



Hackney Education Procurement Update



Schools Cleaning Framework



Hackney Schools Cleaning Framework Overview

- **Contract Duration:** 2 years, plus two 1 year extensions (2+1+1).
- **School Flexibility:** The minimum call off period is for 1 year.
- **Pricing Structure:** Prices are fixed for the first two years (except for London Living Wage uplifts). Years 3 & 4 permits CPI.
- **Updated Performance Indicators:** Clear minimum standards & penalty applied for poor performance (i.e. 6% of monthly contract value)
- **Strategic Oversight & Contract Management** Performance management and strategic support will be provided by the Council
- **Council Terms and Conditions**



Service Standards and Key Performance Indicators

The framework offers a high level of cleaning standard utilising environmentally friendly supplies.

The service includes:

- Daily maintenance cleaning
- Scheduled deep cleaning
- On-demand (ad hoc) cleaning

KPIs strengthened. Minimum service levels.



Tender Details

- Two stage process. Providers were shortlisted and invited to tender based on experience & capacity
- Tender evaluation criteria: 65% quality & 35% price
- Evaluation included
 - Service delivery
 - Procedures
 - Personnel
 - Service quality
 - Risk management
 - Implementation, and
 - Social value
- Comprehensive checks on the winning bidder - experience confirmed, references insurance, finances, government barring list, finances



Framework appointed supplier - Juniper Pursuits

- An experienced provider in cleaning in the educational sector.
- a Local Authority Traded Company, wholly owned by Newham Council.
- Hold ISO 9001, ISO 14001 and ISO 45001 certifications, alongside BICS accreditation.
- Robust training for staff (they are currently working toward becoming an officially accredited BICS training hub).
- Tablet based management system enabling
 - Real time visibility of hours delivered
- Tablet based digital monitoring systems to track attendance, task completion and performance.
- London Living Wage accredited employer, with competitive employment benefits compared to the sector, including 98% retention rates
- Are locally based



Other Procurement

Bespoke Procurement Support

- Support with running tenders for services for individual schools
- Above threshold procurements
- Specific procurement issues

Catering Framework

- Procurement to create a framework
- Forming a working group September 2027



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