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Cleaning Contract

Method Statements

Torridon Primary School

Hazelbank Road

Catford

London

SE6 1TG

020 8697 2762

**sbm@torridonprimary.lewisham.sch.uk**

June 2019

This document is to be completed in accordance with the Invitation and Instructions for Tendering for receipt, using the email address above, with all relevant documentation by no later than **noon on Wednesday 3 July 2019.**

Cleaning Contract

Method Statements

# 1. LIST OF METHOD STATEMENTS REQUIRED

1.1 The School requires Method Statements to be given so that it can see the way in which a Tenderer will provide the Service. This is one of the main ways in which the School will assess the quality of the Service which the Tenderer is going to provide, and the successful Tenderer will have to provide the Service in the way set out in their Method Statements, once they have been agreed with the School.

1.2 It is important that the Method Statements you provide are clear, concise and full. Explain your methodologies, processes, and time frames and cost calculations, where appropriate.

1.3 The Method Statements cover these main issues:

MS1 Technical Ability to Deliver the Service 5%

MS2 Quality and Operational Competence 10%

MS3 Customer care 5%

MS4 Service Development 5%

MS5 Equality & Diversity 5%

MS6 Health & Safety 5%

MS7 Environment & Sustainability 5%

1.4 Set out on the following pages are the particular areas of the Services that the School wishes to see covered by each of the Method Statements. Your Method Statements should be provided on the following sheets provided, and should be completed using a minimum of font size 11.

1.5 As the questions and issues within each statement are essential to the evaluation process, please ensure that they are all answered. If they are not, your tender bid may not be considered further.

1.6 If separate attachments are included, to supplement your Method Statements, please clearly mark which Method Statements they refer to.

# MS1 Technical Ability to deliver the Service (5%)

How would you plan, develop and run the required Service? Please provide evidence of how you have previously met targets and dealt with day to day issues successfully. (limit 1000 words)

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# MS2 Quality and Operational Competence (10%)

**What planning and delivery mechanisms do you have in place?** (organisational structure, staff qualifications, absence management)(limit 1000 words)

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## MS3 Customer Care (5%)

What specific ways would you ensure that the service meets the particular needs of service users? Please provide examples of past performance in this area (limit 1000 words)

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MS4 Service Development (5%)

Describe how you would develop the service to ensure continuous improvement during the contract. (limit 1000 words)

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# MS5 Equality & Diversity (5%)

Describe how you would implement equal opportunity within the context of the specification.(limit 1000 words)

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MS6 Health & Safety (5%)

Describe what measures you would take to ensure safety of clients (including pupils) and staff providing the service. Please include detail of any policies and procedures you have in place. (limit 1000 words)

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MS7 Environment & Sustainability (5%)

Describe how you would minimise the environmental impact of your operation, eg dealing with waste, use of energy.(limit 1000 words)

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**Signed for Tenderer:**

|  |  |  |
| --- | --- | --- |
| **Signature** | **Print name(s) in full** | **Position held by each signatory** (in the case of a company) |
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Dated this \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 20\_\_

Full name of Organisation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address for correspondence \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Registered Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(if different from above) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

State whether sole proprietor YES/NO\* (delete as appropriate)

In case of partnership the full names and address of each partner:

|  |  |
| --- | --- |
| **Name** | **Address** |
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