



Invitation to Tender (ITT) - Cleaning Services Contract

1. Introduction & Invitation

Westway Trust invites suitably experienced and qualified cleaning service providers to submit tenders for the provision of daily cleaning services across our estate in North Kensington, London.

The contract will cover communal areas within commercial and office buildings, as well as Westway Trust's main office facilities.

The Trust is seeking a supplier that can deliver a reliable, high-quality, and sustainable service that supports the wellbeing of our staff, tenants, and visitors.

2. About Westway Trust

In the mid-1960s, the construction of the A40 (M) Westway motorway transformed the landscape of North Kensington. Built on giant stilts, it became the largest continuous concrete structure in the country and, at 2.5 miles, the longest elevated motorway in Europe.

While it eased traffic congestion, the motorway had a profound impact on the local community - demolishing homes, dividing streets, and bringing noise and pollution. In response, grassroots activism grew, campaigning for better housing, public spaces, and community facilities.

Following a four-year campaign, the North Kensington Amenity Trust - now Westway Trust - was established in 1971 in partnership with the local authority. The Trust became custodian of the 23 acres of land beneath the Westway, tasked with promoting positive uses for these spaces. Today, Westway Trust manages a diverse estate of community, leisure, and commercial facilities, reinvesting resources back into the local community.

3. Scope of Services

Buildings Covered

- **9 commercial and office buildings**

- Communal areas including:
 - Entrances & receptions
 - Corridors & staircases
 - Lifts
 - Shared kitchenettes
 - Washrooms
- **Westway Trust Main Office**
 - 5 desk areas
 - 1 breakout area (including appliances, sinks, and surfaces)
 - 5 meeting rooms
 - Associated washrooms and kitchenette

Service Requirements

- **Weekday cleaning** of all areas listed above.
- **Washrooms and kitchenettes** - cleaning, disinfection, and replenishment of consumables.
- **Waste management** - emptying bins, replacing liners, and transferring waste to collection points.
- **Consumables** - contractor to supply and replenish toilet tissue, soap, paper towels, bin liners, and other agreed items.
- **Periodic deep cleaning** - carpets, hard floors, and high-level surfaces at agreed intervals.
- **Weekday Janitorial service** – replenish consumables, empty bins as required
- **Ad-hoc services** - responsive cleaning for spillages, events, and other unplanned needs.

Standards & Compliance

- Cleaning must be carried out in accordance with BICSc or equivalent standards.
- All staff must receive appropriate training in health & safety, safeguarding, and site-specific requirements.
- Suppliers must operate in line with Westway Trust's sustainability values (e.g., eco-friendly cleaning products, recycling, and minimising environmental impact).
- London Living Wage employer

4. Contract Details

- **Contract Term:** 3 years with option to extend for 2 years
 - **Contract Start Date:** 1 April 2026
 - **Estimated Value:**
 - **TUPE:**
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5. Service Levels & KPIs

The Trust expects performance to be monitored through agreed Service Level Agreements (SLAs) and Key Performance Indicators (KPIs). These may include:

- Standards of cleanliness (measured via inspections).
- Completion of scheduled and periodic cleaning.
- Response times to ad-hoc requests.
- Supply and replenishment of consumables.
- Complaint resolution times.

Performance reviews will be conducted monthly, with escalation processes in place for service failures.

6. Supplier Instructions

Submission Requirements

Suppliers must provide:

1. Company profile and experience delivering similar contracts.
2. Method statement (approach to cleaning, staffing, training, quality assurance, sustainability).
3. Proposed staffing model and mobilisation plan.
4. Pricing schedule (daily cleaning, periodic tasks, and consumables).
5. Evidence of insurances, accreditations, and compliance (e.g., ISO, CHAS, BICSc).
6. Social value offer (local employment, training, apprenticeships, community benefit).

Evaluation Criteria

Tenders will be evaluated on the basis of **Most Economically Advantageous Tender (MEAT)** using the following weighted criteria:

- **Quality of Service Proposal:** 40%
- **Price/Value for Money:** 40%
- **Social Value & Sustainability:** 20%

Key Dates

- ITT issued: [Insert date]
- Site visits: [Insert dates]
- Clarification deadline: [Insert date]
- Submission deadline: [Insert date]



- Award decision: [Insert date]
- Contract commencement: 1st April 2026

Submission Method

Tenders must be submitted electronically to:

Daniel Chitroceanu – daniel.chitroceanu@westway.org

7. Appendices

- **Appendix A:** Cleaning specification matrix (detailed tasks and frequencies).
- **Appendix B:** Supplier Response Form
- **Appendix C:** SLA and KPI Framework
- **Appendix D:** TUPE information(if applicable)

Appendix A: Cleaning Specification Matrix

Area	Task	Frequency	Notes / Standards
Entrances & Receptions	Vacuum/mop floors	Daily	Ensure floors are free from debris and stains
	Dust/polish reception desks & furniture	Daily	Use appropriate polish/cleaner
	Clean internal glass/doors	Daily	Fingerprints and marks removed
	Empty bins & replace liners	Daily	Waste taken to collection point
Corridors & Staircases	Vacuum/mop floors	Daily	Pay attention to edges and corners
	Dust skirting, ledges, rails	Weekly	High dusting monthly
	Spot clean walls/doors	As required	Remove marks promptly
Lifts	Vacuum/mop floors	Daily	Stainless steel surfaces polished
	Clean control panels & mirrors	Daily	Ensure streak-free finish
Washrooms	Clean and disinfect all WCs, urinals, sinks, mirrors	Daily	Use colour-coded equipment
	Replenish consumables	Daily	Contractor to supply
	Mop/disinfect floors	Daily	Pay attention to corners/edges
	Deep clean (descale, wall tiles, vents)	Monthly	Record completion in log

Kitchenettes	Clean sinks, worktops, cupboard doors	Daily	Use food-safe cleaner
	Clean appliances (exterior)	Daily	Fridges/microwaves internal monthly
	Empty bins & replace liners	Daily	Food waste disposed correctly
	Mop floors	Daily	Ensure grease-free finish
Offices & Meeting Rooms	Vacuum carpets/hard floors	Daily	Spot clean spillages as required
	Empty bins & replace liners	Daily	Recycling segregated
	Dust desks, chairs, surfaces	Daily	Staff instructed to clear desks
	Clean tables, AV equipment surfaces	Daily	No interference with equipment settings
	High-level dusting (vents, lights)	Quarterly	Safe access to be arranged
Breakout Area	Clean tables, chairs, counters	Daily	Crumbs and spillages removed
	Clean appliances (microwave, fridge, kettle exterior)	Daily	Internal cleaning monthly
	Mop/vacuum floors	Daily	Use suitable product for floor type
Fire Escapes	Sweep	Weekly	Sweep and clear the areas
Bin Rooms	Clean and disinfect	Weekly	Sweep and mop the rooms

Periodic Deep Cleaning	Carpets	Bi-Annually	Machine clean, non-toxic chemicals
	Hard floors	Quarterly	Strip, seal, polish if applicable
	High Level	Fortnightly	Dusting and clearance of cob webs

Appendix B: Supplier Response Form

Section 1: Company Information

Company name:

Address:

Contact person (name, position, email, phone):

Company registration number:

Years in operation:

Number of staff:

Section 2: Relevant Experience

Provide details of at least three contracts of similar size and complexity, including client name, contract value, duration, and a brief description.

Section 3: Method Statement

Daily cleaning of communal areas and offices.

Staffing model (numbers, shift patterns, supervision).

Training and development (including BICSc or equivalent).

Quality assurance and inspection processes.

Mobilisation plan and transition arrangements.

Health & safety, safeguarding, and risk assessments.

Sustainability and environmental management (eco-products, waste reduction).

Social value contribution (local employment, apprenticeships, community engagement).

Section 4: Pricing Schedule

Daily cleaning services (per building, per day/week/month).

Supply of consumables.

Periodic deep cleaning (carpets, floors, windows).

Ad-hoc cleaning (hourly/daily rate).

Section 5: Compliance

Public liability insurance (minimum £1m).

Employers' liability insurance (minimum £5m).

Relevant accreditations (e.g., ISO 9001, ISO 14001, CHAS, SafeContractor, BICSc).

DBS checks for all staff working on-site.



Agreement to adhere to Westway Trust's safeguarding and sustainability policies.

Section 6: Declarations

Conflict of interest statement.

Confirmation of acceptance of contract terms (subject to negotiation).

Signature, name, position, and date.

Appendix C: SLA & KPI Framework

1. Service Level Agreements (SLAs)

Service Area	SLA Requirement	Measurement Method	Target	Escalation if Not Met
Daily Cleaning	All areas to be cleaned to agreed specification	Supervisor inspections, Trust spot checks	95% compliance	Re-clean within 24 hours, repeat failures trigger corrective action plan
Washrooms & Kitchenettes	Fully stocked, cleaned, and disinfected daily	Inspections, complaints log	93%	Immediate rectification, persistent issues may incur penalty
Waste Management	Bins emptied daily, liners replaced, waste moved to collection points	Inspections, staff feedback	93%	Rectification within same day
Consumables Supply	Adequate stock maintained, no shortages	Stock logs, Trust monitoring	No stock-outs	Emergency resupply within 4 hours
Periodic Deep Cleans	Carpets, hard floors, high-level cleaning delivered to schedule	Contractor reports, inspection	93% of schedule	Missed cleans rescheduled within 7 days
Ad-hoc / Reactive Cleaning	Respond to urgent requests within 2 hours of notification	Helpdesk/Trust log	95%	Escalation to contract manager

2. Key Performance Indicators (KPIs)

KPI Area	KPI Measure	Target	Reporting Frequency
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Quality of Cleaning	% of inspections meeting agreed standards	95%	Monthly
Responsiveness	% of ad-hoc requests responded to within SLA (2 hrs)	95%	Monthly
Staff Attendance	% of scheduled shifts covered	98%	Monthly
Complaint Handling	% of complaints resolved within 48 hours	100%	Monthly
Health & Safety Compliance	% of staff trained and compliant	100%	Quarterly
Sustainability	% of cleaning products eco-friendly / recyclable packaging	90%	Quarterly
Social Value	Local employment / apprenticeships created	Supplier to propose target	Annually

3. Performance Management

- Monthly Review Meetings: Contractor and Trust to review KPI performance, incidents, and improvement plans.
- Escalation Process:
 - Minor service failures – re-clean within 24 hours.
 - Repeated failures – formal improvement notice.
 - Persistent non-compliance – financial deductions and/or contract termination.
- Performance Incentives: [Optional – e.g., recognition or extension linked to strong performance.]