



Invitation to tender for the provision of
Cleaning Services to the
Scottish Public Services Ombudsman (SPSO)

May 2026

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Introduction

SPSO

The Scottish Public Services Ombudsman (SPSO) has a wide remit, covering a variety of functions and services.

The Ombudsman's powers and duties come mainly from the Scottish Public Services Ombudsman Act 2002 (as amended) which gives him four distinct statutory functions:

- the final stage for complaints about most devolved public services in Scotland including councils, the health service, prisons, water and sewerage providers, Scottish Government, universities and colleges.
- specific powers and responsibilities to publish complaints handling procedures, and monitor and support best practice in complaints handling (for both) public service complaints and NHS whistleblowing concerns.
- Independent Review Service for the Scottish Welfare Fund with the power to overturn and substitute decisions made by councils on Community Care and Crisis Grant applications.

Independent National Whistleblowing Officer for the NHS in Scotland with the power to set standards for whistleblowing and the final stage for complaints about how whistleblowing complaints have been handled.

Details of the Ombudsman's team are available at: <https://www.spsso.org.uk/about-us>

The Ombudsman's most recent Annual Report is available at: <http://www.spsso.org.uk/annual-reports>

The strategic plan for 2024—2028 and information about our values can be found here: [SPSO2024-28Strategic-Plan.pdf](#)

Service being procured: cleaning services

The Ombudsman is inviting tenders for the provision of cleaning services for the office spaces in **Bridgeside House, 99 MacDonald Road, Edinburgh, EH7 4NS**, occupied by:

- Scottish Public Services Ombudsman (SPSO)
- Scottish Commissioner for Human Rights (SHRC)
- Children and Young People's Commissioner Scotland (CYPCS)
- Scottish Biometrics Commission (SBC)
- Patient Safety Commissioner for Scotland (PSCS)

The office spaces are used for hybrid working so occupancy is often under 50%.

This contract does **NOT** include the common building areas (stairwells, shared toilets, lift, external grounds) as these are the separate responsibility of the landlord.

The successful contract from this invitation to tender (ITT) will:

- commence on **Monday 31 August 2026** for an initial period of twelve months, with the option to renew annually for a further 2 years,
- be provided by a single supplier
- meet the Living Wage standard
- meet our environmental policy of being fragrance-free and allergen-free. All cleaning products should meet these requirements while maintaining a clean hygienic environment.
- share our commitment to achieving net zero by 2030 and supporting our environmental sustainability including recycling and waste removal.

The SPSO has a zero-tolerance approach to all forms of harassment, including sexual harassment, towards our staff. This behaviour will not be accepted.

Tender submission requirements

Please use the form at **Annex 1** to submit your response. This will form the main basis of our evaluation. Your tender submission must include

1. a detailed response addressing all areas identified in the Functional Requirements. (weighting 40%)
2. a breakdown of costs (weighting 30%)
3. details of the bidder's experience relating to similar work (weighting 20%)
4. resourcing arrangements (weighting 10%)
5. evidence of Living Wage Employer status. (yes/ no)
6. information security processes and procedures (weighting yes/no)
7. the requirement in terms of payment e.g. monthly invoice/payment periods. (yes/ no)
8. evidence of professional indemnity or public liability insurance cover. (yes/ no)
9. assurance of assisting our aims of achieving net zero by 2030, and supporting environmental sustainability including recycling and waste removal (yes/no)
10. confirmation of a zero-tolerance approach to all forms of harassment, including sexual harassment. (yes/no)
11. assurance that all cleaning products will meet the requirements of being fragrance-free and allergen-free while maintaining a clean hygienic working environment. (yes/ no)
12. the standard terms of the contract regarding termination. (yes/ no)

Timetable

The timetable for this tender process is as follows:

| | |
|---|----------------------------------|
| Invitation to tender issued | 09:00 Monday 18 May 2026 |
| Deadline for submission of tenders | 17:00 Friday 26 June 2026 |
| Evaluate tenders (*clarification enquiries if required) | w/b Monday 13 July 2026 |
| Interview with short-listed contractors | Tuesday 21 July 2026 |
| Appoint supplier (subject to any clarification or verification required by the Ombudsman) | Friday 24 July 2026 |
| Contract commencement | Monday 31 August 2026 |

*Representatives from the panel may undertake, if deemed appropriate, communications with bidders to clarify / verify their tender submissions. This may be in writing, by video conference, or by phone. These meetings would not form part of the evaluation process and therefore would not be marked separately but they will be used to validate the scores allocated to your response.

Submitting a tender

Tenders must be received by the closing date and time noted. Any response received after that date will not be considered further.

A full response to this tender must be clearly marked 'RESPONSE to Cleaning Services Tender' in order to ensure the contents are not opened before the deadline, and emailed to the Building Coordinator at Neil.Dewar@spso.gov.scot.

Any questions or requests for clarification may be emailed to the Building Coordinator in good time to meet the submission deadline. Your email must be clearly titled 'ENQUIRY about Cleaning Services Tender'.

Assessment of tenders

The assessment of tenders will be undertaken by an evaluation panel. The panel will consider all tenders against the Functional Requirements set out in Annex 1 and will make a decision on the basis of how closely tenders meet the requirements.

If a tender does not substantially conform to the tender requirements it will not be considered further. Any submission with a score of zero against an essential functional requirement will be rejected.

The following requirements will be scored and weighted to give each submission a score out of 100% as follows:

| | | |
|-----|--|--------|
| 1. | Response to Functional Requirements | 40% |
| 2. | Breakdown of costs | 30% |
| 3. | Experience of similar work including references | 20% |
| 4. | Resourcing arrangements | 10% |
| 5. | Evidence of Living Wage accreditation, or equivalent | Yes/No |
| 6. | Information security assurances. | Yes/No |
| 7. | Payment requirements | Yes/No |
| 8. | Professional indemnity / liability | Yes/No |
| 9. | Commitment to net zero, environmental sustainability, recycling and waste removal | Yes/No |
| 10. | Confirmation of a zero-tolerance approach to all forms of harassment, including sexual harassment. | Yes/No |
| 11. | Confirmed use of fragrance free, allergen free products | Yes/No |
| 12. | Terms of contract regarding termination | Yes/No |

Items 1 – 4. These will be scored 0-5 based on the scheme detailed below:

| <i>Score</i> | <i>Description</i> |
|--------------|--|
| 5- Excellent | Meets exactly the specified standard |
| 4- Good | Meets the standard well but not completely |
| 3- Fair | Mostly meets the standard but fails in parts |
| 2- Doubtful | Mostly fails the standard but meets in some |
| 1- Poor | Significantly fails to meet standard |
| 0- Reject | Completely fails to meet standard |

Item 1 - The total score for the Functional Requirements will be calculated to give a weighted score out of 40%.

Item 2 - Full cost details must be provided as requested, otherwise the submission will score zero here. Scores will be awarded by ranking all submissions in order of total cost over three years. . The supplier with the lowest total cost will receive 5, second will receive 4, third, 3 and so on. .

Items 5-12 – This information is required but will not form part of the weighted score.

Contract Terms and Conditions

Tender conditions

1. Suppliers are invited to submit a tender, including all expenses, for providing the services as described in this document. If the costs are not fixed for the duration of the contract, the review points and basis of the review should be clearly detailed.
2. Potential suppliers must meet their own costs of responding to this tender and any costs they incur in responding to this tender.
3. Prices quoted must be held firm for at least 45 days from the closing date for tenders
4. The supplier must be willing for the response to this invitation to tender to form part of the contractual relationship with the Scottish Public Services Ombudsman.

Tender confidentiality

The bidder will not issue any public statements or otherwise disclose any information concerning this Invitation to Tender (ITT), the process and its participation in the process without the prior written approval of the SPSO.

Contract confidentiality

Bidders must be aware of, and take account of, the confidentiality requirements of section 19 of the SPSO Act. A copy of section 19 is attached at Annex 1.

All records, working papers, reports and other information held by the legal service in fulfilling this contract will remain the property of the SPSO. At the end of the contract, all applicable paperwork must reside with the SPSO.

The bidder must undertake not to publish or communicate the results or content of any of their work to anyone other than the SPSO. This undertaking continues beyond the life of the contract.

In addition, Data protection legislation, and ATI legislation apply to all the paper and electronic data, and information, you receive and create as part of your contract with the SPSO. You must comply with the contract, the SPSO Records Management and Security Guidance and any other specific reasonable instructions or directions from SPSO to ensure that the SPSO meets its duties under Data Protection legislation, ATI legislation (for example, FOISA, EIRs) and the Scottish Public Services Act 2002 confidentiality provisions.

Any breach of confidentiality of contract or restricted information will constitute a material breach and enable the Ombudsman to terminate the contract.

Legal Disclaimer

This ITT is an invitation to propose and does not in any manner create an offer or other obligation on the part of the SPSO to enter into any contract.

All expenses and costs incurred by the bidder in completing, submitting and delivering the bids, together with any costs incurred during the post tender stage, will be to the bidder's account. The SPSO are not bound to accept the lowest or any bid.

Use of Information

This ITT and any other information furnished hereunder shall be used solely for the purpose of responding to this ITT. Reproduction of any part of this ITT is authorised only to the extent necessary for the preparation of your response. All bidders shall ensure that all such copies are destroyed when no longer required in connection with this ITT.

Length of contract

The Ombudsman is inviting tenders for cleaning services **for an initial period of twelve months**, with the option to renew annually for a further 2 years, to provide the organisation with the services detailed above.

Administration of tender

Contracts and Procurement Policy

This invitation to tender (ITT), tendering process and the eventual contract are being managed in accordance with the SPSO's Procurement Policy. This is available in our Finance Policies and Procedures Handbook, available online as a PDF here: [SPSO Policies | SPSO](#)

The policy is designed to ensure that all SPSO procurement activity is focussed on the delivery of value for money and conducted to high professional standards and to the relevant legal requirements. In particular, our Procurement Standards include Value for Money, Responsible Purchasing, Ethical Standards, Openness and transparency.

The SPSO is an accredited **Living Wage employer** and the successful bidder must also meet this standard.

SPSO is committed to achieving **net zero** by 2030 therefore the successful bidder must also share this commitment and supporting environmental sustainability.

The SPSO has a **zero-tolerance** approach to all forms of harassment, including sexual harassment, towards our staff. This behaviour will not be accepted.

Occasionally, contractors may provide information to the SPSO on the basis that it will remain confidential and will not be disclosed in the event that an information request is made for it. The SPSO will agree to accept information in confidence from contractors only in very limited circumstances. Even where we do agree to accept information in confidence, the information may still be disclosed if the disclosure would no longer constitute an actionable breach of confidence, for example, if the information is no longer confidential.

Annex 1: Requirements and Response Template

| | |
|-------------------------------|--|
| Company Name: | |
| Company Address: | |
| Contact name for this Tender: | |
| Position: | |
| Telephone No: | |
| Email: | |

1. Functional Requirements (*Weighting 40%*)

The requirements listed below cover all open office spaces, meeting rooms, t-points, kitchen and dining area, welfare room, 1st floor accessible toilet, basement changing & shower room, and fire exit, located over four floors.

Floor plans are included in Annex 3.

In your response, please confirm understanding of the requirements, and add a comment or suggestion, only if necessary or to add clarity.

| | <i>Requirement</i> | <i>Frequency</i> | <i>Response</i> |
|----|--|------------------|-----------------|
| 1. | <p>Kitchen and T-points</p> <ul style="list-style-type: none"> Sinks, draining boards and taps to be thoroughly cleaned and dry buffed. Wash and sanitise all drink/food prep area and dry wipe all hard surfaces including kitchen table Dishwashers - load and unload dishwashers; return items to storage Appliances - fridge, zip taps and grills, combi-ovens, hob, toasters, microwave etc. wiped down internally and externally, removing spillages Sanitise all interiors of the fridge and polish dry all exteriors as required. Deep clean dishwasher as required. Sweep and mop floor as required. | Daily | |

| | Requirement | Frequency | Response |
|----|--|------------------------------------|-----------------|
| | <ul style="list-style-type: none"> Degrease and sanitise food prep areas in the large kitchen and CYPCS kitchen as required. | | |
| 2. | <p>Waste</p> <ul style="list-style-type: none"> Remove out-of-date food from fridges and sanitise all interiors, polish dry all exteriors as required. Remove food waste recycling check daily and remove as required. Recycling - separate any recyclable waste into correct refuse points. Cardboard – Each week flatten and tie bundles of large cardboard together with tape provided or sacks provided. Store in designated areas. General waste – empty general waste bins and consolidate into collection bags for each area. Remove waste to agreed pick-up points. | Weekly, and more often if required | |
| 3. | <p>First Floor Disabled Toilet and Basement Toilet</p> <ol style="list-style-type: none"> Toilet - Disinfect and fully clean toilet and brush every day. Replace brush regularly. Sinks - Spray clean sink, disinfect taps and all hard surface areas and polish dry | Daily | |
| 4. | <p>Floors</p> <p>- Vacuum all floors; spot clean carpet marks; mop vinyl floors;</p> | Weekly, and when required | |
| 5. | <p>Desks and tables</p> <p>- Dust and wipe all desks, keyboards, mouse, telephones, monitors and cabinet tops (around items where necessary).</p> | Weekly, and when used | |
| 6. | <p>Meeting rooms and Welfare Room</p> <p>- Dust and wipe tables and TV & AV equipment, tidy room, clear of any used crockery, clean any coasters, tuck and tidy any chairs plus any other furniture or equipment plus vacuum floors if events.</p> | Weekly, and when used | |

| | Requirement | Frequency | Response |
|----|---|------------------------------------|-----------------|
| 7. | <p>Glass, Signs, door handles, exit knobs and kick plates</p> <p>- clean and polish, glass smear free, removing finger marks (up to 6ft).</p> | Weekly, and when required | |
| 8. | <p>Basement Shower Block</p> <ol style="list-style-type: none"> 1. Shower – Clean at least once a week, including shower head, hoses, doors and tray. Remove all mould/mildew build-up. Cubicle wall, partitions and doors to be spot cleaned as required. Include hair and buildup of drains to prevent blockages. 2. Surfaces - Tiled wall surfaces to be damp wiped and dried; sanitize all dispensers. 3. Floors- Sweep/brush vacuum and wash all floor area with disinfectant 4. Consumables - Check & replenish washing soaps & liquids toiletries and all janitorial materials (toilet paper etc.) as required 5. Glass- Disinfect and polish all glass and mirrors to a shine; disinfect and dry door handles | Weekly, and more often if required | |
| 9. | <p>Deep clean</p> <ol style="list-style-type: none"> 1. Dusting and marks – offices to be free of dust and scuff marks, for example: <ul style="list-style-type: none"> • All hard surfaces (vertical / horizontal) and exposed surfaces. • Walls and floor where appropriate. • Fixtures and fittings, chairs, ledges, windowsills and skirting. • Fire extinguishers, breakpoints etc. • Check cupboard units, handles, drawers - spot clean as required. 2. Upholstered furnishings to be lightly vacuumed, marks and stains removed. 3. High dust, up to 6ft all areas including light fittings and pictures where possible. | 3-monthly | |

| | Requirement | Frequency | Response |
|---------|--|------------------|-----------------|
| | 4. Fire Exit rear exit stairwell – route vacuumed, dusted, marks and stains removed including window ledges, rails, skirting, fixture and fittings. | | |
| 1 0. | <p>Service and Material Requirements</p> <ol style="list-style-type: none"> 1. Provision of supplier handbook detailing COSHH documentation and assessments. 2. All cleaning materials, equipment & maintenance of equipment to be provided including the installation and maintenance of soap dispensers. 3. All consumables to be provided i.e. toilet paper, hand towels, hand soap, dishwasher tablets, washing up liquid. <p><i>Note:</i> All materials used and consumables provided must meet our environmental policy and be fragrance-free, allergy free, recycled packaging, ecologically / environmentally responsible, and non-toxic. Please confirm the brand or specification of the materials and consumables that would make up the tender</p> | | |

2. Costs (Weighting 30%)

| <i>Details</i> | <i>Response</i> |
|--|-----------------|
| <p>A breakdown of costs for the work detailing costs per person per hour and all consumables. Please identify the following:</p> <ul style="list-style-type: none">a. Costs per person per hour, listing hours of work and number of cleaners recommendedb. Consumablesc. Total cost of contract over 3 yearsd. All ongoing service chargese. Any potential add-ons (indicating different levels of service) <p>Note: All of the above should be in GBP and clearly show VAT. Rates should be fixed for the duration of the contract. Expenses, including overheads, will not be applicable for this work.</p> | |

3 Experience (Weighting 20%)

| <i>Details</i> | <i>Response</i> |
|--|-----------------|
| <p>Details of the bidder's experience relating to similar work. Summaries of relevant work carried out for two clients (with contact details), who would be willing to provide the Ombudsman with a reference.</p> | |

4. Resourcing arrangements (Weighting 10%)

| <i>Details</i> | <i>Response</i> |
|--|-----------------|
| <p>Confirmation that we will be dealing with one company throughout the duration of the contract. Describe the personnel / level of resources that will be applied to this contract.</p> | |

5. Evidence of Living Wage Employer status. (Weighting 0% but must be provided)

| |
|-----------------|
| <i>Response</i> |
| |

6 Information security assurance (Weighting 0% but must be provided)

| <i>Details</i> | <i>Response</i> |
|--|-----------------|
| All organisations are subject to Data protection legislation, and ATI legislation, with associated duties to protect personal data. Please describes what assurance or processes you could provide that would respect the requirement to keep any information encountered during the provision of service protected from loss or unauthorised access and exploitation. | |

7. Requirement in terms of payment e.g. monthly invoice/payment periods. (Weighting 0% but must be provided)

| |
|-----------------|
| <i>Response</i> |
| |

8. Professional indemnity / public liability insurance (Weighting 0% but must be provided)

| <i>Details</i> | <i>Response</i> |
|---|-----------------|
| Before the award of the contract the preferred bidder may be asked to provide a copy of the organisation’s professional indemnity or public liability insurance cover. If production of either of the above would cause you difficulty, you should indicate this now. | |

9. Commitment to net zero, environmental sustainability, supporting the SPSO to meet net zero by 2030. (Weighting 0% but must be provided)

| |
|-----------------|
| <i>Response</i> |
| |

10. Confirmation of a zero-tolerance approach to all forms of harassment, including sexual harassment.. (Weighting 0% but must be provided)

Response

11. Assurance of meeting our environmental policy of being fragrance free and allergy free, so all cleaning products should meet these requirements while maintaining a clean hygienic working environment. (Weighting 0% but must be provided)

Response

12. The standard terms of the contract regarding termination (Weighting 0% but must be provided)

Response

Annex 2: Section 19 of the Scottish Public Services Ombudsman Act 2002

19 Confidentiality of information

(1) Information obtained by the Ombudsman or any of the Ombudsman's advisers in connection with any matter in respect of which a complaint or a request has been made must not be disclosed except for any of the purposes specified in subsection (2) or as permitted by subsection (3).

(2) Those purposes are—

(a) the purposes of—

(i) any consideration of the complaint or request (including any statement under section 11),

(ii) any investigation of the matter (including any report of such an investigation),

(b) the purposes of any proceedings for—

(i) an offence under the Official Secrets Acts 1911 to 1989 alleged to have been committed in respect of information obtained by the Ombudsman,

(ii) an offence of perjury alleged to have been committed in the course of any investigation of the matter,

(c) the purposes of an inquiry with a view to the taking of any of the proceedings mentioned in paragraph (b),

(d) the purposes of any proceedings under section 14.

(3) Where information referred to in subsection (1) is to the effect that any person is likely to constitute a threat to the health or safety of patients, the Ombudsman may disclose the information to any person to whom the Ombudsman thinks it should be disclosed in the interests of the health and safety of patients.

(4) In relation to information disclosed under subsection (3), the Ombudsman must—

(a) where the Ombudsman knows the identity of the person to whom the information relates, inform that person of the disclosure of the information and of the identity of the person to whom it has been disclosed, and

(b) inform the person from whom the information was obtained of the disclosure.

(5) It is not competent to call upon the Ombudsman or the Ombudsman's advisers to give evidence in any proceedings (other than proceedings referred to in subsection (2)) of matters coming to the knowledge of the Ombudsman or advisers in connection with any matter in respect of which a complaint or request has been made.

(6) A member of the Scottish Executive may give notice in writing to the Ombudsman with respect to—

(a) any document or information specified in the notice, or

(b) any class of document or information so specified,

that, in the opinion of the member of the Scottish Executive, the disclosure of the document or information, or of documents or information of that class, would be contrary to the public interest.

(7) Where such a notice is given nothing in this Act is to be construed as authorising or requiring the Ombudsman or any of the Ombudsman's advisers to communicate to any person or for any purpose any document or information specified in the notice, or any document or information of a class so specified.

(8) Information obtained from the Information Commissioner by virtue of section 76 of the Freedom of Information Act 2000 (c. 36) is to be treated for the purposes of subsection (1) as obtained in connection with any matter in respect of which a complaint or request has been made.

(9) In relation to such information, subsection (2)(a) has effect as if—

(a) the reference in sub-paragraph (i) to the complaint or request were a reference to any complaint or request, and

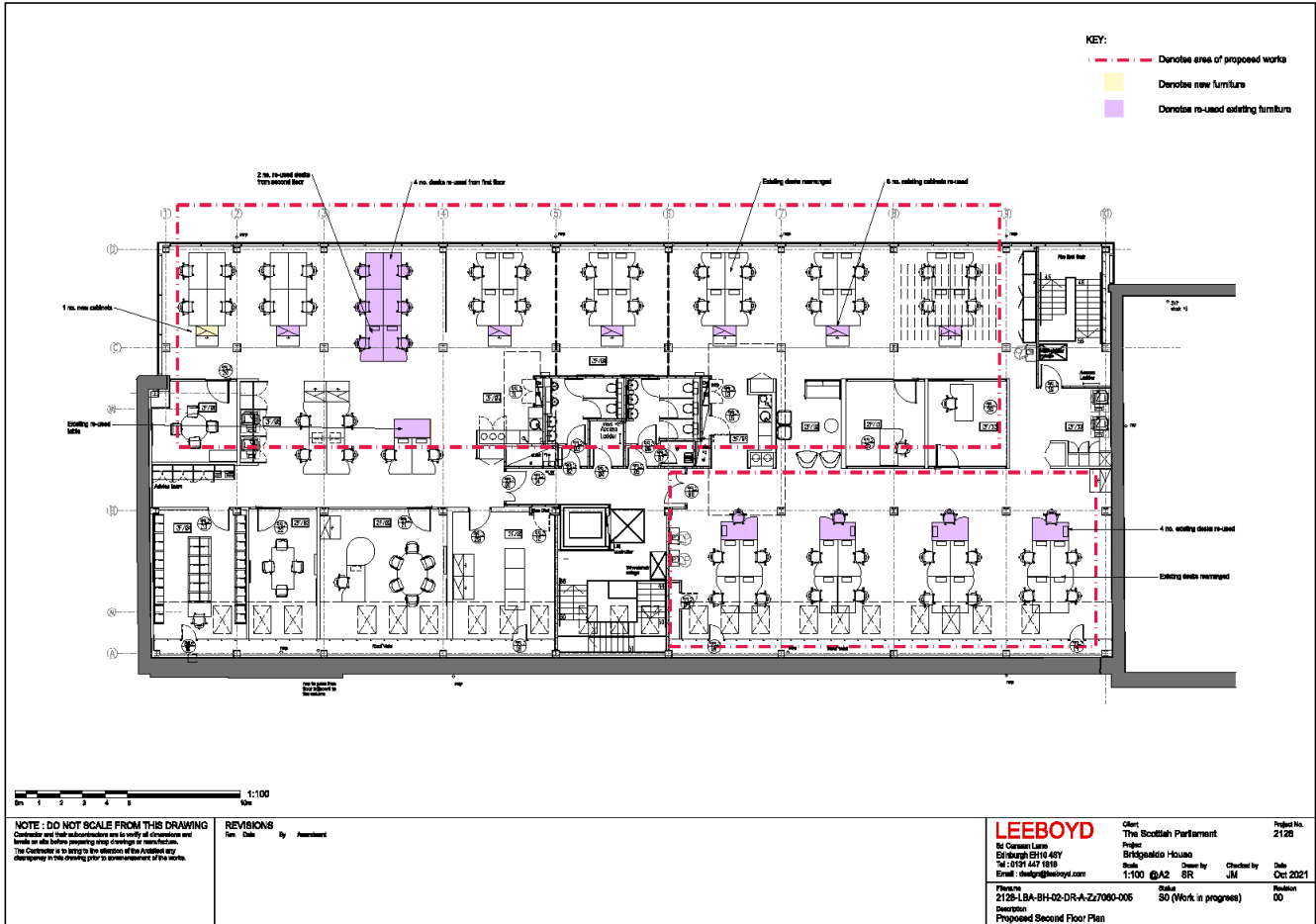
(b) the reference in sub-paragraph (ii) to the matter were a reference to any matter.

(10) In this section and section 20 references to the Ombudsman's advisers are to persons from whom the Ombudsman obtains advice under paragraph 10 of schedule

Annex 3: Floor Plans

The floor plans below have been provided as an aid in the completion of this tender, however if you would like to access a visit please email contact details provided.

2nd Floor Plan



1st Floor Plan

