



FOI REF:	15797
RESPONSE SENT:	30/07/2025

Request

Good day I am requesting details of the council's cleaning contracts to understand how public funds are being allocated and managed in relation to facilities maintenance. This includes gaining insight into the procurement process, contract values, service standards, and contractor performance. I am therefore writing to request information under the Freedom of Information Act regarding contracts awarded by your organisation.

Please provide detailed responses to the following questions for all current/live contracts related to cleaning of the following categories: • 90910000 - Cleaning services. • 90911200 - Building-cleaning services. • 90911300 - Window-cleaning services. • 90919200 - Office cleaning services.

Questions include:

1. What is the total value of the contract awarded to the successful bidder?
2. What is the duration of the contract, including start and end dates?
3. If the contract is subject to an extension please specify whether the option to apply the extension has been taken.
4. Please confirm when contract will be next put to competitor tender
5. What are the specific services or products provided under this contract?
6. What were the criteria used to select the contractor?
7. How many bids were received for this contract?
8. Can you provide a copy of the winning bid proposal?
9. What are the key performance indicators (KPIs) and service level agreements (SLAs) specified in the contract?
10. Are there any penalties or incentives included in the contract for performance?
11. What is the payment schedule for the contract?
12. Were there any amendments or modifications made to the original contract? If so, what were they?
13. What is the process for monitoring and evaluating the contractor's performance?
14. Can you provide details of any subcontractors involved in fulfilling this contract?



15. What are the terms and conditions regarding contract termination?

16. Were there any conflicts of interest declared during the procurement process?

17. What measures are in place to ensure compliance with relevant laws and regulations?

18. Can you provide a breakdown of the costs associated with this contract?

19. What are the expected outcomes or deliverables of the contract?

20. How does this contract align with the public sector body's strategic objectives?

21. Were there any disputes or issues raised during the contract period? If so, how were they resolved?

22. Can you provide details of any audits or reviews conducted on this contract?

Thank you for your assistance. I look forward to your response within the statutory time frame.

Response

Contract 1: Cleaning Services Communal Areas (Housing sites owned by Winchester City Council)

1. What is the total value of the contract awarded to the successful bidder?
Please use the link below to access information in response to questions Q1, Q2, Q3, Q5 and Q7,

[Cleaning Services Communal Areas - Find a Tender](#)

2. What is the duration of the contract, including start and end dates?
Please response to Q1
3. If the contract is subject to an extension please specify whether the option to apply the extension has been taken.
Please see response to Q1
4. Please confirm when contract will be next put to competitor tender
Estimate early 2028
5. What are the specific services or products provided under this contract?
Please see response to Q1
6. What were the criteria used to select the contractor?
Tenders were evaluated based on the most economically advantageous tender in accordance with the following criteria

Cost – 60% weighting

Quality – 40% weighting

7. How many bids were received for this contract?

Please see response to Q1

8. Can you provide a copy of the winning bid proposal?

As it contains proprietary and confidential information, this information cannot be shared.

9. What are the key performance indicators (KPIs) and service level agreements (SLAs) specified in the contract?

Please see Appendix 1 - Schedule 2 attached

10. Are there any penalties or incentives included in the contract for performance?

Please Appendix 1 - Schedule 2 attached

11. What is the payment schedule for the contract?

The Service Provider invoices the Council monthly in arrears, by the 14th of the following month.

12. Were there any amendments or modifications made to the original contract? If so, what were they?

N/A

13. What is the process for monitoring and evaluating the contractor's performance?

Please see Appendix 1 - Schedule 2 attached

14. Can you provide details of any subcontractors involved in fulfilling this contract?

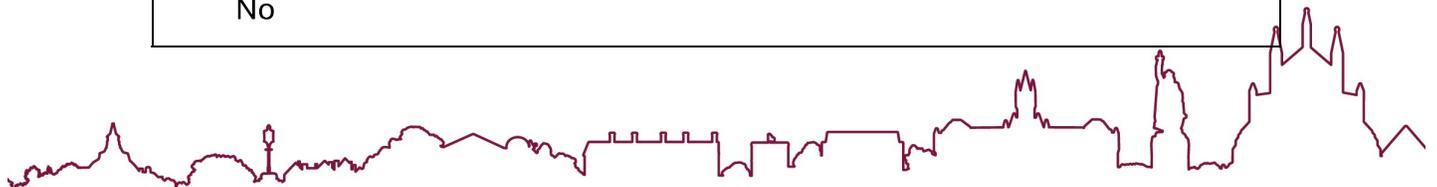
Dall Window Cleaning.

15. What are the terms and conditions regarding contract termination?

Please see Appendix 2 - see Termination Clause attached

16. Were there any conflicts of interest declared during the procurement process?

No



17. What measures are in place to ensure compliance with relevant laws and regulations?

The specification sets out the requirements of the contract including compliance with relevant laws and regulations. The specification forms part of the main contract and is monitored as set out in Appendix 1 - schedule 2.

18. Can you provide a breakdown of the costs associated with this contract?

As this would contain confidential information, I am unable to share.

19. What are the expected outcomes or deliverables of the contract?

Tenants and leaseholders receive a service which is consistently of good quality, which means the contractor is meeting the defined service specifications whilst also providing value for money.

20. How does this contract align with the public sector body's strategic objectives?

The provision particularly aligns with the council priorities of providing 'Good Homes for All' and 'Health Communities'

21. Were there any disputes or issues raised during the contract period? If so, how were they resolved?

N/A

22. Can you provide details of any audits or reviews conducted on this contract?

Audits and Reviews are conducted in accordance with Appendix 1 - Schedule 2.

Contract 2: Provision of Estates Cleaning Services For Winchester City Council.

1. What is the total value of the contract awarded to the successful bidder?
Please use the link below to access information in response to questions Q1, Q2, Q3, Q5 and Q7

[Office Cleaning Services - Winchester City Council - Find a Tender](#)

2. What is the duration of the contract, including start and end dates?

Please response to Q1

3. If the contract is subject to an extension please specify whether the option to apply the extension has been taken.

Please see response to Q1



4. Please confirm when contract will be next put to competitor tender
The contract will be reviewed late 2027 to identify the most suitable option such as: utilising the option to extend or to re-tender.
5. What are the specific services or products provided under this contract?
Please see response to Q1
6. What were the criteria used to select the contractor?
Tenders were evaluated based on the most economically advantageous tender in accordance with the following criteria

Cost – 60% weighting
Quality – 40% weighting
7. How many bids were received for this contract?
Please see response to Q1
8. Can you provide a copy of the winning bid proposal?

As it contains proprietary and confidential information, this information cannot be shared.
9. What are the key performance indicators (KPIs) and service level agreements (SLAs) specified in the contract?
Please see Appendix 3 - Schedule 2 attached
10. Are there any penalties or incentives included in the contract for performance?
Please Appendix 3 - Schedule 2 attached
11. What is the payment schedule for the contract?

The Service Provider invoices the Council monthly in arrears, by the 14th of the following month.
12. Were there any amendments or modifications made to the original contract?
If so, what were they?
N/A
13. What is the process for monitoring and evaluating the contractor's performance?

Please see Appendix 3 - Schedule 2 attached
14. Can you provide details of any subcontractors involved in fulfilling this contract?

- N/A
15. What are the terms and conditions regarding contract termination?
Please see Appendix 4 - see Termination Clause attached
16. Were there any conflicts of interest declared during the procurement process?
No
17. What measures are in place to ensure compliance with relevant laws and regulations?
The specification sets out the requirements of the contract including compliance with relevant laws and regulations. The specification forms part of the main contract and is monitored as set out in Appendix 3 - schedule 2.
18. Can you provide a breakdown of the costs associated with this contract?
As this would contain confidential information, I am unable to share.
19. What are the expected outcomes or deliverables of the contract?
Consistent provision of efficient and good quality cleaning service, which means the contractor is meeting the requirements of the contract whilst also providing value for money.
20. How does this contract align with the public sector body's strategic objectives?
The provision particularly aligns with the council priority of being 'Effective and Efficient'
21. Were there any disputes or issues raised during the contract period? If so, how were they resolved?
N/A
22. Can you provide details of any audits or reviews conducted on this contract?
Audits and Reviews are conducted in accordance with Appendix 3 - Schedule 2.

