exceeds the requirement. Exceptional demonstration by the Tenderer of how they will meet this requirement by their allocation of skills and understanding, resources and quality measures. Response identifies factors that demonstrate added value, with evidence to support the response.</i>
	9	
Good	8	<i>Satisfies the requirement with minor additional benefits Above average demonstration by the Tenderer of how they will meet this requirement by their allocation of skills and understanding, resources and quality measures. Response identifies factors that demonstrate added value, with evidence to support the response.</i>
	7	
Acceptable	6	<i>Satisfies the requirement. Demonstration by the Tenderer of how they will meet this requirement by their allocation of skills and understanding, resources and quality measures, with evidence to support the response.</i>
	5	

Minor Reservations	4	<i>Satisfies the requirement with minor reservations Some minor reservations regarding how the Tenderer will meet this requirement by their allocation of skills and understanding, resources and quality measures, with limited evidence to support the response.</i>
	3	
Serious Reservations	2	<i>Satisfies the requirement with major reservations. Considerable reservations regarding how the Tenderer will meet this requirement by their allocation of skills and understanding, resources and quality measures, with little or no evidence to support the response.</i>
	1	
Unacceptable	0	<i>Does not meet the requirement Does not comply and/or insufficient information provided to demonstrate how the Tenderer will meet this requirement by their allocation of skills and understanding, resources and quality measures, with little or no evidence to support the response.</i>

The use of odd numbers indicates an answer's allocated mark lies between definitions.

The tender receiving the highest mark for quality overall will receive the full % available for quality. Other tenders will receive a % that reflects the difference in the marks between those tenders and the tender receiving the highest mark for quality.

Price Evaluation and scoring

The most competitively priced tender will receive the maximum mark for price being **400 for Lot A and 400 for Lot B. Less competitive tenders** will receive a % of the maximum mark that represents the difference in cost between that tender and the most competitively priced tender.

Lot A – Provision of cleaning materials and equipment for schools and other sites

Price will be evaluated by:

1. Using the price per item tendered in Section H, question 1.1 'Pricing Schedule General Cleaning Materials A' multiplied by the approximate annual usage (based on the usage information contained in the pricing schedule) and totalled to give an overall basket cost. This will be worth a maximum of 350 marks
2. How long the prices will be valid for and how often you review your pricing schedule. This will be worth a maximum of 50 marks

Lot B – Provision of cleaning materials and equipment for school kitchens

Price will be evaluated by:

1. Using the price per item tendered in Section H, question 1.1 'Pricing Schedule Catering Cleaning Materials B' multiplied by the approximate annual usage (based on the usage information contained in the pricing schedule) and totalled to give an overall basket cost:
2. How long the prices will be valid for and how often you review your pricing schedule. This will be worth a maximum of 50 marks

For both lots please quote a unit price for all products listed or suitable alternatives. Please state the alternative brand name in the column provided. The alternative product **MUST** still match any specification details supplied. If it does not it will be assumed you are unable to supply the product (see below).

Please note if you fail to submit a price for any individual item the contracting authority will insert the highest tendered price received for that item for the purposes of evaluation

(Please note that the figures are based on current usage and the Council cannot guarantee numbers for future work).

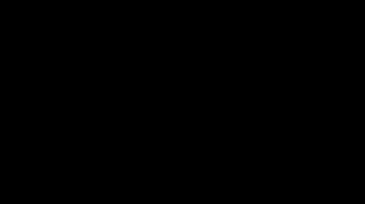
Section A:
1. Form of Tender

Form of Tender

Shropshire Council

Tender for the supply of cleaning materials

We confirm that this, our tender, represents an offer to Shropshire Council that if accepted in whole, or in part, will create a binding contract for the supply of cleaning materials at the prices and terms agreed and subject to the terms of the invitation to tender documentation and the General Terms and Conditions, copies of which we have received.

Signed 

Name... 

Date 04/04/2014

Designation Sales Director.....

Company.....Arrow County Supplies.....

Address Arrow House, Longden Road, Shrewsbury, ...

.....

..... Post Code SY3 9AE.....

Tel No 01743 283611 Fax No 01743 283601.....

E-mail address .....

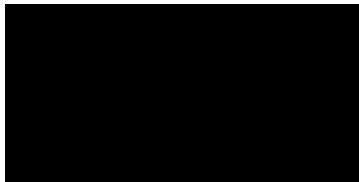
Section A:
2. Non-Canvassing Certificate

Non-Canvassing Certificate

To: Shropshire Council (hereinafter called "the Council")

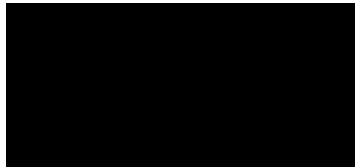
I/We hereby certify that I/We have not canvassed or solicited any member officer or employee of the Council in connection with the award of this Tender or any other Tender or proposed Tender for the Services and that no person employed by me/us or acting on my/our behalf has done any such act.

I/We further hereby undertake that I/We will not in the future canvass or solicit any member officer or employee of the Council in connection with the award of this Tender or any other Tender or proposed Tender for the Services and that no person employed by me/us or acting on my/our behalf will do any such act.



Signed (1)

Status...Sales Director.....



Signed (2)

.....Status: Managing Director.....

(For and on behalf of ...Arrow County Supplies)

Section A:
3. Non-Collusive Tendering Certificate

Non-collusive Tendering Certificate

To: Shropshire Council (hereinafter called “the Council”)

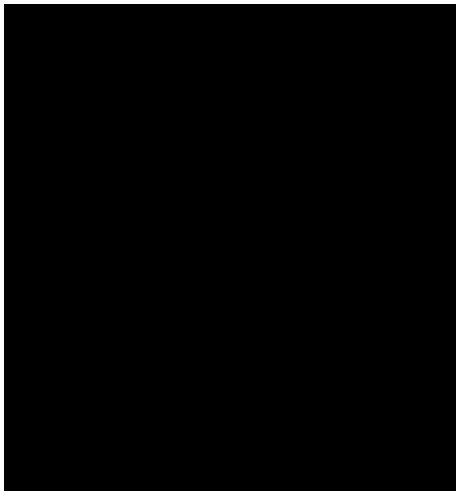
The essence of selective tendering is that the Council shall receive bona fide competitive Tenders from all persons tendering. In recognition of this principle:

I/We certify that this is a bona fide Tender, intended to be competitive and that I/We have not fixed or adjusted the amount of the Tender or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any other person.

I/We also certify that I/We have not done and undertake that I/We will not do at any time any of the following acts:-

- (a) communicating to a person other than the Council the amount or approximate amount of my/our proposed Tender (other than in confidence in order to obtain quotations necessary for the preparation of the Tender for insurance); or
- (b) entering into any agreement or arrangement with any other person that he shall refrain from Tendering or as to the amount of any Tender to be submitted; or
- (c) offering or agreeing to pay or give or paying any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Tender or proposed Tender for the Services any act or omission.

Signed (1)



Status...Sales Director.....

Signed (2)

Status...Managing Director...

Section A:
4. Declaration of Connection with Officers or Elected Members of the Council

Are you or any of your staff who will be affected by this invitation to tender related or connected in any way with any Shropshire Council Elected Councillor or Employee?

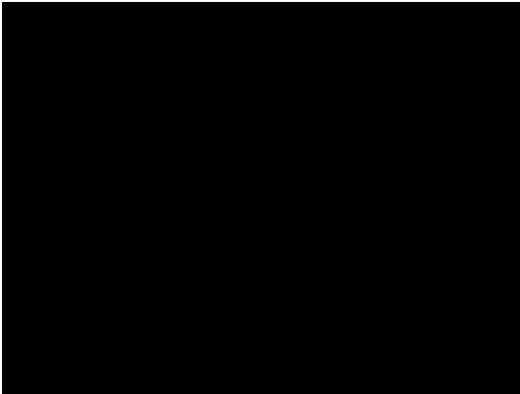
No

If yes, please give details:

Name	Relationship

Please note:

This information is collected to enable the Council to ensure that tenders are assessed without favouritism. Whether or not you have a connection with elected members or employees will have no bearing on the success of your tender, but your tender will not be considered unless this declaration has been completed.

Signed (1)		Status...Sales Director.....
Signed (2)		Status.....Managing Director...
(For and on behalf of ...Arrow County Supplies...)		
Date04/04/2014.....		

Section B: Applicant Organisation Details

1.	Applicant Details	
1.1	<p>Name of contracting Company/Organisation: Arrow County Supplies</p> <p>Address: Arrow House, Longden Road, Shrewsbury</p> <p>Postcode: SY3 9AE</p> <p>Tel:01743 283600</p> <p>Email: sales @arrowcounty.com</p>	
1.2	<p>Registered name (if different from above):</p> <p>Registered Office Address:</p> <p>Postcode:</p> <p>Company registration number: 6355141</p>	
1.3	<p>Details of the individual completing this application and to which we may correspond:</p> <p>Name: ██████████</p> <p>Job title: Sales Director</p> <p>Correspondence Address: Arrow House, Longden Road, Shrewsbury</p> <p>Postcode: SY3 9AE</p> <p>Tel: 01743 283611</p> <p>Email: ████████████████████</p>	
1.4	Type of Organisation (please <u>tick</u> all those appropriate):	
(a)	Sole trader	<input type="checkbox"/>
(b)	Partnership	<input type="checkbox"/>
(c)	Private Limited Company (unlimited)	<input checked="" type="checkbox"/>
(d)	Public Limited Company	<input type="checkbox"/>
(e)	Charity/Social enterprise	<input type="checkbox"/>
(f)	Franchise	<input type="checkbox"/>

(g)	Public Sector Organisation	
1.5	<p>Are you a Small or Medium Sized Enterprise (SME) <i>*An SME can be defined as an enterprise which employs fewer than 250 people</i></p> <p>If No, Please confirm you are an enterprise which employs more than 250 people</p>	YES - S M E

2.	Company History/Background	
2.1	Date Company established:1976	
2.2	Is the applicant a subsidiary of another company as defined by the Companies Act 1985?	NO
2.3	<p>If YES to 2.2 give the following details of the Holding/Parent Company:</p> <p>Registered Name: N/A</p> <p>Registered Address:</p> <p>Postcode:</p> <p>Registration Number:</p>	
2.4	How many years has your company been providing cleaning materials? [redacted] years	
2.5	Total number of employees: [redacted]	
2.6	Total number of employees engaged solely in the provision of cleaning materials? [redacted]	

Section C: Financial & Insurance Information

1.	Insurance Details	
*	<p><i>Why do we need to know this?</i></p> <p><i>We need to ensure that all of our suppliers have adequate insurance. The Council has set minimum insurance requirements which all companies working with the Council must adhere to.</i></p> <p><i>Please note that on some limited occasions the council may agree to vary these levels dependant on the nature of the contract.</i></p>	
1.1 (a)	Please Confirm that you hold a minimum of £5,000,000 Public Liability Insurance	YES
(b)	<p>Please detail the relevant policy information and state if any conditions or exceptions apply to the policy.</p> <p>Name of Insurance Company NIG Insurance Company.....</p> <p>Date policy taken out 31/05/2013.....</p> <p>Expiry date of the policy 30/05/2014.....</p> <p>Policy number/reference XXXXXXXXXX</p> <p>Conditions/Exceptions</p> <p>.....</p> <p>.....</p>	
1.2 (a)	Please confirm that you hold a minimum of £5,000,000 Employer's Liability Insurance	YES
(b)	<p>Please detail the relevant policy information and state if any conditions or exceptions apply to the policy.</p> <p>Name of Insurance Company NIG Insurance Company</p> <p>Date policy taken out ...31/05/2013.....</p> <p>Expiry date of the policy ...30/05/2014.....</p> <p>Policy number/reference ... XXXXXXXXXX</p> <p>Conditions/Exceptions</p> <p>.....</p> <p>.....</p>	

1.3	Please enclose photocopies of your Certificates of Insurance duly signed as authentic copies of the originals	Enclosed YES – see appendix 6 and 7																				
2. Financial Details																						
*	<p><i>Why do we need to know this?</i></p> <p><i>Financial details are required in order to check that your company has sufficient financial resources to undertake the contract. This information will also ensure that your company is in a stable position and is likely to fulfil the contract for the period required.</i></p> <p><i>How the Council evaluates this information will vary given the nature of the contract to be awarded.</i></p>																					
2.1	<p>Please provide a brief summary of your annual turnover and profit in the last 3 years. (Please insert figures – do not refer to attached accounts)</p> <p>Also provide copies of your last 3 years audited accounts. If audited accounts are not available please provide copies of your management accounts – See appendix 8,9 and 10</p> <table border="1" data-bbox="296 936 1391 1482"> <thead> <tr> <th colspan="3" data-bbox="296 936 1230 1025"><u>Company</u></th> <th data-bbox="1230 936 1391 1025">Accounts Enclosed</th> </tr> <tr> <th data-bbox="296 1025 491 1115"><u>Year</u></th> <th data-bbox="491 1025 855 1115"><u>Turnover</u></th> <th data-bbox="855 1025 1230 1115"><u>Profit(Loss)</u></th> <th data-bbox="1230 1025 1391 1115"></th> </tr> </thead> <tbody> <tr> <td data-bbox="296 1115 491 1227">YE 31/12/2011</td> <td data-bbox="491 1115 855 1227">██████████</td> <td data-bbox="855 1115 1230 1227">██████████</td> <td data-bbox="1230 1115 1391 1227">YES</td> </tr> <tr> <td data-bbox="296 1227 491 1339">YE 31/12/2012</td> <td data-bbox="491 1227 855 1339">██████████</td> <td data-bbox="855 1227 1230 1339">██████████</td> <td data-bbox="1230 1227 1391 1339">YES</td> </tr> <tr> <td data-bbox="296 1339 491 1482">YE 31 12 2013</td> <td data-bbox="491 1339 855 1482">██████████</td> <td data-bbox="855 1339 1230 1482">██████████</td> <td data-bbox="1230 1339 1391 1482">YES</td> </tr> </tbody> </table> <p>(If exact figures are not available please provide your best estimate of the figures required)</p>		<u>Company</u>			Accounts Enclosed	<u>Year</u>	<u>Turnover</u>	<u>Profit(Loss)</u>		YE 31/12/2011	██████████	██████████	YES	YE 31/12/2012	██████████	██████████	YES	YE 31 12 2013	██████████	██████████	YES
<u>Company</u>			Accounts Enclosed																			
<u>Year</u>	<u>Turnover</u>	<u>Profit(Loss)</u>																				
YE 31/12/2011	██████████	██████████	YES																			
YE 31/12/2012	██████████	██████████	YES																			
YE 31 12 2013	██████████	██████████	YES																			

2.2

Please show below your company's turnover in the provision of cleaning materials in the last three financial years.

<u>Year</u>	Turnover in relation to cleaning materials
2010/11	██
2011/12	██
2012/13	██

(Please insert figures – do not refer to attached accounts)

(If exact figures are not available please provide your best estimate of the figures required)

Section D:
Outstanding Claims and Contract Terminations

1. Outstanding Claims / County Court Judgements	
1.1	Do you have any outstanding claims, litigations or judgements against your organisation? NO
1.2	If YES to 1.1 please provide further details.

2. Contract Terminations/Deductions	
2.1	Please give details of all contracts in the last 3 years which have been terminated early giving the name of the client company/authority, the date of termination and the reasons for termination. N/A
2.2	Please give details of all fines, penalties or deductions incurred in the last 3 years as a result of non-performance under any contract. N/A

Section E: Health & Safety and Equal Opportunities

1.	Health & Safety at Work	
*	<p><i>Why do we need to know this?</i></p> <p><i>We need to ensure that all companies that work with Shropshire Council are able to operate safely. We assess this by asking questions about arrangements at the contract stage and continue to monitor ongoing performance with all companies working on our behalf.</i></p> <p><i>Health & safety measures do not have to be expensive, time consuming or complicated – especially for smaller companies. In fact, safer and more efficient working practices can save money and greatly improve working conditions for employees. Shropshire Council is committed to promoting safe and proportionate working practices to companies as it recognises the benefits this can bring for companies competing for business both for local authority contracts and elsewhere.</i></p> <p><i>Information to help small companies is available on the Health and Safety Executive's (HSE) website.</i></p> <p><i>Health and Safety Executive's website: http://www.hse.gov.uk/</i></p> <p><i>Looking after your Business: http://www.hse.gov.uk/business/</i></p> <p><i>Getting Started Step-by-step: http://www.hse.gov.uk/business/must-do.htm</i></p>	
1.1	<p>Does your organisation have a formal health and safety policy or statement?</p> <p>*(if you employ 5 or more employees you are required to produce a Health and Safety Policy/Statement under the Health & Safety at Work Act 1974)</p> <p>Please tick here if copy enclosed – appendix <input checked="" type="checkbox"/></p>	YES
1.2	<p>Do you currently hold any external health and safety accreditations, such as CHAS (Contractors Health and Safety Assessment Scheme), or equivalent?</p>	NO
1.3	<p>If YES to 1.2 please supply the following details as well as a copy of any certificates.</p> <p>Accrediting Organisation:</p> <p>Reference No:</p> <p>Date accreditation expires or is to be renewed:</p> <p>Please tick here if a copy of certificate attached <input type="checkbox"/></p>	
1.4	<p>Has your company been served with an enforcement notice or been prosecuted in the past 3 years for breaches of health and safety legislation?</p>	NO

1.5	If YES to 1.4 please give details of the prosecution or notice (and what measures you have taken to ensure the issue(s) will not re-occur).	
1.6	Do you routinely carry out Risk Assessments?	YES
1.7	<p>If YES to 1.6 please state what has been assessed. (At certain times, the Council may request copies of risk assessments, safe working procedure, or safety method statements.)</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
1.8	Do you have a health and safety training programme for employees?	YES
1.9	<p>If YES to 1.8 please state what training has been given.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
1.10	Does your company monitor: (a) Accidents (b) Ill health caused by work (c) Health & Safety Performance	YES YES YES
1.11	Does your company have a recognised health & safety management system?	YES

Please give details below:

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted] S

		
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1.12	<p>Please state how many accidents have been reported to your Enforcing Authority under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) in the last 2 years.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2" style="text-align: center;">Total</th> </tr> </thead> <tbody> <tr> <td style="width: 50%;">No. of accidents reported under RIDDOR last year</td> <td style="width: 50%;">None</td> </tr> <tr> <td>No. of accidents reported under RIDDOR this year</td> <td>None</td> </tr> </tbody> </table>	Total		No. of accidents reported under RIDDOR last year	None	No. of accidents reported under RIDDOR this year	None	
Total								
No. of accidents reported under RIDDOR last year	None							
No. of accidents reported under RIDDOR this year	None							


1.13	<p>Does your company consult with employees on health and safety?</p> <p>If YES, please give details below.</p> <div style="background-color: black; height: 60px; width: 100%;"></div> <div style="background-color: black; height: 80px; width: 100%;"></div> <div style="background-color: black; height: 100px; width: 100%;"></div> <div style="background-color: black; height: 60px; width: 100%;"></div> <div style="background-color: black; height: 40px; width: 100%;"></div>	YES
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	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
<p>1.14</p>	<p>Will you be using any sub contractors as part of this contract?</p>	<p>NO</p>
<p>1.15</p>	<p>If YES to 1.14 please give details of who your sub contractors are.</p> <p>N/A</p>	
<p>1.16</p>	<p>If YES to 1.14 how do you ensure they are competent?</p> <p>N/A</p>	
<p>1.17</p>	<p>Where do you get your competent health and safety advice?</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	

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2.	Equal Opportunities	
*	<p><i>Why do we need to know this?</i></p> <p><i>The equality duties placed on public authorities requires the Council to have due regard to the need to eliminate unlawful discrimination.</i></p> <p><i>We need to ensure all companies that work with Shropshire Council comply with both UK and EU regulations regarding equal opportunities and discrimination law. The Council actively promotes equal opportunities in procurement and partnership.</i></p> <p><i>The Council also needs to ensure that there are no outstanding claims against your organisation regarding discrimination.</i></p> <p><i>Information to help small companies is available at:</i></p> <p><i>Equality and Human Rights Commission -</i></p> <p>http://www.equalityhumanrights.com/advice-and-guidance/here-for-business/</p> <p><i>Useful links for guidance & Information -</i></p> <p>http://www.equalityhumanrights.com/advice-and-guidance/here-for-business/guidance-for-small-and-medium-size-businesses/related-links/</p>	
2.1	<p>How do you comply with your statutory obligation under UK/EU equalities and discrimination legislation (or equivalent legislation and regulations in the countries in which you employ staff)?</p> <ul style="list-style-type: none"> - UK/EU equalities and discrimination legislation includes:- - Human Rights Act 1998 - Equality Act 2010 <div style="background-color: black; height: 30px; width: 100%; margin-top: 10px;"></div>	<p>Enclosed</p> <p>YES</p> <p>appendix</p> <p>13</p>

	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
2.2	<p>As a contractor providing a public service on behalf of a local authority, you have a duty to comply with the General Duties of the Public Sector Equality Duty as outlined below.</p> <ul style="list-style-type: none">• Eliminate discrimination, harassment and victimisation that is unlawful	

	<p>under the Equality Act 2010;</p> <ul style="list-style-type: none"> • Advance equality of opportunity between those who share protected characteristics and those who do not; • Foster good relations between those who share protected characteristics and those who do not. <p>How do you promote equality in your service delivery and towards your employee management as part of your operations?</p> 	
2.3	In the last 3 years, has any claim or finding of unlawful discrimination been made against your organisation by any court?	NO
2.4	If YES to 2.3, please give details.	
2.5	In the last 3 years, has your organisation been the subject of formal investigation by the Equality and Human Rights Commission?	NO
2.6	If YES to 2.5, please give details.	
2.7	<p>(NB Organisations with less than 5 employees are not required to respond to questions 2.8 and 2.9)</p> <p>How do you promote the diversity of your workforce e.g. do you take steps to encourage people from under-represented groups to apply for jobs or take up training opportunities and career progression?</p> <p>Please provide evidence of the above.</p>	

	[Redacted]	
	[Redacted]	
	[Redacted]	
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	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
<p>2.8</p>	<p>Do you have a grievance process to address all complaints relating to perceived discrimination?</p> <p>Provide evidence for the above</p> <p>See appendix 17 for grievance procedure</p>	<p>YES</p>
<p>2.9</p>	<p>Organisation with less than 5 employees must confirm below that they will meet the requirements set out in questions 2.8 and 2.9 if they increase their number of staff above 5.</p> <p style="text-align: center;">Confirmed</p>	<p>N/A</p>

2.10	<p>Please describe any employment checks or other vetting procedures you undertake when recruiting personnel in order to ensure you employ an appropriate individual to the relevant post.</p> <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted][Redacted] <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted] <p>[Redacted]</p> <p>[Redacted]</p>	For information only
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Section F: Contract Experience and References

1. Contract Experience and References					
1.1	Please list below up to a maximum of 10 similar contracts undertaken by your company in the past 3 years or currently being handled. Any previous Public Sector experience will be of particular interest. Please include any contracts that you have in the areas that are covered by this tender i.e. Shropshire, Worcestershire, Herefordshire, Cheshire, North Wales and West Midlands.				
	Name of Organisation/Company	Contact Name, Address & Contact Details	Value of Contract (£)	Nature of work undertaken	Contract Dates (From – To)
1	[REDACTED]	[REDACTED]	[REDACTED]	Supply of all Cleaning, Janitorial and Catering products to all sites across North Wales and additional support with product training, cleaning charts, dispenser upgrades and associated support.	1/1/2010-31/12/2015
2	[REDACTED]	[REDACTED]	[REDACTED]	Supply of all Cleaning, Janitorial and Catering products to all sites across The West Midlands and additional support with product training, cleaning charts, dispenser upgrades and associated support.	1/1/2014 – 31/12/2016
3	[REDACTED]	[REDACTED]	[REDACTED]	Supply of all Cleaning, Janitorial and Catering products to all sites across the West Midlands and additional support with product training, cleaning charts, dispenser upgrades and associated support.	26/03/2009 – 25/03/2015

4	[REDACTED]	[REDACTED]	[REDACTED]	Supply of all Washroom hygiene, paper and soap products to all sites across Birmingham and additional support with product training, cleaning charts, dispenser upgrades and associated support.	01/5/2010 - 30/04/2014
5	[REDACTED]	Richard Walden [REDACTED]	[REDACTED]	Supply of all Washroom hygiene, paper and soap products to all sites across Dudley and additional support with product training, cleaning charts, dispenser upgrades and associated support.	01/5/2010 - 30/04/2014
6	[REDACTED]	[REDACTED]	[REDACTED]	Supply of all Cleaning and Janitorial products to all community sites across the West Midlands and additional support with product training, cleaning charts, dispenser upgrades and associated support.	Ongoing
7	[REDACTED]	[REDACTED]	[REDACTED]	Supply of all Cleaning and Janitorial products to all sites across Merseyside and additional support with product training, cleaning charts, dispenser upgrades and associated support.	1/1/2010- 31/12/2015

8	[REDACTED]	[REDACTED]	[REDACTED]	Supply of all Cleaning,Janitorial and Catering products to all sites across Denbighshire County and additional support with product training,cleaning charts, dispenser upgrades and associated support.	01/09/2011-31/08/2014
9	[REDACTED]	[REDACTED]	[REDACTED]	Supply of all Cleaning,Janitorial and Catering products to all sites across the Isle Of Anglesey and additional support with product training,cleaning charts, dispenser upgrades and associated support.	01/09/2011-31/08/2014
10	[REDACTED]	[REDACTED]	[REDACTED]	Supply of all Cleaning,Janitorial and Catering products to all sites across Cheshire and additional support with product training,cleaning charts, dispenser upgrades and associated support.	On-going supply

2.	
2.1	<p data-bbox="263 210 1358 378">Please set out below why you feel your organisation is well placed to undertake this contract. You should include in your answer a brief history of your organisation and details of any previous similar contracts and experience in order to illustrate proven competency in supplying cleaning products to undertake the cleaning of both free office space and kitchens within municipal buildings and schools.</p> <div data-bbox="263 409 517 450" style="background-color: black; height: 18px; width: 159px;"></div> <div data-bbox="263 477 1422 584" style="background-color: black; height: 48px; width: 726px;"></div> <div data-bbox="263 611 1422 786" style="background-color: black; height: 78px; width: 726px;"></div> <div data-bbox="263 813 1422 987" style="background-color: black; height: 78px; width: 726px;"></div> <div data-bbox="263 1014 1422 1153" style="background-color: black; height: 62px; width: 726px;"></div> <div data-bbox="263 1180 1422 1458" style="background-color: black; height: 124px; width: 726px;"></div> <div data-bbox="263 1485 727 1525" style="background-color: black; height: 18px; width: 291px;"></div> <div data-bbox="263 1552 1422 1856" style="background-color: black; height: 136px; width: 726px;"><div data-bbox="485 1727 517 1756" style="background-color: white; width: 20px; height: 13px; display: inline-block; margin-right: 100px;"></div><div data-bbox="772 1727 804 1756" style="background-color: white; width: 20px; height: 13px; display: inline-block; margin-right: 100px;"></div><div data-bbox="924 1727 956 1756" style="background-color: white; width: 20px; height: 13px; display: inline-block; margin-right: 100px;"></div><div data-bbox="1003 1727 1035 1756" style="background-color: white; width: 20px; height: 13px; display: inline-block; margin-right: 100px;"></div><div data-bbox="1275 1727 1307 1756" style="background-color: white; width: 20px; height: 13px; display: inline-block; margin-right: 100px;"></div><div data-bbox="1355 1727 1386 1756" style="background-color: white; width: 20px; height: 13px; display: inline-block;"></div></div> <div data-bbox="263 1883 1422 2016" style="background-color: black; height: 59px; width: 726px;"></div>

	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]

Section G: Accreditations and Skills Level

1.	Accreditations			
1.1	<p>Please list any professional or trade organisations by which your company is accredited. You should only list those that are relevant to this contract and which will support your application.</p> <p>Please state whether the award belongs to the company or an individual.</p>			
	Name of Awarding Organisation/Body	Level of Accreditation	Date Achieved	Date of Expiry/ Renewal
	BESST (Business Environmental Support Scheme for Telford)	[REDACTED]	29/09/2011	Ongoing
	Please provide copies of the certificates you have given above or other proof of the qualifications.			Enclosed YES – appendix 22
1.2	<p>Please state any formal quality assurance systems relevant to this contract, which your company operates i.e. ISO9001 or EU Equivalent.</p>			
	Name of Awarding Organisation/Body	Registration Number	Name of Quality Assurance System	Date Achieved
	UKAS	[REDACTED]	NQA ISO 9001	8/01/99
	UKAS	[REDACTED]	NQA ISO14001	22/01/08
	Please provide copies of the certificates you have given above or other proof of the qualifications.			Enclosed YES – see appendix

	19 and 20
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Section H: Tender Schedule



LOT A – Provision of cleaning materials and equipment for schools and other Council sites

1.	Pricing Schedule	
1.1	<p>Enclosed in 'Appendix A Pricing Schedule for Lot A' is a sheet detailing products we have purchased within the last 12 months and we will continue to require, in varying quantities, throughout the duration of this contract. Please state:</p> <ul style="list-style-type: none"> a) Your price for the unit given b) Minimum unit order for each individual item c) Brand name you stock – if this is left blank you are indicating you can supply the brand name we currently use. <p>See appendix 23. All prices are priced according to your unit stated</p>	350 max marks (weighting of 35)
1.2	<p>Please state how long these prices are valid for and how often you review your pricing schedule.</p> <div style="background-color: black; width: 100%; height: 80px; margin-top: 10px;"></div>	50 max marks (Weighting of 5)
1.3	<p>Do you have price promotions (relevant to our product sheet) and if so, how do you communicate this to clients? Please give examples of price discounting promotions used in the last 12 months.</p> <div style="background-color: black; width: 100%; height: 100px; margin-top: 10px;"></div>	For Information only

commercial info

	 	
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2. Tender Specification Response		
2.1	<p>How often do you review your product catalogue and do you notify your clients of any product withdrawals? If so, how much notice do you give and how do you communicate this?</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	60 marks (Weighting of 6)
2.2	<p>Please confirm that you do not use substitutes in the event that an ordered item cannot be dispatched. Describe the process you follow should any ordered item not be available</p> <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted][Redacted] <p>[Redacted]</p>	60 marks (Weighting of 6)

		
2.3	<p>In order to adhere to stringent Health and Safety legislation we must have consistency of product specification. How would you involve the client with any potential changes to your product range?</p> 	50 marks (Weighting of 5)

	<ul style="list-style-type: none"><li data-bbox="263 143 1144 342"> [REDACTED]<li data-bbox="263 367 1144 488"> [REDACTED]<li data-bbox="263 512 1144 633"> [REDACTED]<li data-bbox="263 658 1144 815"> [REDACTED]<li data-bbox="263 840 1144 960"> [REDACTED]<li data-bbox="263 985 1144 1296">[REDACTED]<li data-bbox="263 1321 1013 1359">[REDACTED]<li data-bbox="263 1384 1144 1628">[REDACTED]<li data-bbox="263 1653 1144 1809">[REDACTED]<li data-bbox="263 1834 1144 1991">[REDACTED]	
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	<p>[Redacted text]</p>	
2.4	<p>Please indicate any products or services you provide that may add value to this contract and help enhance the quality of the service we provide to our clients e.g. any products used for associated cleaning services such as deep cleaning, ventilation maintenance or handyman services.</p> <p>[Redacted text]</p> <p>[Redacted text]</p> <p>[Redacted text]</p> <p>[Redacted text]</p> <p>[Redacted text]</p>	30 marks (Weighting of 3)

	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
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	<p>[REDACTED]</p> <ul style="list-style-type: none"> ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] <p>[REDACTED]</p> <ul style="list-style-type: none"> ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] <p>[REDACTED]</p> <p>[REDACTED]</p>	
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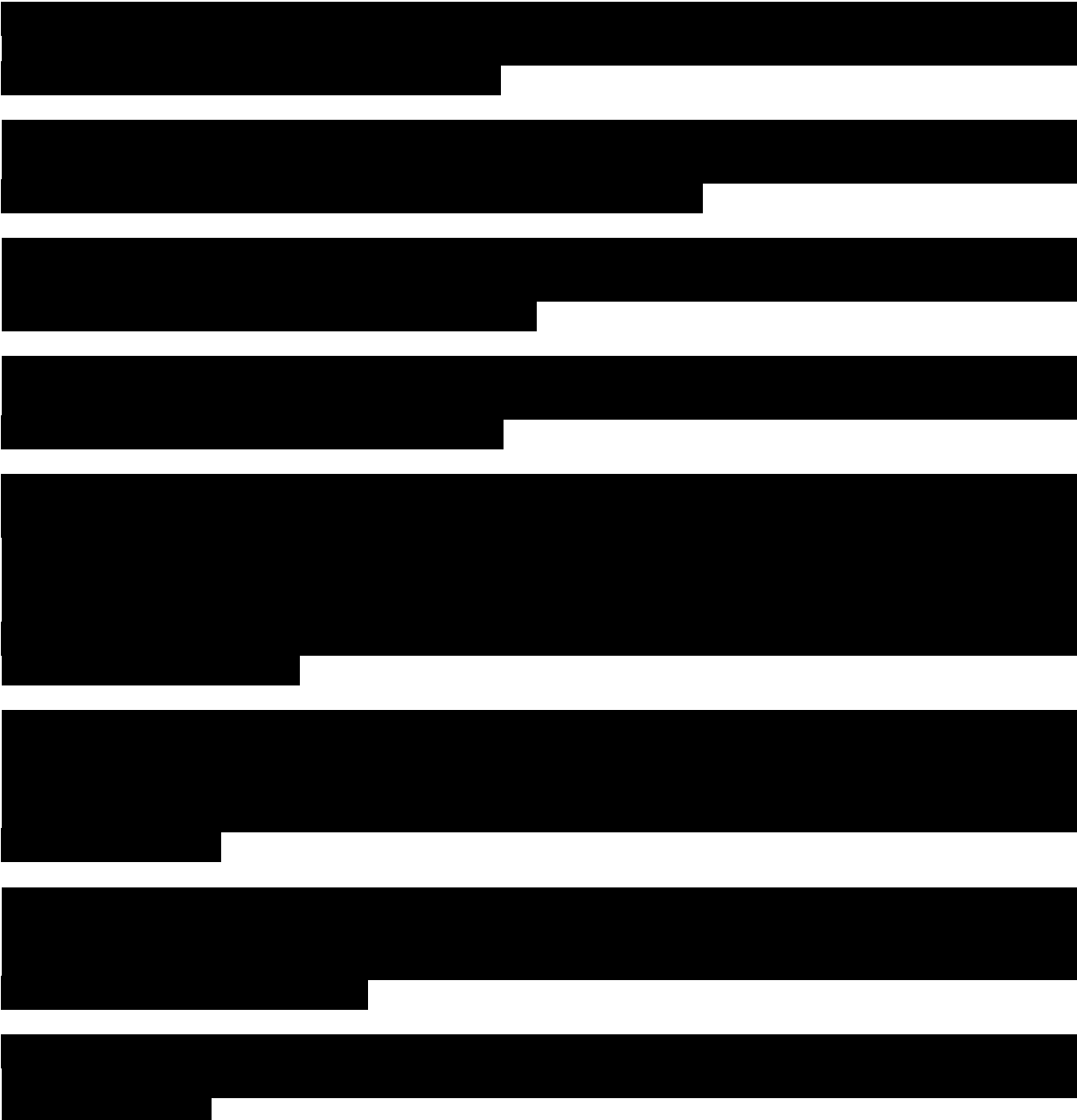
	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
2.6	<p>Please describe your policy regarding supplier visits/checks that ensures the integrity of the supply chain and the quality of the products you stock.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none">■ [REDACTED]■ [REDACTED]■ [REDACTED]	10 marks (weighting of 1)

	<p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED][REDACTED][REDACTED][REDACTED] <p>[REDACTED]</p> <p>[REDACTED]</p>	
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3.	Activity Timescale
3.1	<p data-bbox="263 241 1476 313">Please detail your process for taking orders from clients. Make reference to different ways to place orders, opening times and cut-off points for delivery.</p> <div data-bbox="263 342 1484 548" style="background-color: black; width: 100%; height: 90px;"></div> <div data-bbox="263 577 1476 649" style="background-color: black; width: 100%; height: 30px;"></div> <div data-bbox="263 678 1476 884" style="background-color: black; width: 100%; height: 90px;"></div> <div data-bbox="263 913 1189 952" style="background-color: black; width: 100%; height: 15px;"></div> <div data-bbox="188 974 1476 1473" style="background-color: black; width: 100%; height: 220px;"></div> <div data-bbox="263 1478 1181 1512" style="background-color: black; width: 100%; height: 15px;"></div> <ul data-bbox="303 1534 1260 1915" style="list-style-type: none"><li data-bbox="303 1534 1173 1579">■ [redacted] [redacted]<li data-bbox="303 1601 1212 1646">■ [redacted] [redacted]<li data-bbox="303 1668 1260 1713">■ [redacted] [redacted]<li data-bbox="303 1736 1212 1780">■ [redacted] [redacted]<li data-bbox="303 1803 1093 1848">■ [redacted] [redacted]<li data-bbox="303 1870 1125 1915">■ [redacted] [redacted] <p data-bbox="758 1915 1021 1948">Customer Services</p> <div data-bbox="263 1982 1444 2016" style="background-color: black; width: 100%; height: 15px;"></div>

	<p>[Redacted text]</p> <p>[Redacted text]</p> <p>[Redacted text]</p> <ul style="list-style-type: none">[Redacted text][Redacted text][Redacted text] <p>[Redacted text]</p>	
3.2	<p>What guarantees do you offer regarding the time-scale of delivery of orders placed across the areas included within this tender?</p> <p>[Redacted text]</p> <p>[Redacted text]</p> <p>[Redacted text]</p> <p>[Redacted text]</p> <p>[Redacted text]</p> <p>[Redacted text]</p> <ul style="list-style-type: none">[Redacted text]	30 marks (weighting of 3)

		
3.3	<p>Due to the nature of our business we use certain products periodically. How do you manage your stock to ensure product availability within your stated delivery time?</p> 	50 marks (weighting of 5)

		
3.4	<p>Detail your process for issuing invoices and the payment options you support. Include any policy you have regarding the issuing address i.e. do you issue invoices direct to site or can they be redirected to another address (head office); do you operate a paperless system? Please also make reference to how you code expenditure to individual sites who have placed the order.</p> 	50 marks (weighting of 5)

3.5	<p>How would you mobilise this contract. Indicate time-scales required as well as the number of personnel you would commit in order to ensure a successful transition. Please make reference to Material Safety Data Sheets and how soon these would be made available to us.</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	3 0 m a r k s (w e i g h t i n g o f 3)
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	<p>[Redacted content]</p>
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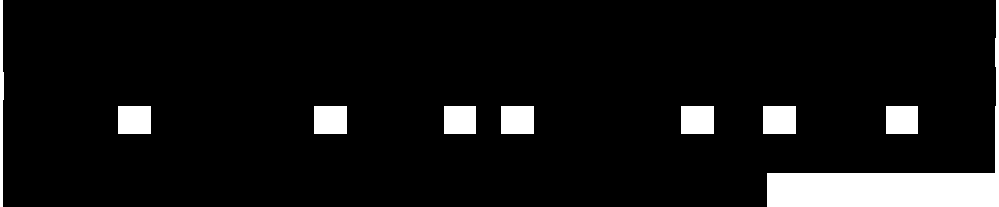
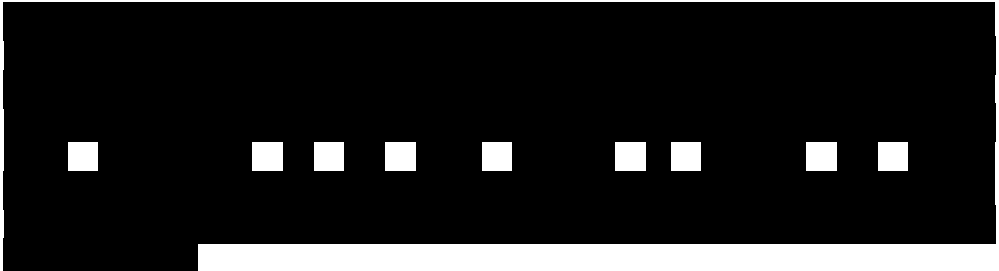


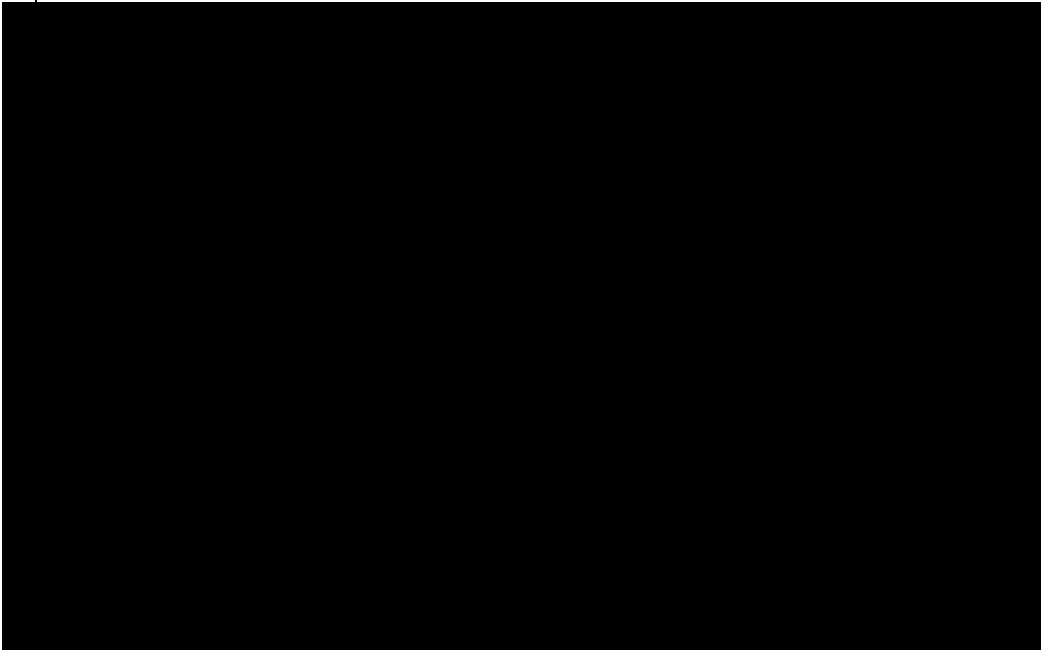
4.	Delivery
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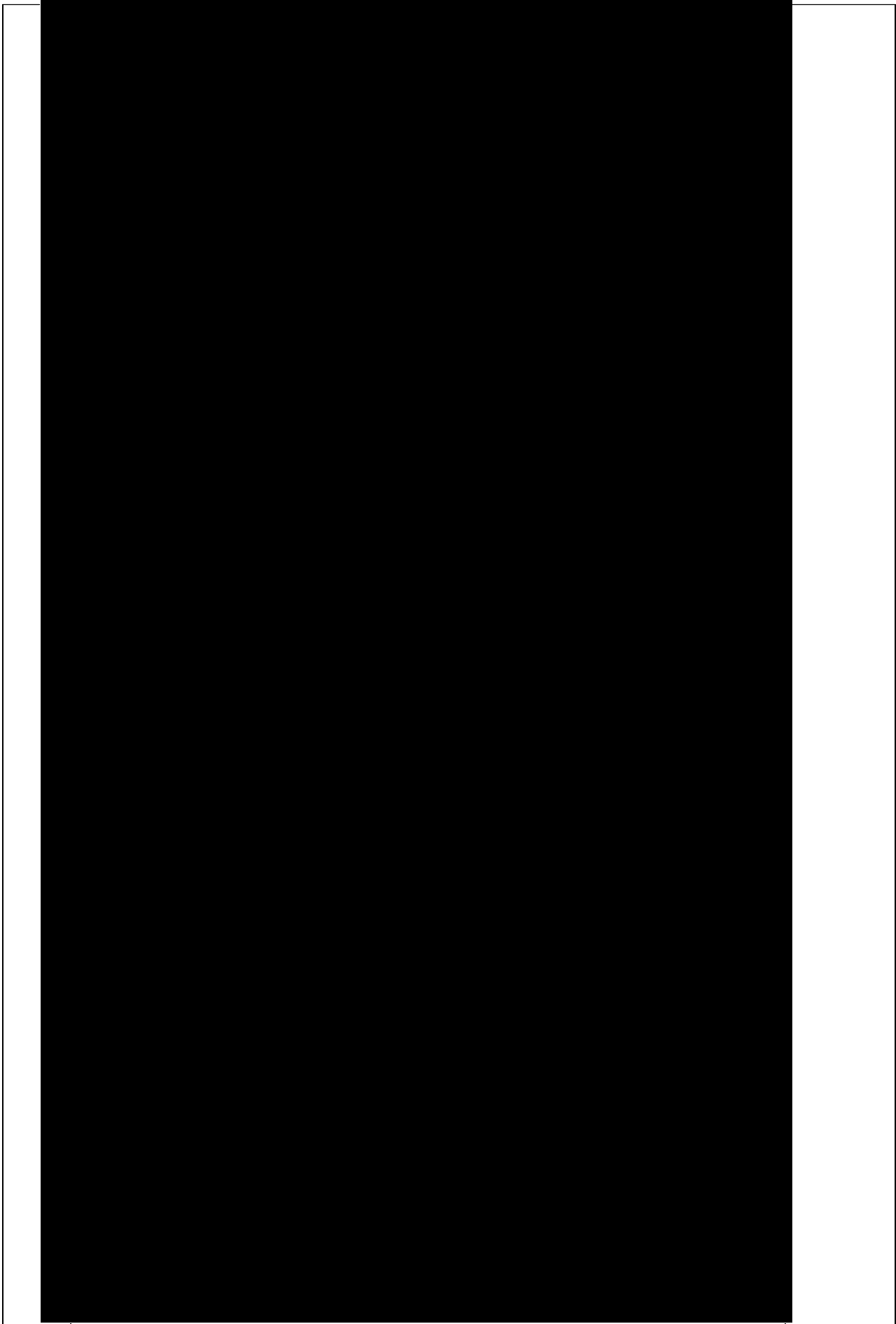
4.1	<p>What is the minimum order value that you will deliver?</p> <p>[Redacted]</p> <p>[Redacted]</p>	30 marks (weighting of 3)
4.2	<p>Please describe any quality assurance techniques you use in order to ensure the accuracy of orders being despatched.</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	30 marks (weighting of 3)

	<p>[REDACTED]</p> <p>[REDACTED]</p>	
4.3	<p>What is your procedure for dropping off orders at a site? Make reference in instances where a Shire Services employee is and is NOT present.</p> <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED] <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	30 marks (weighting of 3)

	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
<p>4.4</p>	<p>We have some small sites in rural locations that operate with restricted opening times/days. How would you manage your delivery schedule to ensure delivery to all our sites?</p> <p>As previously mentioned this detailed level of information will be collected</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>30 marks (Weighting of 3)</p>
<p>4.5</p>	<p>How many vehicles do you have with your fleet? Please provide details on any maintenance or replacement policy you may have along with carbon emissions information.</p> <p>[REDACTED]</p>	<p>10 marks (weighting of 1)</p>

		
5	Maintenance/Warranty	
5.1	<p>What guarantees do you offer in relation to the products you sell and beyond any manufacturer's warranty that may or may not apply?</p> 	10 marks (weighting of 1)

		
6	Qualifications of Individual	
6.1	<p data-bbox="261 300 1264 465">Please name the individuals who would be responsible for overseeing the day to day running of the account and who we would liaise with should any issue arise. Please provide details of their experience and include an approximate figure as to how many contracts each 'Client Manager' operates.</p>     	10 marks (weighting of 1)



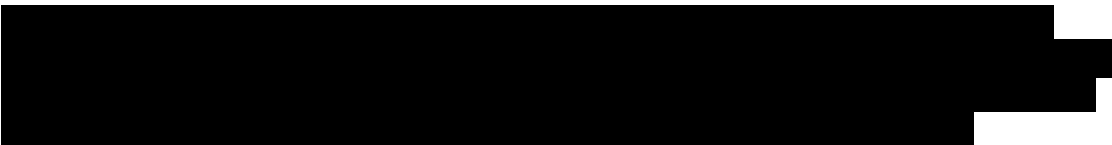


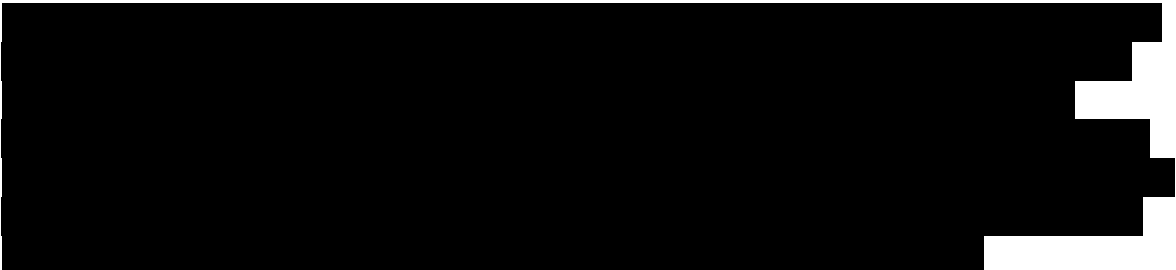



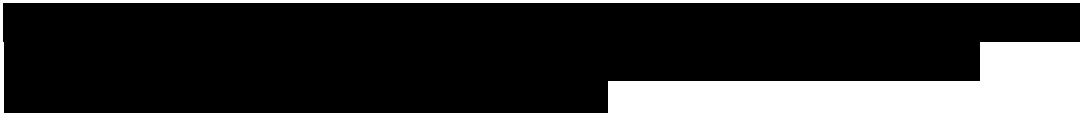

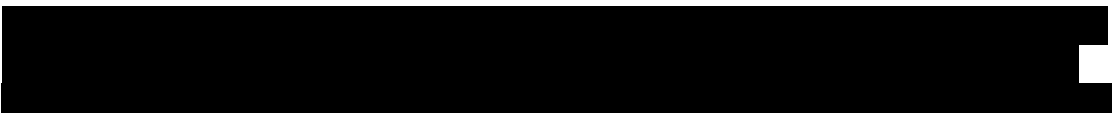
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LOT B – Provision of cleaning materials and equipment for school kitchens

1.	Pricing Schedule	
1.1	<p>Enclosed in 'Appendix A Pricing Schedule for Lot B' is a sheet detailing products we have purchased within the last 12 months and we will continue to require, in varying quantities, throughout the duration of this contract. Please state:</p> <ul style="list-style-type: none"> a) Your price for the unit given b) Minimum unit order for each individual item c) Brand name you stock – if this is left blank you are indicating you can supply the brand name we currently use. <p>See appendix 32. All prices are priced according to your unit stated</p>	350 max marks
1.2	<p>Please state how long these prices are valid for and how often you review your pricing schedule.</p> <div style="background-color: black; width: 100%; height: 80px; margin-top: 10px;"></div>	50 max marks Weighting of 5
1.3	<p>Do you have price promotions (relevant to our product sheet) and if so, how do you communicate this to clients? Please give examples of price discounting promotions used in the last 12 months.</p> <div style="background-color: black; width: 100%; height: 150px; margin-top: 10px;"></div>	For Information only

	 	
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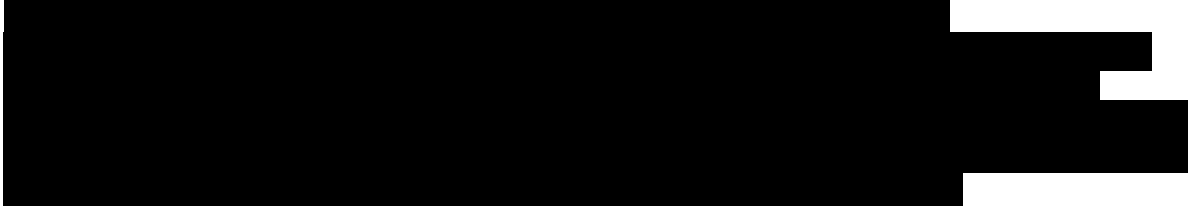

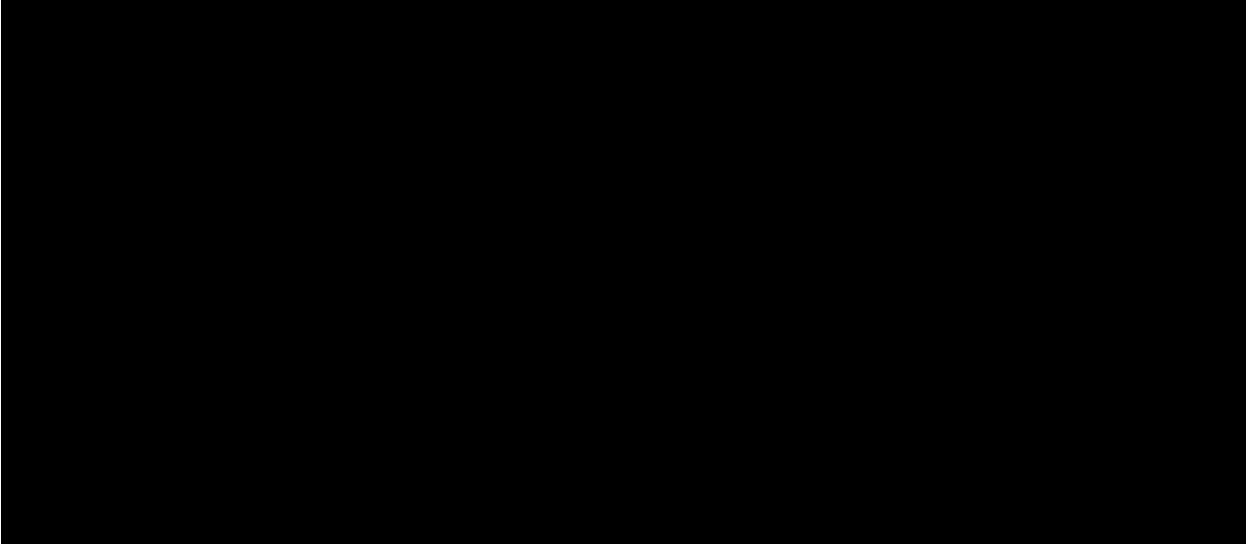


2. Tender Specification Response		
2.1	<p>How often do you review your product catalogue and do you notify your clients of any product withdrawals? If so, how much notice do you give and how do you communicate this?</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	60 marks (weighting of 6)
2.2	<p>Please confirm that you do not use substitutes in the event that an ordered item cannot be dispatched. Describe the process you follow should any ordered item not be available</p> <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted] <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	60 marks (weighting of 6)

		
2.3	<p data-bbox="263 452 1433 548">In order to adhere to stringent Health and Safety legislation we must have consistency of product specification. How would you involve the client with any potential changes to your product range?</p>    <ul data-bbox="295 1243 1460 1870" style="list-style-type: none">      	50 marks (weighting of 5)

	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted][Redacted] <p>[Redacted]</p>	
2.4	<p>Please indicate any products or services you provide that may add value to this contract and help enhance the quality of the service we provide to our clients e.g. any products used for associated cleaning services such as deep cleaning, ventilation maintenance or handyman services.</p> <p>Please indicate any products or services you provide that may add value to this contract and help enhance the quality of the service we provide to our clients e.g. any products used for associated cleaning services such as deep cleaning, ventilation maintenance or handyman services.</p> <p>[Redacted]</p> <p>[Redacted]</p>	30 marks (weighting of 3)

	<p>[Redacted content]</p>	
2.5	<p>Deriving Social Value outcomes from our contracting is important for Shropshire Council. Accordingly please provide details of any economic, environmental or social benefits you will deliver if you are awarded the contract and undertake the required services</p> <p>[Redacted content]</p> <ul style="list-style-type: none">[Redacted content][Redacted content][Redacted content]	10 marks (weighting of 1)



	<p>[Redacted]</p>	
2.6	<p>Please describe your policy regarding supplier visits/checks that ensures the integrity of the supply chain and the quality of the products you stock.</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted] <p>[Redacted]</p> <ul style="list-style-type: none">[Redacted][Redacted][Redacted][Redacted][Redacted] <p>[Redacted]</p>	10 marks (weighting of 1)



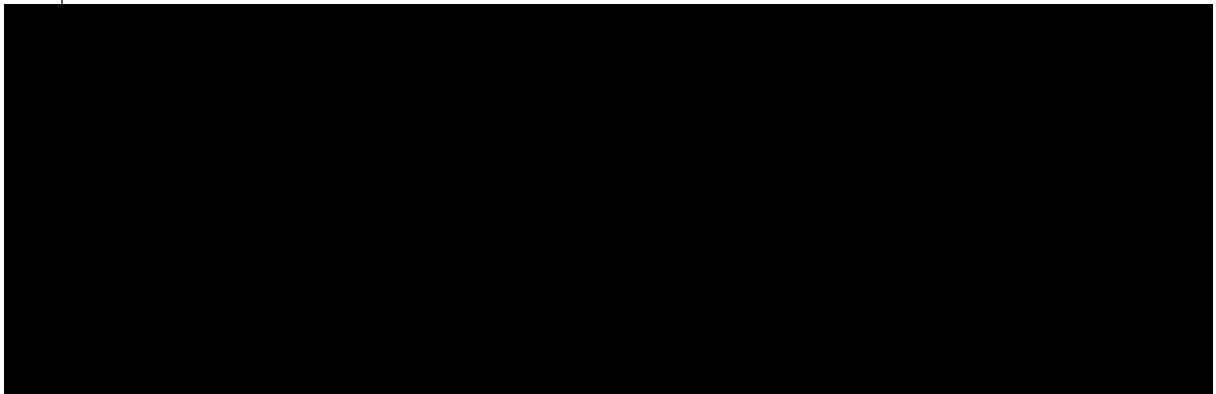




		
3. Activity Timescale		
3.1	<p>Please detail your process for taking orders from clients. Make reference to different ways to place orders, opening times and cut-off points for delivery</p> <p>Please detail your process for taking orders from clients. Make reference to different ways to place orders, opening times and cut-off points for delivery.</p>       	50 marks (weighting of 5)

<ul style="list-style-type: none">• [REDACTED]	[REDACTED]
<ul style="list-style-type: none">• [REDACTED]	[REDACTED]
<ul style="list-style-type: none">• [REDACTED]	[REDACTED]
<ul style="list-style-type: none">• [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
<ul style="list-style-type: none">• [REDACTED]	[REDACTED]
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<ul style="list-style-type: none">• [REDACTED]	[REDACTED]
<ul style="list-style-type: none">• [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED] <p>[REDACTED]</p>	
3.2	<p>What guarantees do you offer regarding the time-scale of delivery of orders placed across the areas included within this tender</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	30 marks (weighting of 3)



	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
3.3	<p>Due to the nature of our business we use certain products periodically. How do you manage your stock to ensure product availability within your stated delivery time?</p> <p>ACS are currently working with a variety of customers who work in a similar way, including [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	50 marks (weighting of 5)

		
3.4	<p data-bbox="263 824 1444 985">Detail your process for issuing invoices and the payment options you support. Include any policy you have regarding the issuing address i.e. do you issue invoices direct to site or can they be redirected to another address (head office); do you operate a paperless system? Please also make reference to how you code expenditure to individual sites who have placed the order.</p> 	50 marks (weighting of 5)

		
3.5	<p data-bbox="263 519 1444 645">How would mobilise this contract. Indicate time-scales required as well as the number of personnel you would commit in order to ensure a successful transition. Please make reference to Material Safety Data Sheets and how soon these would be made available to us.</p>   <p data-bbox="263 1310 933 1344">Phase 1 – Consult and Communicate – 2 weeks</p>    	30 marks (weighting of 3)

	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
	[REDACTED]	

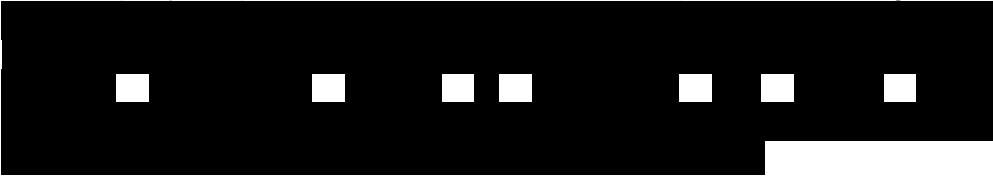
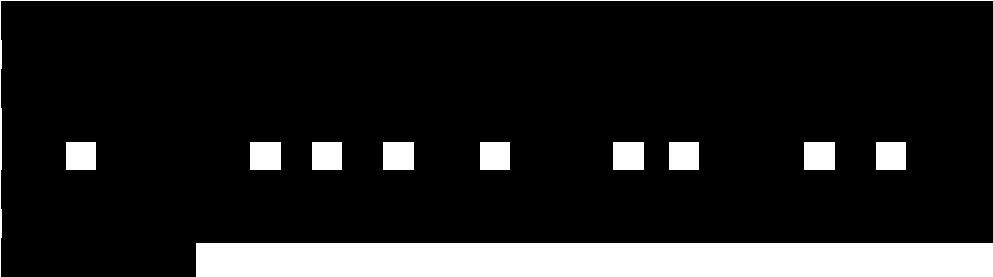


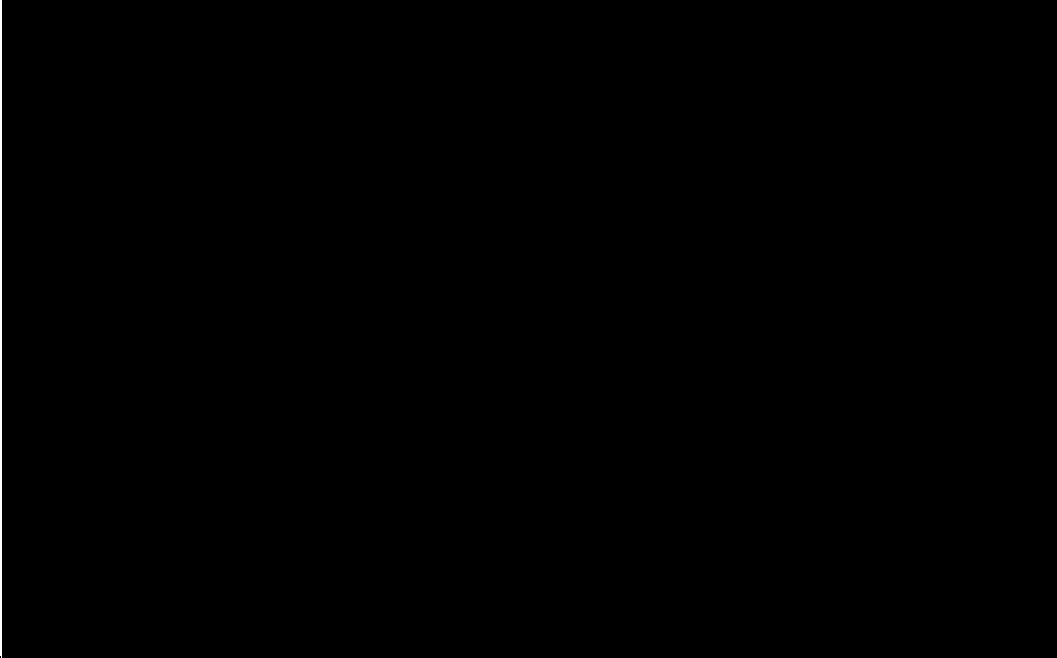


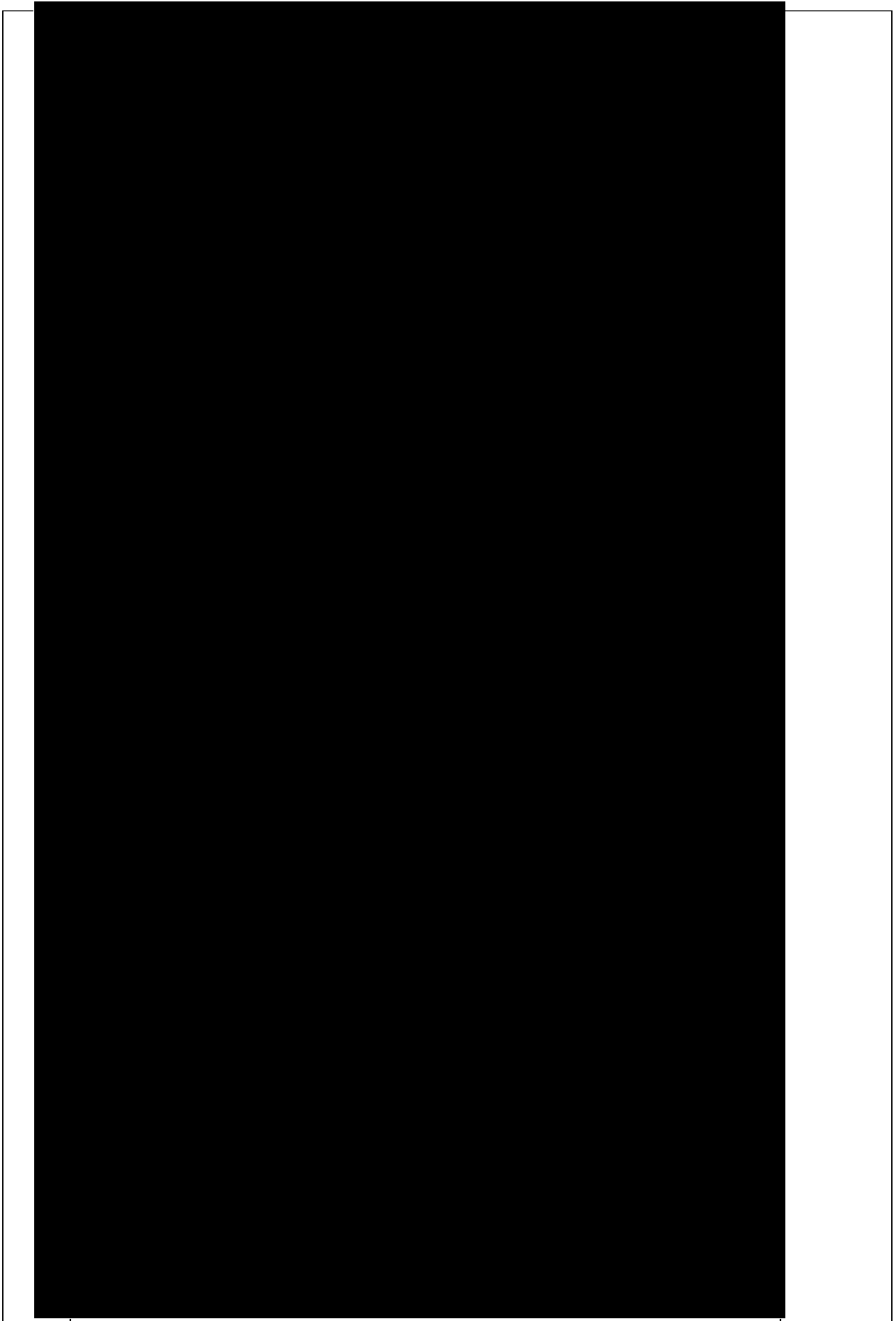
4. Delivery		
4.1	What is the minimum order value that you will deliver?  	30 marks (weighting of 3)

4.3	<p>What is your procedure for dropping off orders at a site? Make reference in instances where a Shire Services employee is and is NOT present.</p> <p>During the mobilisation of the contract, all details per site will have been</p> <p>[REDACTED]</p> <ul style="list-style-type: none">[REDACTED][REDACTED][REDACTED] <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	30 marks (weighting of 3)
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	<p>[Redacted]</p> <p>[Redacted]</p>	
4.4	<p>We have some small sites in rural locations that operate with restricted opening times/days. How would you manage your delivery schedule to ensure delivery to all our sites?</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	30 marks (weighting of 3)
4.5	<p>How many vehicles do you have with your fleet? Please provide details on any maintenance or replacement policy you may have along with carbon emissions information.</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>	10 marks (weighting of 1)

5	Maintenance/Warranty	
5.1	<p>What guarantees do you offer in relation to the products you sell and beyond any manufacturer's warranty that may or may not apply?</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	10 marks (weighting of 1)

6	Experience and Qualifications of Individuals	
6.1	<p>Please name the individuals who would be responsible for overseeing the day to day running of the account and who we would liaise with should any issue arise. Please provide details of their experience and include an approximate figure as to how many contracts each 'Client Manager' operates.</p> <p>The company will provide a Lead Contract Director (Robert Blackledge) as a</p>     	10 marks (weighting of 1)



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Arrow County Supplies
Arrow House
Longden Road
Shrewsbury
SY3 9AE

Shropshire Council
Shirehall
Abbey Foregate
Shrewsbury
Shropshire SY2 6ND

Date: 15th April 2014

Emailed to: sales@arrowcounty.com

Dear Sirs

IMC 105 – SUPPLY OF CLEANING MATERIALS AND ASSOCIATED CLEANING EQUIPMENT COMMENCING ON 1ST AUGUST 2014 FOR AN INITIAL PERIOD OF 2 YEARS WITH THE OPTION TO EXTEND FOR A FURTHER PERIOD OF UP TO 2 YEARS

Lot A – PROVISION OF CLEANING MATERIALS AND EQUIPMENT FOR SCHOOLS AND OTHER SITES

Lot B – PROVISION OF CLEANING MATERIALS AND EQUIPMENT FOR SCHOOL KITCHENS

SUBJECT TO CONTRACT

This is an Award Decision Notice pursuant to Regulation 32 of The Public Contracts Regulations 2006 (the “Regulations”).

We are pleased to inform you that, following the evaluation process, Shropshire Council proposes to accept your offer to form part of the above proposed framework for both lots as set out in your recent tender.

However, this letter is not, at this stage, a communication of Shropshire Council’s formal acceptance of your offer. A mandatory “standstill” period is now in force pursuant to Regulation 32A of the Regulations; this period will end at midnight on 25th April 2014.

Subject to Shropshire Council receiving no notice during the standstill period of any intention to legally challenge the award process, the Council aims to conclude the award of the framework after the expiry of the standstill period.

The award criteria for this contract was set out in full in Invitation to Tender with quality accounting for 60% and price for 40% of the total marks.

We can confirm that your tender received the following scores and ranking:-

Lot A – Provision of cleaning materials and equipment for schools and other council sites

Criteria	Your Weighted Score	Your Rank (out of all 7 tenders received)
Price A (out of 350 marks)	■	■
Price B (out of 50 marks)	■	■
Quality (out of 600 marks)	■	■
Overall	■	■

Lot B – Provision of cleaning materials and equipment for school kitchens

Criteria	Your Weighted Score	Your Rank (out of all 7 tenders received)
Price A (out of 350 marks)	■	■
Price B (out of 50 marks)	■	■
Quality (out of 600 marks)	■	■
Overall	■	■

We will be in touch with you again at the end of the standstill period.

Yours faithfully

