



BRENTFORD FC

Expression of interest to Tender – Cleaning Services

Brentford New Stadium

Issued – March 2nd 2020.

Closing date - Fri 13th March 2020

Company Background

Brentford Football Club is a professional football club based in the London Borough of Hounslow, that currently plays in the English Football League Championship. The Club was founded in 1889 and has called Griffin Park its home since 1904. 2020 represents the start of a new era for Brentford, with the Club moving to a brand new, 17,250-seater stadium. The new stadium, open for the start of the 2020/21 season, is the cornerstone of a longer-term vision that aims to see Brentford FC reach the Premier League on the field and ensure that the Club is sustainably run off the field.

Situated next to the M4, the new Brentford Community Stadium is located a mile from Griffin Park and is at the centre of the Brentford East redevelopment scheme, which includes the construction of more than 900 new homes, a new purpose-built location for Brentford FC Community Sports Trust, and a public square with shops and cafés. Brentford FC plays a very active role in its local community.

The Club is a four-time winner of the EFL Community Club of the Year Award and is the only professional football club in the UK with a Business in the Community and Community Mark Award. In total, Brentford FC Community Sports Trust delivers more than £13 million of social benefit to the West London area.

For more information visit: <https://www.brentfordfc.com/>

New Stadium

The capacity of the new stadium is 17,250 which consists of approx. 3,000 hospitality guests, 2,600 Away supporters and up to 11,650 home general admission supporters.

Situated next to Kew Bridge station, less than a mile away from our current ground, Griffin Park, it's much more than just a stadium for professional football. It will also be home to a professional rugby team "London Irish RFC" and is at the heart of plans to regenerate the local area. The Stadium will be utilised for both Brentford FC match days and London Irish Rugby FC Match days from the start of August 2020. The stadium is designed to have the ability to be used on non-matchdays for business and small conference events, AGM's, product launches and film location shoots etc. The business case is allowing for this to come into effect in year 2 onwards. The stadium will be a busy hub, easily accessible from London, its west and south suburbs and the M4 corridor.

Key Cleaning Requirements

We believe that the cleanliness of our stadium is of paramount importance. We aim to provide our supporters, customers, players, stakeholders, neighbours and staff with a spotlessly clean, welcoming and professional environment. We want our customers to feel that they are in a world-class modern venue and our staff to enjoy a healthy and comfortable workplace.

We are keen to avoid any adverse impact on the environment, so we would like you to take this into consideration in your choice of cleaning products and materials.

As this is an expression of Interest to Tender document, we would like to hear your approach to the scheduling and supervision of the cleaning staff that you would propose to use within the service provision.

The Cleaning requirements for the New stadium is expected to be approached in four main areas:

Day-to-day operations (7 days a week use for some departments)

- The following areas are expected to be cleaned regularly and before staff arrive – Box Office, 24/7 Security office, main reception and grounds staff office / workspace; all the above to include associated washroom and staff kitchen areas.

The cleaning of Back of House areas, such as the main kitchen or supporting holding kitchen areas and bars, is our catering team's responsibility so this element of servicing and costs would need to be negotiated and agreed with them separately. (Levy's are the appointed catering contractor for this stadium)

- For our special events business which include conference, hospitality and other corporate areas, these would need to be cleaned in good time prior to bookings and in consultation with our catering partner to maximise efficiency around cleaning and setting rooms. We aim to have our facilities "show-round ready" at all times for prospective customers

Out-of-hours events (Evenings & Weekends)

- Cleaners' hours need ensure that staff attend major out of hours events – large dinners, Christmas parties etc – in order to maintain cleanliness during the event

Football matches (around 26 per season), Rugby Matches (around 16 per season)

- Cleaners are required to work all major matches held at the stadium. In addition to the areas covered in "day to day cleaning", this requires all supporter facilities (e.g. public bars, circulation areas, seating bowl and match day toilets) to be cleaned prior to opening. All hospitality areas also need to be checked to ensure we present them to the highest possible standard. The cleaners are required to stay on site during the match to maintain standards and respond to any cleaning issues that arise during the match. For late bars that remain open then cleaners would be expected to cover these requirements.
- Post-match all areas of the stadium will need cleaning before they are next scheduled to be used.
- Washroom/hygiene services;
- Outdoor areas (stadium bowl, outdoor circulation roads, Lionel Road South, Capital Court new road and supporting Plaza's and concourses, carparks etc)
- Litter picking
- Collection of waste to refuse points and to have the training to use mobile compaction in preparation for waste collection.
- Deep cleaning, including window cleaning, furnishings inclusive of benches, chairs and tables, showers/ player accommodation, carpet areas, and media theatre/ broadcast areas.
- Cleaning of scuffs/ spillages/ marks on walls to a 1.5m from floor level and report all marks higher to be added to the maintenance schedule.
- Reporting of damage in an orderly fashion through a systematic recording process with the site management team.

Out of scope

We do not require the following areas to be included in the service:

- All kitchen and back of house bar areas; these are cleaned by our catering partner or a deal negotiated directly with them.
- Large Refuse collection – Appointed Waste Management company to deliver this contract.

Pricing and Staff numbers will be interrogated for the successful shortlisted companies when they are invited to submit and present to the club 7 days after the expression of interest closing date.

Pricing should consider:

- Labour resources (operatives / supervisors / managers) for each component element
- Costs of labour to include employee benefits, NI costs, holiday costs, pensions etc.
- Equipment and materials resources for each component element
- Other costs – IT and communications, transport costs, uniform, laundry costs, insurance costs, training and all elements that build up the cost of the service
- Management / admin costs and profit levels

Information to be provided as part of the expression of interest tender

The expression of Interest to Tender should include the following:

- Information on your organisation to include turnover, number of employees, similar contracts at other stadia, USP's - why you should be considered and shortlisted for this contract. All references from similar size contracts.
- Details on how you would run the cleaning operation and what KPI's with SLA's you would expect.
- References from relevant customers.
- Indicative pricing using pricing rate card.
- Pricing overview statement including key assumptions and any notable exclusions.
- On-boarding process and staffing recruitment.
- Details of sustainability / environmental impact, policies and best practice in place.

Next Steps.

If successful and shortlisted, then a Non-Disclosure Agreement (NDA) will be issued for signing. Once the NDA is signed then floorplans and the waste strategy with an accompanied site visit will take place. Successful companies will be expected to provide a full itemised proposal for staff costs and servicing with a presentation to take place at the Brentford FC staff offices between the 18th – 25th of March 2020. Dot plans issued for the location of cleaners and supervisors would also be required for

this presentation day. This open day for the tender process will provide tenderers with an opportunity to pose questions in an open forum for immediate response or for subsequent written response if necessary.

Please note - Initial contract would be for a minimum of 3 years with an option after year 2 to extend for a further 2 years.

The first mobilised event is expected to be the Brentford FC test event programme which will be informed to the successful contractor whilst leaving them at least 4 weeks-notice to mobilise and service.

Key contact:

All enquiries and tenders should be addressed to Alan Walsh or Barney McGhee

Email: awalsh@brentfordfc.com or bmcghee@brentfordfc.com

Telephone: 07956-351942 or 07471-036390.