



# TENDER FOR Haslemere Town Council

## **MISSION STATEMENT**

***Determined, Passionate, Consistent***

CleanKing's primary focus is to establish our customer needs, maintain high levels of commitment and sustain a high consistency of service in all areas of cleaning and related support services.

We seek to become recognised as a market leader for offering a high quality service to both our clients and our own staff by using the latest techniques, equipment, systems and training.

CleanKing will never sacrifice quality and attention to detail for growth.

# CleanKing

CLEANING & RESTORATION

September 2017

Dear Pippa,

Thank you for allowing me the opportunity to tender for the cleaning of your premises. Since meeting with you and gaining an understanding of your requirements to be completed on a daily and weekly basis I feel the time I have allocated should be correct for this specification.

I would like to offer a three month trial period whereby we can work together on the contract and build a working relationship, thereafter you will fall into a 12 month contract with a one month's termination agreement to be given by either party.

Furthermore we will conduct monthly spot checks to ensure that the cleaning is maintained to the required standard.

I hope this document is to your satisfaction and look forward to working with you in the future.

Should you have any further questions or queries then please do not hesitate to contact me.

Yours sincerely

Michael Gilliam  
SALES EXECUTIVE

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## **1.0 THE COMPANY**

CleanKing is a privately owned cleaning company headed by Paul Hillman. He has over 20 years of cleaning expertise, and decided to incorporate the company in March 1999 after spending his former years freelancing for the larger cleaning companies.

His role for these cleaning companies was to set up million pound cleaning contracts. This involved the initial staffing and management needs, obtaining the correct equipment requirements. He would also oversee the day to day running of the contracts until the clients were happy and the contract was running smoothly.

The move to incorporate the company was to secure his own customer base, the value and service he placed on customers was not matched by the larger companies.

CleanKing has grown to its present size in a relatively short space of time. This has been achieved by providing its customers with high quality, value for money service often going beyond the "norm", seeking to deliver a "fingerprint" level of bespoke service to its clients.

In the past few years CleanKing has set up an Industrial Division which specializes in large scale cleans, high level cleaning, jet washing, steam and graffiti cleaning. Our clients include Homebase, Boots and Argos to name but a few. We now undertake work all over the UK including Scotland and Ireland. We also undertake specialist flooring restoration including marble, limestone, concrete and wood. We have specialist personnel and equipment.

In 2008 CleanKing moved into a modern, high tech Industrial Park based in Farnborough, Hampshire. This allowed us to invest in more of our own machinery and plant. We have also increased our work force. In 2011 we purchased a new Head Office on the same Business Park.

We can now offer a full cleaning programme, from the daily cleaning of your building to more specialised areas such as steam cleaning of kitchens and toilets, Jet washing, high level window cleaning and restoration of your flooring.

The hard working management style reflects through Paul Hillman who is available to both customer and staff 24/7. He has built up a work force that is both loyal and professional, which is waiting to work for you.

## **2.0 INTRODUCTION**

- Privately Owned Business
- 20 Years Contract Cleaning Experience
- Hands On Approach
- Loyal, Dedicated Workforce
- Strong Retail Portfolio
- A company that values its staff
- We listen to our clients
- Always looking for new innovations

Within CleanKing we have a wealth of experience within the leisure sector and we will use this experience to provide a value for money service that meets and exceeds the standards expected by you. We are fully aware of your requirements and this knowledge enables us to anticipate your needs effectively. We genuinely believe we can offer you the highest levels of innovation and best practice.

## **WHAT MAKES US DIFFERENT?**

Listed below are a number of points that we believe make us different from other cleaning contractors:-

1. We guarantee that we will find the most effective value solution, whether it be cost or service delivery. Our service will be unparalleled and innovative and will be conducted in an honest, trustworthy and transparent manner.
2. We are offering a high quality service, continuous support to our own staff, the latest innovations, techniques, equipment, systems and training.
3. We only employ people who are as passionate about our Vision and share our values. We will support them in creating the best possible leisure experience for your customers.
4. The training and development of our people is one of the principle reasons we will be successful. There are a series of mandatory and optional training and development activities that are designed to enable every Colleague to succeed and to fulfil their potential.
5. The company has a team of highly skilled and energetic managers who adopt a leadership driven management style with the development and empowerment of individuals as its core philosophy. They will visit site weekly to ensure all tasks are undertaken to mirror your specifications.
6. Whilst we are always willing to use the experience of knowing the sites, we will successfully combine it with the needs of the present to give an unrivalled level of service that delivers better satisfaction and value for money.
7. Cleaning is quite unlike any other service that you will have to procure and there is significant peace of mind to be gained from knowing that a trained and qualified cleaning specialist is on hand to keep your facilities clean and your members satisfied.
8. We listen to the views and needs of our customers and employees via a number of communication channels, which ensure we are fully informed and engaged with our business and yours.
9. Our new service solution will be designed exclusively to meet your unique contract demands. We will show a dedication to quality in all our functions, empowering our staff to be accountable for their daily work output and to take pride in the results they produce.

CleanKing – Putting the Personal Approach Back Into Contract Cleaning!

### **3.0 THE SERVICE**

Our strategy includes individual site cleaning teams that would be responsible for the day to day operation of the cleaning service. The cleaning teams would maintain the service levels agreed for the site. Apart from the day to day contract administration by the site cleaning supervisor all other administrative requirements would be taken at head office level. To include, costings, wages, invoice preparation and payments processed on the company's computer system.

CleanKing's company management structure would provide an experienced cleaning supervisor who would have overall responsibility for the continued efficiency and effectiveness of the contract and would establish a long term association and communication with you, attending progress meetings if required and being available at other times should the need arise.

### **4.0 CUSTOMER CARE**

CleanKing's cleaning supervisor will be responsible for surveying the cleaning. The operatives will complete a weekly sign off sheet, the sheets are ticked daily by the operatives at the end of each week the sign-off sheet will be signed by the customer confirming that all the cleaning has been completed to a satisfactory standard.

CleanKing will routinely inspect the building to ensure that all areas are being cleaned to the required standard, an audit report sheet will be completed detailing any queries you may have, any issues arising from the report sheet will be dealt with by CleanKing management and the operative concerned.

The report sheet and completion of the weekly sign off sheet will ensure all services provided are carried out in line with the standard set out in the tender proposal.

To keep communication lines open between CleanKing, cleaning operatives and yourselves, there is a comments section on the right hand side of the weekly sign off sheet for you and your staff to make any comments that they feel are relevant to the standard of cleaning that is undertaken within your building. Whilst ticking the sheet each day the operative will check the comments section and if there is anything that is entered in they will initial it and action it that evening, also should there be anything the operatives feel that you should be aware of they will also make a comment to inform yourself.

## **5.0 QUALITY CONTROL**

The necessity to implement a quality management system to control and monitor the performance of a contract is now the accepted norm within many organisations as a pre-requisite to the success of the operation.

It is the policy of CleanKing to always seek the highest possible standards of excellence in all aspects of cleaning and its related tasks. In order to achieve this CleanKing has introduced a quality control system throughout the company to cover this and are working towards the ISO9001 accreditation.

## **6.0 OPERATIVE HOURS AND TIMES**

The following is the best possible way for keeping your building clean and also to suit your budget:-

Total cleaning hours worked per day	=	2 hours
Total cleaning hours worked per week	=	14 hours
Days per week	=	7 days
Start / finish times	=	15 mins am 1 hr 45 mins pm

## **7.0 TENDER PRICE**

The price includes all cleaning equipment and materials, full training and close supervision to complete the tasks laid out in the specification.

Additional costs for consumables ie. Black bin liners, all paper products such as toilet rolls, kitchen and hand towels, washing up liquid and dishwasher tablets, etc. and a list of these prices is available on request.

Price = £196-00 + VAT per week

## **9.0 SPECIFICATION**

### 1. Toilet Areas

- 1.1 Wash clean all toilet bowls using bleach based detergent.
- 1.2 Wash clean and dry buff all hand basins.
- 1.3 Sweep and wash all hard floors using a non-slip floor maintainer.
- 1.4 Clean all mirrors.
- 1.5 Dust and polish all ledges.
- 1.6 Replace all paper products.
- 1.7 Replace soap