

REQUEST FOR PROPOSAL

RFP # PUR24011.

EXTERNAL CLEANING SERVICES
IN THE UNITED KINGDOM AND IRELAND
FAO GUSTAVO GRANERO, BY EMAIL

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Overview Of Services

Our best-in-class disaster recovery and reactive services get clients back up running fast. Our planned and cyclical teams, overseen by experienced project managers, provide unparalleled service quality from mobilisation to sign-off.

SafeGroup specialises in multi-site, multi-location contract delivery anywhere in the UK. Your **emergency** is our **everyday**.

Reactive



Disaster recovery
/ fire & flood



Sewage cleans



Trauma cleans



Graffiti removal



Chewing
gum removal



Needle sweeps



Disinfection



High-level cleans:
internal & external



Jet washing
& soft wash



Gutter
clearance



Flood drying
& restoration



Kitchen
deep cleans



Carpet & upholstery
cleaning

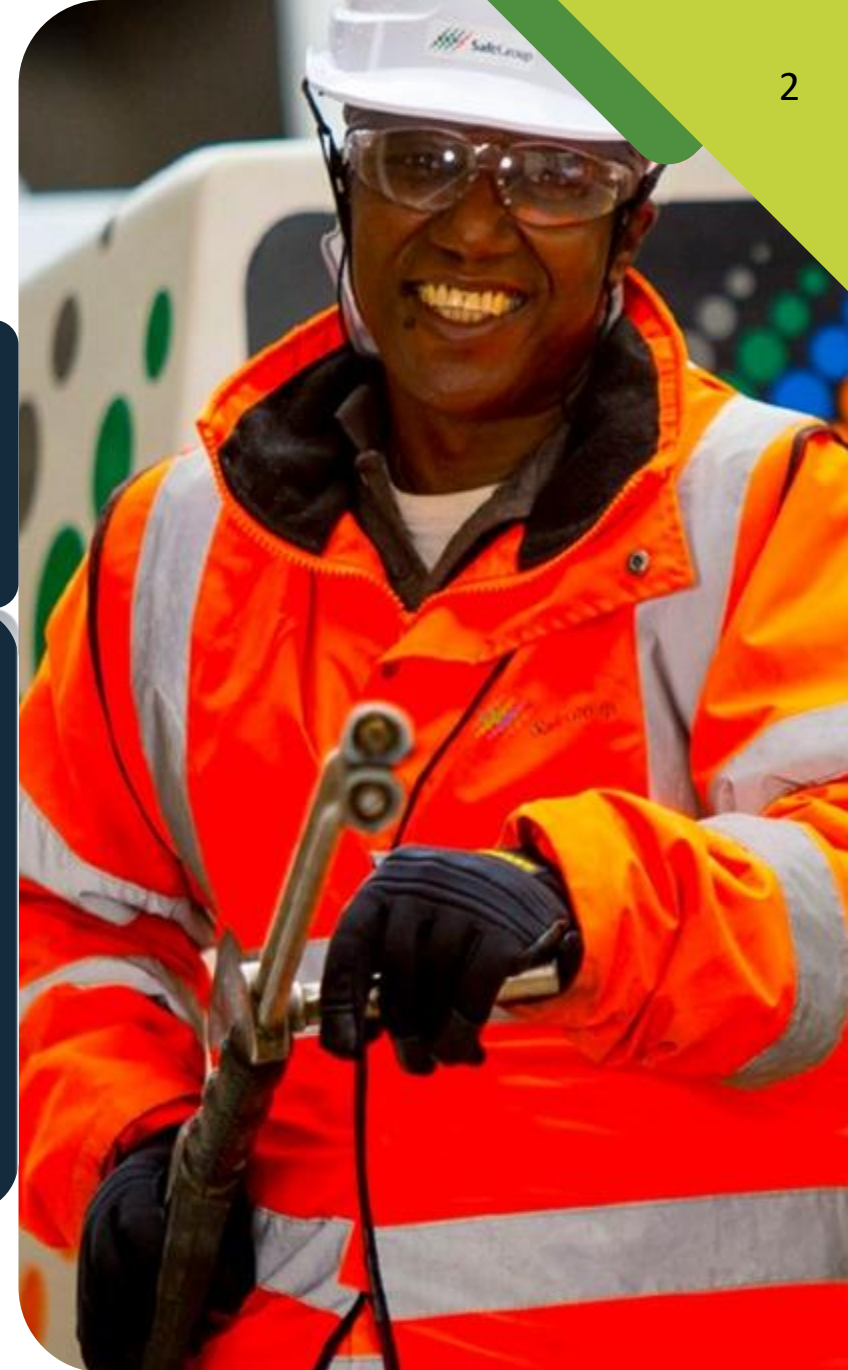


Floor
deep cleans



Hygienic
deep cleans

Planned



Welcome | Chris MacDonald

Managing Director

Chris leads SafeGroup's high performance team, constantly working to nurture strong and sustainable values and culture. Chris began working as a helpdesk controller for a national FM company in 2004. By 2013 he was its managing director. From there, he joined SafeGroup in 2018. For Chris, commitment to stated goals is vital.

“

My philosophy is to simplify business processes as much as possible and do all I can to motivate and support teams to deliver brilliant service. This way, resources are delivered more efficiently and effectively in ways that provide the most value for customers and for colleagues.

Nurturing a strong culture of safety and social responsibility at SafeGroup is central to this vision. We want to be an ethical business, delivering services the right way, and being active and positive partners with the businesses and communities we service.

Having a strong ESG strategy is important to us because it's important to our customers and to our colleagues. As a specialist cleaning, waste, and pest proofing service provider we are well placed to lead by example when it comes to sustainable solutions, and we aim to do just that.

”



Jasmine Strevens

Operations Director

Jasmine is responsible for strategic leadership of operational teams at SafeGroup. She has more than 20 years' experience in the cleaning industry. Jasmine is a keen runner. She is also a mentor for young adults who've had difficult starts in life.

“

SafeGroup wants to be the first and best choice for our clients' daily needs. We aim to achieve this by creating a respectful and transparent culture, both inwards and outwards, that supports operational excellence.

All colleagues in the business, we define SafeGroup by our actions, attitudes, and how we work together. Recognising and supporting each other's strengths helps us create a culture and a spirit that motivates and empowers.

We believe caring leads to high performance. Also, that sharing new ideas supports continuous improvement that helps SafeGroup deliver great service.

Training is at the forefront of our development. Ensuring our colleagues are skilled, knowledgeable, and safe when carrying out the wide variety of specialist and challenging work we carry out.

We also strive to ensure everything we do is as sustainable as possible, and that we support our clients and suppliers in doing the same. Also, that we engage with, and support, communities where we work and live.

This way, we can finish each day with a big sense of pride through a job well done.

”



Adam Wilkinson

Head of Safety Health Environment and Quality

Adam and his team work with the company's colleagues, clients, and other stakeholders to continuously improve our safety, regulatory, and quality performance.

“

SafeGroup puts the safety of colleagues, customer and the public as its number one priority through the implementation of our comprehensive safety management system.

A programme of site audits is implemented by the SHEQ team, operational managers and our executive leadership team.

This process also allows us to engage with our colleagues, learn from their experiences, gather their ideas, and communicate effectively.

We analyse how we work to identifying areas for continual improvement, in training and development of policies and procedures.

SafeGroup also holds safety and business specific accreditations, helping us to benchmark our performance against relevant industry standards.

These initiatives help make sure all our stakeholders go Home Safe Everyday – and that we have a business we can be proud of and our customers respect.

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EXECUTIVE SUMMARY 2.01A

REFERENCE: PUR24011



EXECUTIVE SUMMARY An executive summary will briefly describe the Supplier's approach and clearly indicate any options or alternatives being proposed. It should also indicate any major requirements that cannot be met by the Supplier.

Successful contract delivery stems from the leadership of our organisation and becomes the lifeblood of the business, ingrained in its culture and ethos. For us, this means, ensuring that the right people, processes, and tools are in place to better manage the full contract lifecycle.

We strive to simplify working with us, wherever and whenever possible.

To ensure each contract runs smoothly, we first, set out our ideal contract management strategy consisting of

1. Planning
2. Well defined process
3. People with expertise to deliver

Our contract management structure is based on 5 key fundamentals:

1. To enable better visibility into our company's obligations – and those of our clients and suppliers.
2. To ensure communication process and expectations are clear and understood by both our business colleagues and our clients and suppliers, and are at the forefront of any contract management.
3. To manage and mitigate risks.
4. To accurately forecast revenue, cash flow, and expenses.
5. To enable us to enter into professional, concise agreements with terms both our business can stand behind, deliver and the client can expect.

EXECUTIVE SUMMARY

If our bid is successful, we will appoint a key contact for The Church's FM team, Geena Palmer who currently acts as The Church's Account Manager for other services under contract. Geena and the management team currently involved with other services for the Church will form the Management Team responsible for delivering the external cleaning works under this RFP. The team will be bolstered with additional resources to support the successful delivery of the contract. Geena will have immediate responsibility for: the contract mobilisation and implementation; provision of management information; and progress reporting and regular feedback to the Church's key stakeholders. We recognise that transparent, inclusive, and honest collaboration is the heartbeat of any successful contract.

We advocate regular and efficient communication with our clients and internal stakeholders. We would always encourage our client to engage with us from the start, to work collaboratively. This includes key stakeholders involved in the bidding process and also regional, area and local delivery teams. We would encourage holding regional or a central roadshow via TEAMS or F2F prior to mobilisation, or in conjunction with mobilisation, where our Team come together with The Church's regional colleagues to introduce each other, build relationships, and set out expectations of the contract. This will help us all agree what we are driving to deliver, and for us to understand how best to engage with, and support, each team at the local level.

Our proposal seeks to provide three key outcomes, efficiency, quality and longevity of relationship.

The Church is a refuge from the chaos of everyday life—a place where members can worship God with other believers trying to be more like Jesus. The Church's need to provide members with the right environment for refuge, worship, to meet friends and neighbors, our solution will ensure congregations and members are greeted with the best possible welcome, whilst protecting and enhancing the integrity of the buildings fabric for generations to come.

As a specialist provider of deep cleaning services throughout the UK, we believe we are uniquely placed to provide an unapparelled service, through quality, communication and value. Utilising our own, in-house teams, we are bidding to deliver 5 of the 7 regions. We firmly believe this provides the client with best value, consistency and uniformity of service levels whilst also ensuring the contract management burden on the Church is limited. Providing one key contact for all regions centrally means that the Church's Regional FM teams have access to and can build crucial relationships with a single point of contact from mobilisation through to contract delivery, providing a seamless journey, flourishing into a long-term partnership.

EXECUTIVE SUMMARY

Our proposal seeks to provide the most effective, safe and efficient means of completing the priority tasks Group 1 & 2.

To achieve this, we have provided some recommendations within our proposal to move certain tasks from one priority group to another to improve efficiencies and save costs. These can be found listed below for ease of reference:

Group 4 – Group 1

- **Surface Cleaning: Cleaning of spires and towers to remove dirt, bird droppings, and other contaminants.**

Group 6 – Group 2

- **Signage: Cleaning of any external signage from dust, cobwebs, and debris to ensure visibility and cleanliness. The cleaning must be performed without the use of pressure washing.**
- **Exterior Lighting Fixtures: Cleaning all exterior light fixtures on the building to ensure proper outside illumination.**

By moving these tasks from their current Grouping to Group 1 we are completing more tasks within Group 1 priority group, minimal price impact on Group 1 and significant cost saving on Group 4 and Group 6.

By moving the Spire and Tower Cleaning to Group 1 there is an immediate saving of at least £500 per site just on the MEWP access and transport between sites. Whilst there is zero additional cost to Group 1 to incorporate the spire and tower cleaning. Across each region this saving equates to circa £26.5K. (Across 5 regions £132.5K saving).

By moving Group 6 tasks highlighted above, to Group 2, we are achieving efficiencies whilst on site with the necessary equipment which is already costed into Group 2. The additional labour required to complete the Group 6 tasks highlighted above is minimal and doesn't impact Group 2, Vs a significantly higher cost to return to site at a later date with additional labour and equipment to complete those tasks. At least a £300 saving per site on Group 6 through re categorising those tasks to Group 2.

These recommendations produce a combined saving of circa £230K across the 5 regions per annum.



DETAILED DISCUSSION 2.0 | B

REFERENCE: PUR240 | I

Outline Response 2.01b

RFP Number	Requirement	Outline Response
2.01	Proposal Response Outline	Confirmed
2.02	Administrative Guidance	Confirmed
2.03	RFP Reference Number	Confirmed
2.04	Due Date	Acknowledged
2.05	Enquiries	Acknowledged
2.06	Important Dates	Acknowledged
2.07	Time For Evaluation	Acknowledged
2.08	Evaluation of Proposals	Acknowledged
2.09	Award of the Contract	Acknowledged
2.10	Incurring Costs	Acknowledged
2.11	Addendum to RFP	Acknowledged
2.12	Other Communications	Acknowledged
2.13	Award of Subcontracts	Not Applicable
2.14	Assignment	Acknowledged
2.15	Cancellation	Acknowledged
2.16	Acceptance of services rendered	Acknowledged
2.17	Anti Collusion	Confirmed
2.18	Indemnification	Confirmed
2.19	Insurance	Confirmed
2.2	Restrictions	Acknowledged
2.21	Right to Reject	Acknowledged
2.22	Management Reports	Included in RFP Response

Detailed Discussion 2.01b

Challenges, Considerations & Solutions

It is critical to acknowledge and highlight the challenges, considerations and technical requirements, associated with completing the tasks included within the specification, whilst evidencing our solutions to those challenges to ensure a smooth-running program, completed to the highest standard and crucially, safely.

Safety

To comply with the Working at Height Regulations, wherever possible you should avoid working at height. If a task can be completed from ground level that is always preferential. However, where working from ground level is impractical or will prevent the task being completed, working at height safety must be paramount. This will be achieved by the use of MEWPs, with fall protection in place. Again, this is in full compliance with the requirements of the Working at Heights Regulations. We will complete some aspects of the high-level works from ground level using gutter vacs and reach and wash systems, however, we have interrogated every single Meetinghouse across the five regions we are submitting a proposal for and have concluded that all meetinghouses require some form of working at height. A vast number of Meetinghouses are surrounded by soft landscaping, in particular grass, some of these areas are also sloped. To safely work from a platform on a grassed area is technically and operationally challenging. You may not work from a MEWP where the wheels can slip and slide on the soft ground, worst case scenario would be a MEWP tipping due to uneven and sloping ground. You may not work from a tower due to the uneven and dangerous underfoot conditions. Both of which are less expensive means of access, however unsuitable for the purposes of the environments they are to be used. Our solution is to utilise a spider lift, which is a static MEWP with outriggers that secure it in position and is designed to be used on soft, uneven or sloping ground. Where a spider lift is required, we will utilise the spider lift for all aspects of the specification to save additional costs by using two different machines, one for hardstanding's and one for grassed areas. Where there is no requirement for a spider lift we have not specified its use and will revert to MEWPS and Towers or working from ground level where possible. There will always be two technicians on site, therefore the person at ground level will act as the banksman and be in place for any rescue or emergency procedures. Both technicians will have walkie talkies and access to mobile phones should emergency services be required in the event of a sudden illness or accident.

Qualifications (IPAF 3a, 3b and 1b)

To complete the specification within Group 1 & 2 in the timeframe as demonstrated in appendix 3.06c, we will require an average of 11 technicians per region for the duration of the program, which we have determined to be achievable in 9 weeks. The technicians working on the program must have the necessary training and qualifications. These are specific to operating mobile elevation platforms and specific further to the type of platform. To operate a mobile working platform, you must hold either an IPAF 3a or 3b license. To operate a track boom lift (AKA a spider lift) you must hold an IPAF 1b license, this is a separate test completed through an IPAF accredited course. More information on both mobile working platforms and tracked boom lifts can be found on page 15 & 16 of this document. We will pay for additional technicians to complete their IPAF 1b course, at our own cost.

Resources

There is a requirement for 57 full time technicians to be deployed across the five regions for 9 weeks for group 1 & 2. This is a challenge, however it is achievable with the right planning and execution. This will require some additional recruitment, which we have already secured, via our working recruitment partners, we simply need to instruct. All staff will be working for Safegroup, in Safegroup uniform, with Safegroup I.D. and will be working to our RAMS and policies.

Detailed Discussion 2.01b

Challenges, Considerations & Solutions

Landscaping

The ground upon which the vast majority of meetinghouses sit are soft landscapes and aesthetically beautiful. It is our responsibility to ensure minimal damage is inflicted on the landscape whilst work is undertaken. The spider lifts move on tracks (similar to a tank) and are moved across soft landscaping on track boards, preventing any churn of grass and mud, which would be prevalent if 4 wheels were used to maneuver the equipment across the soft landscape.

Weather

The single biggest challenge to working in an outdoor environment at height is the weather. All of our teams are equipped with wind gauges, should the wind speed reach 23 mph work at height would have to be suspended, only restarting when the wind speed dropped below the maximum safe threshold as established by the Health & Safety Executive. . In an attempt to minimise disruption, we will consult long range weather forecasts when planning works. This does not mean that work would need to halt entirely, whatever tasks could be completed from ground level would be prioritised through the use of gutter vac systems and reach and wash. Our team will advise our helpdesk of the suspension of works, it may be that the Church would like one of the other Groups of tasks completed whilst on site and unable to work at height, until such time as the work at height can be restarted.

Access equipment Availability

We will require a large quantity of access equipment to complete the works on schedule. This number of machines is not readily and widely available therefore could prove problematic if successful. There would always be 26 Spider Lifts in circulation across the Churches portfolio alongside 4-5 HR21 MEWPS. However, we have sourced and secured the necessary number of machines and agreed a discounted price based on the volume of five regions, this discount has been passed on to the Church in our proposals.

2.01b - Overview of Proposal, services and methodology

In preparation for this submission, we have surveyed several Meetinghouses in person to assess the condition, access and labour requirements.

It is evident, through site surveys and google earth investigations, that the internal square meterage of the Meetinghouse has very little bearing on the labour requirement needed for the external cleaning group schedules. Some Meetinghouses are small but have complex roof systems, i.e. Stamford which will involve a lot more labour time to complete than for instance Harborne which is just shy of 800 sqm larger than Stamford. This is due to the complexities of the roof structure, condition of roof, gutters, fascia's and soffits along with access restrictions.

We have also established that the Churches preferred method of cleaning the roofs, soft wash, is not the most effective way to complete the work required and will not yield the results in an efficient timeframe, with year one (2024 cleans) being required to be completed in maximum 9 weeks timeframe, efficiency and productivity is paramount to avoid delays and downtime. It will not be possible to complete group 1 & 2 prior to the end of 2024 without some flexibility on the methodology. The priority Group 1 is the core focus to ensure deliverable in the timeframe required. With Group 1 we have assessed every methodology available from working from the ground level using gutter vacs, working from towers, soft washing etc, the best solution to produce the highest quality results, in the timeframe, is to utilise the same equipment and machinery for each of the items contained within Group 1.

Due to the varying nature of size, height, condition and access of each Meetinghouse, we are proposing to use only 2 pieces of equipment across each region. We will utilise an HR21 MEWP for access where possible to high-level areas including the spires, which are very often 10-20ft higher than the highest point on the roof, ensuring we can access the towers and spires whilst on site completing the roof areas, is more cost effective and productive than separating the cleans into different groups. Some areas are inaccessible via the HR21 and will require a greater boom reach up and over. The majority of meetinghouses are surrounded by grass, which will be unsuitable for a MEWP to access, these areas will need boarding out for safety and stability, For these areas we will be utilising a spider lift for access. Where a spider is required to access certain areas we will not utilize n HR21 at all, so as to save cost, we will only use one piece of machinery on each meeting house location. In addition, the gutters and downpipes need to be flushed, this makes it counter productive to use a gutter vac from ground level, the gutter vac is not capable of flushing the downpipes, only vacuuming the debris from the horizontal guttering system. Only where the gutters are inaccessible via a MEWP will we employ the use of a gutter vac, many Meetinghouses are surrounded by trees and back onto fences and hedgerows which make it impossible to access the gutters via MEWP. Therefore, our proposal is to utilize the necessary access equipment alongside an independent heated jet wash, to complete the gutters, roof, fascia's and soffits. The jet wash has fully variable temperature and fully variable heat, therefore we can turn the heat up and the pressure down and vice versa depending on the surface material and condition, this means we are able to clean chemical free and utilize the same equipment on each meetinghouse. By turning the pressure down, we eliminate the "high pressure" element from the jetting, we retain the heat which kills off algae and growth making it the perfect methodology for roof cleaning. As the gutters downpipes also need to be flushed out we will have the jet wash on site and can reduce the heat and increase the pressure to effectively flush through the debris from the downpipes before bagging up the waste for removal and disposal from site.

2.01b - Overview of Proposal, services and methodology Group 1

Group 1

- Roof, Gutters, Fascia's, and Soffits
- Debris Removal: Clearing of leaves, twigs, dirt, cobwebs, and other debris. Ensure proper drainage on the gutters.
- Flushing: Flushing of gutters and downspouts to remove any blockages.
- Surface Cleaning: Roof, facias, and soffits to remove dirt, mould, and mildew.
- Inspection and Reporting: Regular inspection for damage or wear and reporting any issues to the facility manager.
- The starting target date is after Oct/2024.

Group 1 is the priority Group to start October 2024 with completion by December 2024. This is an ambitious timeline, it is not insurmountable, however will require significant resources per region along with a significant number of machines to complete multiple Meetinghouses concurrently in the timeframe allowed. We have approached the specification with safety and quality at the forefront of our proposals and methodology.

There are 232 Meeting houses in the 5 regions we are submitting a bid for. (London, Bristol, Manchester, Leeds, Birmingham). The average number of meeting houses across those five regions is 46. To complete one region in the timeframe (9 weeks 10th October – 10th December) we would need to complete 5 Meeting houses per week to remain on schedule. This will require 11 technicians per region 5 days per week. We would also require 5 MEWPS, 5 Jet Wash machines, 5 Gutter Vacs, 5 Reach & Wash Vans per region. This is based on our surveys and google earth interrogation (examples included overleaf).

As you will see from our cost proposal 3.06b we have interrogated each Meetinghouse across the five regions and have provided a bespoke price per meetinghouse based on its own merits, complexities and requirements.

Although spire and tower cleaning is included in Group 4 and a lower priority, it is our recommendation that this is included in Group 1 and picked up at the same time, this is far more cost-effective, saving additional access equipment costs for a follow up visit at a later date. It is also our recommendation that signage and external lighting is included in Group 1 from Group 6. Signage is a crucial factor in greeting members and visible to the public in areas where by roadsides etc, this is minimal work that can be easily accommodated whilst equipment and labour is on site.

REFERENCE: PUR24011

2.01b – Access Equipment Overview

Spider lifts are mounted caterpillar type crawler tracks that distribute the weight to ensure low ground pressure with fold-down outriggers that stabilise the equipment allowing you to safely reach the maximum height, both indoor and outdoor.

With working heights up to 31m, our spider lifts (AKA Tracked Boom lifts or Tracked Cherry Pickers) are fitted with an articulating or telescopic boom lift mounted on tracks to reduce ground pressure and fitted with outriggers to add stability, making them perfect for difficult access and egress challenges.

Spider lifts are an incredibly versatile access platform, being able to work on both fragile floors and rough terrain. Working with a spider lift means you can gain access to restricted areas that traditional cherry pickers can't, due to their ability to spread their weight over a wide area. The compact design of a spider lift gives a slim profile that means they can work in tight areas. Their dimensions allow them to enter areas with narrow access where other forms of access equipment would struggle. Spider lifts can also be turned in a small area and have a 360° rotation, adding even further flexibility.

To operate a spider lift you must hold an IPAF 1B license. This is a different qualification to the IPAF license for operating mobile working platforms, which consists of 3A & 3B license.



REFERENCE: PUR24011

2.01b – Access Equipment Overview

The Niftylift boom lift HR21H is designed to support safe and effective work at height on a wide range of applications with a compact and low weight design. With a working height of 20.8m and outreach of 12.5m, the Niftylift offers hybrid technology, AWD drive and dual controls.

The HR21 is one of a new generation of environmentally conscious work platforms from Niftylift. Not only does it combine advanced power-source technology with versatile AWD, but it also delivers outstanding performance from a compact and low-weight design.

The Niftylift HR21 Hybrid AWD is a 2 person work platform with a 20.70m working height and 12.60m of working outreach. What is most impressive about the HR21 is how it achieves this from such a compact, low weight and maneuverable chassis.

To operate the HR21 MEWP you need to possess IPAF 3B license.



REFERENCE: PUR24011

2.01b - Overview of Proposal, services and methodology Group 2

Group 2

- Windows
- Glass Cleaning: Thorough cleaning of all external glass surfaces to remove dirt, smudges, and streaks.
- Frame and Sill Cleaning: Cleaning of window frames and sills to remove dust, cobwebs, and other residues.
- The starting target date is after Oct/2024.
- In case the cleaning is performed in group 1, group 2 must be included

The scope of works contained in Group 2 is subject to Group 1 being completed. Notwithstanding that Group 2 is currently completed at least annually on all Meeting Houses as part of the Internal Cleaning requirements. However following completion of group 1 the windows will require a subsequent clean due to debris and splash back affecting the glass and surrounds.

It would be our recommendation that the windows were cleaned following the completion of Group 1. This would be to remove streaks, debris that may have fallen, overspray etc. The most efficient way to complete the windows is through a separate team and Reach and Wash vehicle following behind the External Cleaning team, within a day or two of Group 1 completion. We would use traditional methods on low level windows and reach and wash for higher level. The skylights, where applicable will be completed as part of **Group 1** clean and not be required to be completed by Team 2 completing Group 2.

We would require one technician and one reach and wash vehicle per region to complete Group 2 in the timeframe allocated.

2.01b - Overview of Proposal, services and methodology Group 3

Group 3

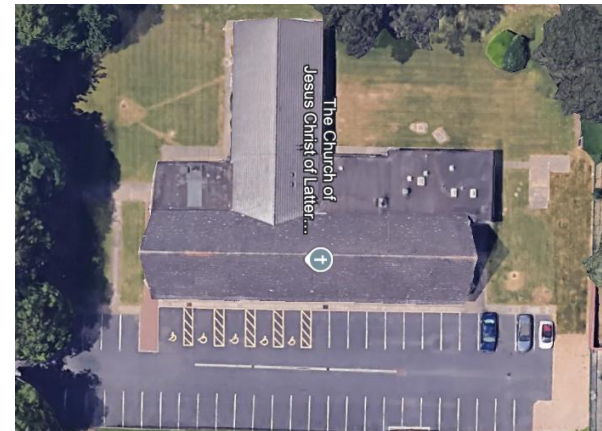
- Cleaning of the exterior footpath to remove dirt, algae, and other stains.
- Where there is sanding required, it should be included in the price

The average square meterage of the external space across the 5 regions we are submitting a proposal for is 3959 sqm. The majority of that area is soft landscaping and or parking spaces with paving and perimeter paths. There are 19 Meetinghouses with zero external areas to be considered, these are all Leasehold buildings and fit into the “Small” bracket in size.

Our approach to **Group 3** has been determined via reviewing each meetinghouse’s data and through Google Earth, Google Street View and our own surveys. Again, each meeting houses requirements are bespoke based on the size of the area, access and the number of paths and footpaths.

The paths will be jet washed using a heated jet wash with variable pressure and heat controls enabling the highest levels of flexibility, depending on the surface material and contamination. We have included to re sand any footpath or paving area that requires it on completion of the clean.

Through using this methodology, we can complete the paths with the same cleaning equipment as **Group 1**, this means should we have additional capacity whilst completing **Group 1**, we can complete some of or all of **Group 3** at the same time, should the Church stakeholders require, saving cost and emissions.



Peterborough Aerial
View

REFERENCE: PUR24011

2.01b - Overview of Proposal, services and methodology Group 4

Group 4

- **Surface Cleaning: Cleaning of spires and towers to remove dirt, bird droppings, and other contaminants. (Included in Group 1)**
- Safety Measures: Implementation of appropriate safety measures to ensure the safety of workers and the integrity of the structures. Service will be defined depending on the need.

It is our recommendation that **Group 4** is included in **Group 1**.

Whilst completing Group 1, we will already have the necessary equipment on site to complete the tower and spire. To return to site and complete the Spire & Tower separately would be a significant cost purely for the access equipment, which can be avoided as it is already included as part of the Group 1 clean. It makes sense to include it as part of **Group 1** save the costs and complete all the high-level works in one group.

REFERENCE: PUR2401 I

2.01b - Overview of Proposal, services and methodology Group 5

Group 5

External Parking Areas

- **Sweeping and Debris Removal:** Sweeping to remove leaves, litter, and other debris.
- **Pressure Washing:** Periodic pressure washing to remove stains, oil spills, and grime.

There are 9645 onsite parking spaces across the 5 regions for which we are submitting a proposal, an average of 1929 per region. The largest car park is located at Manchester Stake Centre, with 29 Meetinghouses without any onsite parking spaces.

Our approach to Group 3 is based on a review of Google Earth and Google Street view alongside our own surveys on site.

Our price includes both a sweep and debris removal including litter and any hazardous waste that may be found, be it bodily fluids, drug paraphernalia or other, we will also jet wash of all parking areas using a heated jet wash with floor tool, providing variable pressure and heat depending on the surface and contamination. Our team will have multiple attachments available to use on each machine, including floor tools for the larger open areas and pinpoint lance for areas of chewing gum, oil spills, graffiti etc.

REFERENCE: PUR24011

2.01b - Overview of Proposal, services and methodology Group 6

Group 6

Other External Areas

- Exterior Walls: Cleaning of exterior walls to remove deposits, dirt, debris, algae, uncleansed graffiti, and other stains. Walls must be cleaned with low pressure when using pressure machines.
- **Signage: Cleaning of any external signage from dust, cobwebs, and debris to ensure visibility and cleanliness. The cleaning must be performed without the use of pressure washing.**
- **Exterior Lighting Fixtures: Cleaning all exterior light fixtures on the building to ensure proper outside illumination..**

It is our recommendation that signage and external lighting is included in Group 2 from Group 6. Signage is a crucial factor in greeting members and is visible to the public in areas whereby roadsides etc, this can easily be accommodated whilst the reach and wash equipment is on site. Proper working external illumination for members is also crucial especially in darker winter months, from a personal safety and risk perspective, reducing slips, trips and falls as well as increasing the feeling of safety for members when exiting or entering in darker morning or evenings, especially if alone.

Any high-level lighting that is not accessible will require access equipment. This further supports our reasoning behind including this within Group 2 over Group 6, alongside avoiding further additional and unnecessary costs.

It would be our recommendation that the external walls are dealt with as a reactive requirement. Our site surveys to date have not identified any significantly dirty walls, although accepting that we haven't seen all Meetinghouses across the regions. Given the vast range of building sizes, shapes and surfaces, we would suggest a reactive ad hoc approach, we could supply images and evidence during Group 2 clean and provide an ad hoc cost based on agreed ad hoc rates specific to each requirement at each location. This would be a better solution, as only one side of the building may require cleaning whilst the other sides do not. By adopting this more flexible approach we are able to keep costs to a minimum and only complete necessary work on a location-by-location basis as required. We have however, for completeness included a cost proposal for Group 6 within our submission, based on Google Earth and Google Street View alongside our on-site surveys.

MEETING HOUSE EXAMPLES

REFERENCE: PUR24011



OUTLINE RESPONSE REFERENCE: PUR24011

Greenways – Norwich



The aerial view shows the complexities of the roof structure from an access perspective. There are multiple roofs and pitches as well as a flat roof area. Access to the rear of the building and high-level areas is straight forward with the use of a HR21 MEWP from the hard standing car park. However, access to the front and side of the building is only possible with a spider lift due to the soft ground. The roof area is large and expansive. Including the tower and spire the safest way to ensure all areas are accessible is from a MEWP, there is nothing to gain from working from ground level in some areas which are accessible i.e. the gutters and low-level roof when a MEWP is required for the high levels and to boom horizontally across to access the highest pitch. A jet wash is required to clear and flush the downpipes, therefore the use of a gutter vac, whilst possible for that element of the work from ground level, will add an additional, unnecessary complexity and cost, and is also less efficient.

OUTLINE RESPONSE REFERENCE: PUR24011

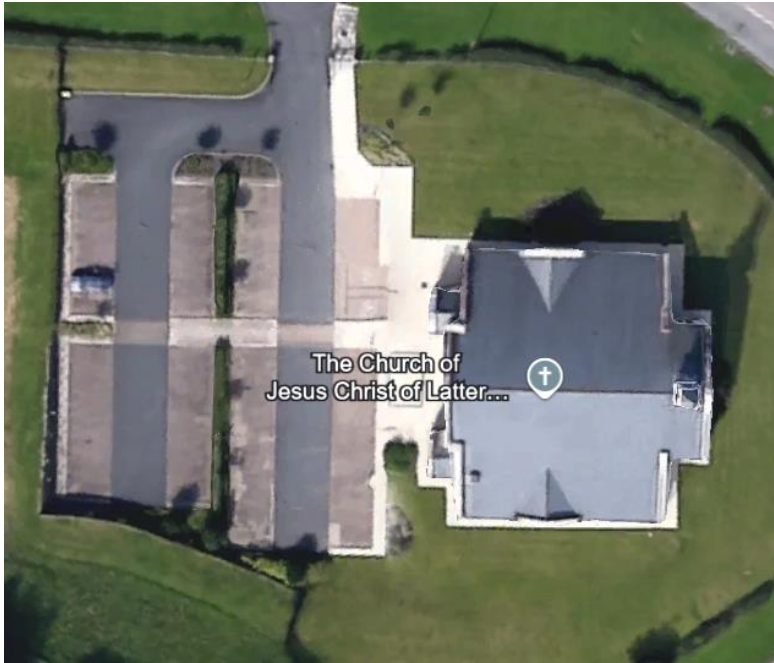
Chetwyn Road Southampton



The aerial view shows a relatively straight forward clean to the high-level areas, however the street view shows that the flat roof area may potentially prevent access to the gutters on the secondary pitch from ground level. There is limited access from the front hard and soft standing which means a boom will be needed to be used from the car park to horizontally boom across to access the areas safely. Similarly, from the opposite end of the meeting house. The tower and spire is not accessible from the ground level and will require a spider access to clean, spider machines are expensive and uneconomical to use to only clean the tower and spire separately, this is why we are suggesting including tower and spire cleaning in Group 1.

OUTLINE RESPONSE REFERENCE: PUR24011

Telford – The Crescent



The aerial view shows reveals access restrictions to the rear of the property with soft landscaping, grass, which will necessitate the use of a spider lift to access the roof. The spire and tower dwarfs the height of the highest point of the pitch, however with the access equipment on site it is easy access to clean. Returning to site at a later date will cost considerably more.

OUTLINE RESPONSE REFERENCE: PUR24011

Colwyn – The Crescent



The aerial view shows a small property, and the square meterage data confirms it is only 289 sqm internal space, however the street view reveals a considerably larger building, confirmation of what is the Churches responsibility will be required in advance. Road permits will be required to complete the high level clean which is an additional expense and is reliant on the council to grant the permit. There is very limited access to the rear of the property, and it is likely that we would need to boom across the building from the car park to access the rear gutters and roof areas.

OUTLINE RESPONSE REFERENCE: PUR24011

Swinton



The aerial view shows a small property, and the square meterage data confirms it is only 289 sqm internal space, however the street view reveals a considerably larger building, confirmation of what is the Churches responsibility will be required in advance. Road permits will be required to complete the high level clean which is an additional expense and is reliant on the council to grant the permit. There is very limited access to the rear of the property, and it is likely that we would need to boom across the building from the car park to access the rear gutters and roof areas.

OUTLINE RESPONSE REFERENCE: PUR24011

Witham



The aerial image provides very limited information except for the size of the building. However, the street view enables us to see the height of the spire vs the pitch height on the roof, determining MEWP access required to safely access the roof highest pitch point and the spire at the same time. Again, access to the sides and rear is narrow and surrounded by soft grass landscaping, which determines a spider lift is required to safely access all sides.

OUTLINE RESPONSE REFERENCE: PUR24011

Cambridge



The aerial image provides a good overview of the external plot that the Meetinghouse sits upon, including parking areas and landscape surrounding the immediate perimeter of the Meetinghouse. Using a spider lift, we will be able to access all areas of the roof without having to access the grassed areas. The left-hand side elevation will be access via gutter vac from ground level to clear the gutters as access over the roof or across the roof is not possible to reach the gutters safely. The street view enables us to see the height of the spire vs the pitch height on the roof, determining MEWP access required to safely access the roof highest pitch point and the spire at the same time.

OUTLINE RESPONSE REFERENCE: PUR24011

Kettering



The aerial image provides a good overview of the external plot that the Meetinghouse sits upon, including parking areas and landscape surrounding the immediate perimeter of the Meetinghouse. There is no access to the rear of the Meetinghouse in the bottom right corner, the roof will be able to be access MEWP from the car park areas and booming across however gutters will be inaccessible from MEWP. The gutters, will be cleared and flushed from ground level in the back right corner only. The remainder will be completed whilst access to the roof is provided by MEWP access.

OUTLINE RESPONSE REFERENCE: PUR24011

Bournemouth



The aerial image provides a good overview of the external plot that the Meetinghouse sits upon, including parking areas and landscape surrounding the immediate perimeter of the Meetinghouse. There is no access to the rear of the Meetinghouse due to tree growth. The position of the trees will ensure the gutters collect a significant amount of fallen leaves in autumn. The gutters will be access via gutter vac at the rear. The roof can be accessed via MEWP from the car park areas and booming across.

OUTLINE RESPONSE REFERENCE: PUR24011

Liverpool



The aerial image provides shows multiple height roofs, predominantly flat roofs. All areas will be accessible via MEWP from the hard standing, the tower and spire dwarfs the roof height and will be accessible with MEWP whilst on site completing the roof and gutters. A gutter vac will be required for one section to the right-hand side of the entrance where the grass surrounds the building as no access via MEWP.

2.13 Award of Subcontracts

SafeGroup do not intend to utilise subcontractors in any of the regions we are bidding to provide services for.

2.19 Supplier shall maintain Commercial General Liability insurance with per occurrence limits of at least £1,000,000 and general aggregate limits of at least £2,000,000. Supplier shall also maintain, if applicable to Supplier's operations or performance of this contract, Business Automobile Liability insurance covering Supplier's owned, non-owned, and hired motor vehicles and/or Professional Liability insurance with liability limits of at least £1,000,000 per occurrence. Such insurance policies shall be endorsed to be primary and not contributing to any other insurance maintained by The Church of Jesus Christ of Latter-day Saints

Our insurance details are attached as an appendix and we confirm we hold all necessary insurance cover and far exceed the minimum value.

2.20 All proposals must clearly set forth any restrictions or provisions deemed necessary by the Supplier to effectively service the proposed Contract.

We have provided our costs per region as requested. Our bid is to secure 5 of the 7 regional FM Groups, should you decide to split regions across multiple providers we will be able to provide the service across any region independent of other regions.

2.22 Supplier shall provide details of how they will maintain clear, concise, and timely management reports meeting all key performance measures as a result of this RFP process.

Although the RFP does not stipulate any specific KPI's in relation to management reporting or any other KPI's, Safegroup commit to providing timely management reporting as standard for all meeting houses, Regional FM's and will provide post completion pdf reports for each visit to include photographs, any recommendations, RAMS. These reports will be available within 24h hours of each completed visit and can be used by the Regional FM teams to upload to the Church's internal online system to advise the members of each local meeting house that a deep clean visit has taken place and been completed. All technicians' vehicles are tracked and geofenced, we also commit to undertake unannounced audits on 10% of the visits total across all regions we are awarded, if successful. This will provide an additional report from senior management to supplement the technicians report.

3.03 Suppliers must indicate their capacity to fulfil the required schedule in each area for which they are bidding, per calendar year. This includes the Supplier's capacity for the remainder of this calendar year, where possible.

SafeGroup can confirm capacity and availability to complete all locations in the remainder of 2024 before 31st December following successful award, we also commit ongoing into subsequent years to fulfill contractual visit requirements as per the schedule requirements for all regions. Please see appendix 3.06c.

3.01 / 3.02 / 3.03 / 3.04 - Specification Background, Church Meeting Houses, Specification, Cleaning Standards

The specification is very clear and easily interpretable. We believe that the specification is achievable with the following labour and equipment considerations across each group and the 5 FM Regions we are submitting proposals for.

Due to our locations throughout the spine of the country we are very well placed geographically to deliver in the regions we are seeking to deliver services for. Our Depots in Reigate, Dorchester, Cannock, Manchester, Stafford, Worsley, Sutton provide us with a perfect base from which to deliver each region whilst providing a joined up and consistent approach to every Meeting House owned or leased by the Church across its England and Wales estate.

We are fortunate to have developed knowledge of the Churches buildings over the past 4 weeks completing the internal deep cleans across Manchester, Birmingham and Bristol FM Groups. That knowledge continues to develop and grow, we are committed to building on our existing relationship and are striving for perfection, completing any snagging works required and training and developing our teams who are taking huge pride in delivering our current scope of work on behalf of the Church. The external cleaning specification is our day-to-day work stream, we deliver thousands of external cleans, both high level and low level every year across the UK. We have been fortunate enough to support some fantastic business across all sectors and have a significant and vast knowledge and experience base to call upon to deliver these services precisely and without fuss.

COST PROPOSALS 2.01C

REFERENCE: PUR24011



CONTRACT COSTS



We have considered all options with regards to our contract costs and believe that the proposed template, as discussed as part of the clarification phase of this RFP, we have provided a cost based on each Meetinghouses own merits, every Meetinghouse across the five regions has been assessed individually and a price submitted based on each meetinghouse.

1. Each Meetinghouse is priced independently
2. All costs are built into our pricing per location
3. Our costs are fixed for 2024, however we would like, should we be successful to discuss an annual percentage increase on costs inline with inflation and cost of living.
4. All of our costs are EXCLUSIVE of VAT.
5. All sites are based on 8 hour days for each technician Monday – Friday
6. We have included an accompanying document detailing each region and each location within that region, alongside images and a breakdown of labour applied to each location as well as its corresponding price. (3.06b)
7. We have included a summary of each region within appendix (3.06b)
8. Cost to deliver vary region by region and Meetinghouse by Meetinghouse

We would request, should we be successful, 15-day payment terms on the 2024 schedule reverting to 30-day payment terms in year 2. This is due to the significant investment of cash required from us to accomplish the requirements in the timeframe.

Please see appendix 3.06b for full cost proposal and breakdown (3.06d)



TIMELINE FOR COMPLETION 3.06C

REFERENCE: PUR24011

TIMELINE FOR COMPLETION

	9 Week Program							
	Start Date	End Date	Number of Meetinghouses	Group 1 Days	Group 2 Days	Average Number of Days Per Meeting House Group 1	Number of Meetinghouses Per Week	Number of Technicians Required Per Region
REGIONAL FM GROUP								
Birmingham FM Group	10.10.24	10.12.24	48	184	48	3.9	5.3	11
Bristol FM Group	10.10.24	10.12.24	45	164.5	45	3.6	5.0	10
Leeds FM Group	10.10.24	10.12.24	48	204	48	4.3	5.3	11
London FM Group	10.10.24	10.12.24	47	156.5	47	3.4	5.2	10
Manchester FM Group	10.10.24	10.12.24	44	144	44	3.3	4.9	10



FINANCIAL REPORTS 2.0ID

REFERENCE: PUR24011

Please see appendix included with this submission

Financial Reports 2.0ID

MISCELLANEOUS 2.01E

REFERENCE: PUR24011

Please see attached appendices Miscellaneous 2.01E

Some of our National Customers

M&S

Holland
& Barrett

M E C C A

Superdrug

CBRE

Q&S

Halls Reactive
Property Maintenance

Sainsbury's

Boots

LUSH

the
gym
find your fit

Bright Horizons

mitie

Acumen
Waste Services

ASDA

Royal Mail

British Heart
Foundation

HOUSE OF FRASER

phs Group

mitie

ODS

JOHN
LEWIS
& PARTNERS

next

H&M

FLANNELS

INTEGRAL

Britannia
SERVICES GROUP

Churchill

TESCO

NEW
LOOK

halfords

Ann Summers

msl

Britannia
SERVICES GROUP

principle
Cleaning Services

Morrisons
Since 1899

Specsavers

McColl's

Cygnnet
Health Care

simply
solutions
STRATEGIC WORKPLACE PARTNERS

PUREGYM

Heron Foods

GREGGS



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