

# Cleaning Consultancy

“Tenet’s sector experience helped us select the most suitable contractor to deliver the required service at the appropriate price”

There is little doubt that the cleaning service provision within education establishments is one of the support services which frequently causes major

problems and disagreements to arise. These usually involve the standard of cleaning and are often caused by one or a number of the following issues:

- Poorly designed contract specifications and Key Performance Indicators
- Contractors under pricing when originally tendering
- Inability to retain or obtain suitable cleaning operatives
- Badly trained cleaning operatives
- Inadequate area management and on site supervision

The Tenet cleaning review and tendering processes have been specifically designed to minimise these problems to help ensure;

- Performance levels are raised
- Best value is achieved whether the service is delivered in house or by an external contractor
- OJEU tender requirements are met
- Contract wordings, specifications and contracts are clear and meet your specific needs
- Current market changes in the delivery of cleaning services are taken into account and incorporated where applicable

Tenet has over 10 years experience in the education sector in dealing with these issues in a time efficient and cost effective way.



CLEANING

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education services

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[www.tenetservices.com](http://www.tenetservices.com)

## LONDON SOUTH BANK UNIVERSITY

“We found Tenet’s services to be invaluable in finding the right cleaning company for us. Their staff were helpful, efficient and provided the guidance we needed”

Gordon Lacey – Head of Building Services

Tenet undertook a comprehensive cleaning tender for us which encompassed thirteen buildings on our campus. We found their staff to be professional, proficient and extremely helpful but, most importantly, they were careful to listen to our needs and requirements which they took on board. They continually provided support and advice throughout the whole process. We were extremely pleased in how they took what was a demanding and important job and produced an very robust tender document with an excellent result. This was especially important to us as it was our first web based service tender. There were numerous difficulties with this but Tenet worked closely with our

Procurement Manager to ensure compliance with OJEU.

They kept us abreast of any changes in legislation and worked with the University team throughout the entire process ensuring that we participated and ultimately made the decision on which company to choose.

After the tendering procedure was complete they continued to contact us to ensure that the company we had chosen was performing well and that we were satisfied with our choice. The company is performing well and we are satisfied.

We have been very satisfied with the service provided by Tenet and will continue to use them for our review and tendering needs

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