

Report title

Laundry and Dry-cleaning Services – Contract Award

Report to

London Fire Commissioner

Date

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Report by

Assistant Director, Technical and Commercial

Report number

LFC-0070x

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Summary

The Laundry and Dry-cleaning Service is a managed service that includes laundry, dry cleaning, repairs, supply, collection and delivery services. The items for processing include, but are not limited to, uniform clothing (excluding firefighting PPE), tea towels and other garments and articles. In addition, the Contractor is from time to time required to provide a specialist service to deal with the effects of various types of contamination to clothing and other items.

This is an ongoing requirement and has been procured in line with the Public Contract Regulations 2015 and the London Fire Commissioner Scheme of Governance.

Recommended decision

The London Fire Commissioner authorises the Assistant Director, Technical and Commercial, to award a four-year contract for the provision of Laundry and Dry-cleaning Services to the bidder named in paragraph one of Appendix 2 to this report.

Background

1. Policy number 533 sets out the arrangements for laundering, dry cleaning, repairing and fumigating items other than structural firefighting PPE. This service has been historically provided by an external contractor and includes a weekly collection and delivery service to all LFB locations. The list of items included in the contract are listed in Appendix 1 to this report (which is an extract from Appendix 3 of the policy). The service does not include personal clothing or personal items.

Commercial procurement options

2. The current contract was tendered in 2012 via an OJEU restricted procurement procedure and resulted in the receipt of two tenders from Sunlight (now Berendsen) and Lion Apparel System Ltd, who later opted out of the process. As a consequence of this poor response and in an attempt to maximise the potential level of competition, the following routes to market were considered as options for the procurement of the new contract:
 - **OJEU restricted procedure** – A two stage process consisting of a supplier questionnaire (a selection of pre-qualification criteria which covers financial standing, technical experience and business capabilities) and the tendering process. The restricted process

allows any interested party to participate in the procurement process however only those invited to tender following the Supplier Questionnaire stage may submit a tender.

- **the CCS framework RM1031 Laundry and Linen Services** – The framework has 11 suppliers, which covers a range of laundry and dry-cleaning service options, specifically tailored to fulfilling the requirements of the NHS, Central Government and public sector customers.
- Following a market analysis, the OJEU route was rejected in favour of the collaborative CCS framework, due to its immediate availability and confirmation that it would meet the Brigade's requirements. This allows the Commissioner to not only benefit from the economies of scale of this much larger framework but also the reduction in the time and costs involved in undertaking a mini competition, as opposed to a full tender process.

The Procurement Process

3. Tenders were evaluated against pre-determined quality and price criteria (60/40), set out in the Framework Agreement by a cross-functional evaluation panel from the Contract Management Group, Responsible Procurement team, Central Operations team and Corporate Procurement Services. Details of the suppliers invited to tender can be found in table 1 of Appendix 2 of this report.

Evaluation

4. A thorough evaluation was conducted across a range of mandatory and discretionary price and quality criteria.
5. The quality of the submission was evaluated across three sections (Technical, Contract Management and Social Value & Environmental) which were then divided into eight questions (see Table 1 below). Each question was scored out of five and weighted in accordance with the section sub-weighting. Quality was evaluated by the evaluation team and the price evaluation was carried out solely by Procurement to ensure that the price did not influence the evaluators score.

Table 1 – Quality Evaluation Score

Criteria	Item	Section Weighting		Sub-Category	Maximum Weighted Score	Overall Weighting
Quality	Technical	20	1.1.1	Approach to delivering contract	10	60%
			1.1.2	Management Information	10	
	Contract Management	30	1.2.1	Key Personnel and Customer Services	10	
			1.2.2	Delivery Schedule	5	

			1.2.3	Track and Trace	5
			1.2.4	Implementation Plan	10
	Social Value/ Environmental	10	1.3.1	Transport	5
			1.3.2	ETI Base Code	5
Total Weighted Score out of 60					

6. Price was evaluated across three categories as shown in Table 2 below.

Table 2 – Price Evaluation Score

Group 1 – Items that are laundered in high volume and make up a large portion of spend through the contract.

Group 2 – Items that are laundered less frequently.

Criteria	Item	Section Weighting	Sub Category	Sub-Weighting	Overall Weighting
Price	Laundry and Dry Cleaning		Laundry Group 1	15%	40%
		30%	Laundry Group 2	7.50%	
			Dry Cleaning	7.50%	
	Repairs	10%			

7. Further details of the pricing can be found in Appendix 2 of this report.

Finance comments

This report recommends that approval be given to award a Laundry and Dry-cleaning Services contract. The cost of this contract will be contained within the existing budget.

Workforce comments

This is a re-procurement of an existing contract which is covered by the existing Policy [PN533-Uniform and Personal Protective Equipment]. The requirements have largely remained the same.

Legal comments

The General Counsel has reviewed this report and notes that the arrangement proposed is consistent with the Commissioner's power under section 5A of the Fire and Rescue Services Act 2004 to procure services they consider appropriate for purposes incidental to their functional purposes.

Furthermore, under section 7 (2)(a) of the aforementioned legislation, the Commissioner has the power to secure the provision of personnel, services and equipment necessary to efficiently meet all normal requirements for firefighting.

The General Counsel also notes that the proposed service has been procured in compliance with the Public Contracts Regulations 2015. The Crown Commercial Service have conducted a compliant OJEU procurement in accordance with section 33 of the Public Contracts Regulations 2015 to set up CCS framework RM1031 for Laundry and Linen Services, from which the Commissioner is able to make a compliant call-off.

Sustainability implications

In line with the London Fire Commissioner's Responsible Procurement policy, the contract requires payment of the London Living Wage, actions to reduce the impact of their operations on the environment and investment in vehicle management systems to optimise fuel use and driver behaviour. The contract also covers details of Brigade premises that are located within the Ultra-Low Emission Zones (ULEZ).

The preferred bidder has demonstrated compliance with the Commissioner's responsible procurement policy and has a dedicated Energy Manager to promote, monitor and drive energy and water reduction.

Equalities implications

There are no specific equalities implications arising from this report.

Publication of this report

As this report requires a decision of the Commissioner, it will be published on the Brigade website as a background document to the decision.

List of Appendices

Appendix	Title	Protective Marking
1.	Policy Notice 533 - Appendix 3	Not protectively marked
2.	Laundry and Dry-cleaning Services – Evaluation Summary	OFFICIAL – Sensitive (Commercial)

Appendix 3 of Policy Notice 533 (To be revised)

Laundry, dry-cleaning, repair and fumigation

Introduction

- 1 This policy sets out the arrangements for laundering, dry cleaning, repairing and fumigating items **other than structural firefighting PPE**. The procedures to be used are set out in Appendices 4 and 5.

Laundry, dry-cleaning, repair and fumigation.

- 2 Laundry, dry cleaning and repair work is carried out by contractors under arrangements which provide for a weekly collection and delivery to/from all Authority premises. Articles for dry cleaning, laundry and repair will be collected and delivered at the same time by the contractor.

Items to be sent to the contractor

- 3 The items detailed in paragraph 10 of this Appendix should be sent either for dry cleaning, laundering or repairs as required. Privately owned items must not be sent for cleaning by the contractors at the Authority's expense.

Specialist cleaning

- 4 Specialist cleaning will be required for:
 - Proban items.
 - Working rig garments.
 - RTC tabards and jackets.
 - Items contaminated after working near, on or in water (other than PPE).

The above items require specialist processing as specified in paragraph 10 (iii) of this Appendix. Contaminated items must be placed in a water-soluble bag (POMS part number S1732) inside a heavy-duty plastic bag for collection by the contractor, with the contents and type of contamination clearly labelled. Refer also to Policy number 584 - Firefighter decontamination, for general guidance on decontamination procedures.

Frequency of laundering/dry cleaning

- 5 Articles should be sent for laundering or dry cleaning whenever the watch manager considers this necessary.
- 6 All structural firefighting **PPE** will be collected and laundered separately by Bristol Uniforms. **Under no circumstances are any Bristol Uniform owned PPE items to be given to the nominated laundry/dry cleaning contractor.**

Procedure for dry cleaning, laundering and repair

- 7 The procedures for dry cleaning, laundering and repair are detailed in **Appendix 4**. Repairs should be performed by the laundry and dry-cleaning contractor. Requests for repair should be detailed on Form 5907 for laundered items and on Form 4329 for dry cleaned items.

Private dry cleaning of undress uniforms and officers' raincoat

- 8 Private dry-cleaning contractors should only be used in exceptional circumstances and only with the prior approval of the watch manager/budget holder. Individual allowances for dry cleaning per clean are:

NATO Jumper	£2.45
Jacket	£3.75

Appendix 3 of Policy Notice 533 (To be revised)

Trousers	£2.45
Skirt	£2.45
Anorak	£4.25

- A VAT receipt is to be obtained from the dry cleaner in each case to use as a petty cash voucher for reimbursement from petty cash (collection tickets are not receipts). The reimbursement should not exceed the individual allowance for each item. Claims where no petty cash facilities are available should be submitted using the online link to the Expenses claim process on Hotwire. This receipt, together with reasons explaining the circumstances of each case are to be submitted by the watch manager to the line manager/budget holder.
- Dry cleaning of raincoats should normally be undertaken not more than once a year. If a raincoat becomes badly soiled within a year of dry cleaning, an application for its further dry cleaning must be made by e-mail to a more senior officer than the holder of the coat. It is essential that the cleaning of a raincoat is accompanied by re-proofing as the cleaning fluids tend to remove the proofing compound. A VAT receipt must accompany all claims for reimbursement.

Fumigation of bedding at stations

- 9 The watch manager is to contact the Property Helpdesk Officer (extension 89100) to arrange the fumigation of bedding and personal equipment on the station used by any member of the Brigade believed to be suffering from or in contact with contagious or infectious diseases.

10 Lists of items for laundry, dry cleaning and repair**(i) Laundry Items**

Apron (Cooks)
Oven Gloves
Boiler Suit
Table Cloth
Hand Towel
Bath Towel
Tea Towel
Tabards, Reflective

Dry Cleaning Items

Anorak
Curtain
Jacket (Undress)
Trousers (Undress) Skirt (Undress)
Jumper (NATO)
Overcoat (Undress)
Raincoat
Raincoat (Re-proofing where necessary)

ii) The articles listed below are to be laundered not less frequently than the intervals indicated:

Item	Interval
Mattress cover - used with sheets	6 months
Sleeping bags	6 months
Mattress cover - used without sheets	6 months
Pillow cases	3 weeks
Sheets	4 weeks
Blankets	4 weeks
Sleeping bag (station stock)	After use and every 6 months

Appendix 3 of Policy Notice 533 (To be revised)

(iii) The items below require **specialist** processing:

- **Proban cotton items**: contractor has washing instructions.
- **Heavily soiled Proban cotton items**: the instructions to the contractor stipulate that items may be laundered or dry cleaned.
- **Working rig garments**: items must be dry cleaned and returned suitably wrapped, pressed and provided with a wire coat hanger.
- RTC tabards and jackets: for laundering.
- Items contaminated after working near, on or in water (other than PPE): the contractor has instructions for laundering and must press items before return.

(iv) Items for repair

Undress Trousers:

Seam
Zip
Waistclip
Pocket, Patch/Sew
Pocket, Replace (Half Pocket)
Shorten Leg Length
Belt Loop

Workwear Trousers

Shorten Leg Length

Undress Jacket:

Button
Lining
Pocket
Seam
Shorten Sleeve

Undress Skirt:

Zip
Hook and Bar (Waistband)
Button (Waistband)
Seam
Lining
Hem

APPENDIX 2
OFFICIAL-SENSITIVE (COMMERCIAL)

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