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M6X01292: Procurement & Contract Law

Evaluate the procurement policies and approaches to the management of suppliers.

I declare that this assignment is all my own work and that I have acknowledged all materials used from the published or unpublished works of other people. All references have been duly cited

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Introduction

The cleanliness represents 12 000 companies, more than 500 000 jobs and 15 billion euros of turnover. The interventions of cleaning in company represent 40% of the turnover in this sector. And three quarters of the turnover of cleaning companies comes from private markets (le monde de la propreté, n.d.).

How to choose? What to choose? With what criteria? At what price?

The choice is complicated among the 12,000 companies, it is not easy to bring another company into its own, trust, and above all to choose from a number of quotes. It seems simple to choose a cleaning company, but we will be able to realize that in front of a certain number of similar quotes and criteria, this action can take a long time and be difficult.

In this assignment we will describe the criteria to take into account when choosing a cleaning company. We will find tips for differentiating between companies and a table for choosing the best company that will best match the company.

How to evaluate and study a quote from a cleaning company? How to choose the best quote among several others?

This is what we are going to work on during these few pages.

Oreca group presentation

Representing in several big cities in the world, the ORECA group asserts itself in the world of sports cars. Present in Signes in France, Shanghai, Hong Kong and in the North of America, ORECA has ambition and is a leader in the construction of racing cars. Thanks to his consulting skills, event management (logistics, branding, implementing structures...), in digital (Creating websites and apps, online campaigns, registration platforms...) and in sponsoring, ORECA knew how to fill and give confidence to the biggest in the automotive world: Porsche, RS, Motul, Michelin, DS automobiles, Matmut, Infinitis, Ducati and Abarth. (ORECA, n.d.)

Case study - Contract offer

The ORECA company has three different sites in France (Headquarters, shop, factory) (ORECA, n.d.). Currently the cleaning was done by the employees, an additional of their work which could be removed. Council decided to outsource non-core activities in order to enhance the work of the company's employees.

Company expectations

All of the places must be clean, indeed, with clean workplace, the motivation and the working atmosphere will be better. Of course, ORECA employees must be respectful and tidy up their space work to facilitate the cleaning. Some spots are more important than others, so spots will be daily and others weekly (développement, 2014).

There are three main places to clean: circulation place, toilets and offices. Here are examples of tasks to perform (développement, 2014):

	Circulation place	Toilets	Offices
Every day	- Wet cleaning of floors - Sweeping of halls and main entrances - Vacuum cleaning of carpets and rugs if necessary - Cleaning of glass doors; - Complete cleaning of floor and wall elevators (interior and exterior); - Sweeping of technical rooms; - Wiping of the signboards; - Cleaning and disinfection of waste baskets and placement of garbage bags; - Emptying baskets and sorting waste - And all other interventions requested by the Technical Services Manager	- Cleaning and disinfection of sanitary facilities (sinks, WC etc.) - Cleaning of WC bowls - Cleaning and disinfection of waste baskets and placement of garbage bags; - Emptying baskets and sorting waste - Keeping sanitary blocks (floor, walls, equipment) permanently clean; - Cleaning of hygienic paper holders, towel dispenser, soap dispenser and odour diffuser - Wiping of handles and removal of fingerprints - And all other interventions requested by the Technical Services Manager	- Wet cleaning of floors and windows - Aspiration of carpets; - Dusting of desk tops, lamps - Offices; - Emptying baskets and sorting waste - Installation of garbage bags in the paper baskets; - Wiping of handles and removal of fingerprints - Wiping, disinfection of switches, telephones and computer mice - Dusting of wall frames (painting, photo frame etc.); - Dusting of ventilation grilles; - And all other interventions requested by the Technical Services Manager.
Every week	A polishing cleaning points to clean once a day. Indeed, a deep cleaning will be required per week	Degreasing, disinfection, descaling of toilets	-In-depth cleaning of conference and meeting rooms -Cleaning and disinfection of office floors; -Cleaning and disinfection of wastepaper baskets; -Deodorizing treatment of offices;

			-Brushing wooden furniture if necessary -Cleaning with special products for computer equipment;
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This table show an example of request from the technical services [Author's own].

Tips for finding the provider

Before choose a provider, we can sort offers with five points. Indeed, even if offers seem interesting, some points can do the difference between two similar companies.

Geographic proximity

Geographic proximity is not everything, but it is important. If we have a better company than another, but it is further away, it is probably better to take the risk to choose the better company. We would like to find an available company with impeccable punctuality. It is not possible to not have cleaning while we pay for it.

In some contracts, the company (ORECA) can pay the shipping cost. One point which can increase the facture. (offiscenie, n.d.)

Price

The price of the service is important. It is necessary to compare several quotes from different companies. In more, we have to consider if the company has a large or rather budget. To do a quote, the cleaning company will consider the types of premises and their specificity: we can take two examples, it is will be more difficult to clean kitchen than offices.

The price will increase in function of different specifications (Chatelier, n.d.):

- **Specifics of the places:**
- dirt level; standards to respect; surfaces to be cleaned; special treatments
- **Available human resources:**
- travelling expenses, risky benefits, specific skills, hourly ranges...

We can add that one-off missions cost more than a package. It also depends on when the cleaning will be done: during the night? The weekend? Holidays? During the day? early in the

morning or late in the evening? In function of yours demands, you will be charged supplements. (Chatelier, n.d.)

To finish about the price, the cleaning society are well equipped, you can also decide to buy this equipment yourself and pay only for labour. You must compare the quotes to choose.

Notoriety

Sign a contract with a recognized, renowned cleaning company and above all recommend is a security. Indeed, having a company that demonstrates professionalism helps maintain the contract and trust between the two companies.

However, working with a non-recommended company can lead to breach of contract. Indeed, if the cleaning is not done well, there is no respect, no punctuality or the cleaning company collapses ... the company will be entitled to break the contract.

Means

Most cleaning companies have their own equipment for cleaning. Often of better quality than we can find in supermarkets. However, a cleaning society which use them best ways to clean will be more appreciated and recommended. We can take the example of the quantity of cleaning agents in the company. More there are agents in the company, faster the cleaning will be done but more expensive. Conversely, with one person, the household will be slower but it will cost less. Also depends on the quality and technique used by cleaning agents. If the cleaning society uses her best materials and equipment as well as her techniques, cleaning will be done quickly and correctly.

Accreditations and labels

A cleaning company must respect strict rules in terms of health and safety. In addition, cleaning in an industrial place must be more respected.

Around the world, the AFNOR group relies on a strong network of 40 locations, different accredited certification bodies and numerous training centers to support companies outside of France and bring its know-how in 100 countries (Afnor group, n.d.).

Internationally, the AFNOR group relies on 9 training centers (France, Great Britain, Germany, Taiwan, Tunisia, Mauritius, Middle East, Morocco, Malaysia) deploying four types of offer (Afnor group, n.d.):

- Mastery of expertise
- Mastery of management systems
- Technical mastery
- Mastery of individual skills

In this case, we work about french company “Oreca”. That is why we're going to use French standards. The cleaning company must have the *certipropre label*, a label that certifies several important points. Indeed, with a certified label, the cleaning company ensures a quality service, ensures a good financial balance, ensures a fair and healthy company policy as well as well-trained and competent staff (Companeo, n.d.).

The company that hires the cleaning company may be more demanding, indeed, it can request an environmentally engaged company.

The company can require the ecolabel:



Image 1: representation of ecolabel logo (https://en.wikipedia.org/wiki/EU_Ecolabel)

An Eco label is a sign of excellence, eco-labels guarantee a high level of requirement in terms of limiting the impact of products and services on the environment and health, while maintaining their level of performance.

Depending on the product, the criteria vary, but the basic requirement remains the same: quality products with a reduced impact on the environment. Guarantee of seriousness for consumers, eco-labels meet the following principles (Ecolabels, n.d.):

- specific criteria for limiting environmental impacts and product performance,
- criteria developed in consultation with manufacturers, distributors, environmental protection and consumer associations,
- freely consultable specifications,
- regular review of the criteria,
- certification by an independent body.

We have also the NF environment labels, certifies that the products used for the cleaning are not an impact on the environment, less than the traditional products. To recognize the label, this next logo represents NF environment label:



Image 2: representation of NF environment logo (https://fr.wikipedia.org/wiki/NF_environment)

In addition to all these labels, the cleaning company must comply with three main ISO rules (International Organization for Standardization). ISO is the largest standards body in the world. These next three standards are assets for cleaning companies:

ISO 45001: OCCUPATIONS HEALTH AND SAFETY: is the standard developed by ISO for organizations concerned with improving the safety of their workers, reducing risk in the workplace and creating better and safer working conditions. (ISO, n.d.)

ISO 9001: QUALITY MANAGEMENT: it is to give oneself the assurance that customers obtain uniform and good quality products and services because this standard has a certain number of quality management principles, in particular a strong customer orientation, motivation and commitment of direction, process approach and continuous improvement. (ISO, n.d.)

ISO 14001: ENVIRONMENTAL MANAGEMENT: Intended for any type of organization, whatever its sector of activity, this standard can give the management of a company, its personnel and external stakeholders the assurance that the environmental impact is the subject of measures and improvements. (ISO, n.d.)

How to choose the provider?

When the company have choices between some cleaning society, we must do a method to do the choice. We will do a table (development, 2014) to compare and differentiate the assets and also the defaults between the different cleaning societies. The principle of this table is simple, we will establish a rating of the criteria. Depending on the criteria, the cleaning company will earn more or less points. In the end, the cleaning company with the most points will have more chance to be recruited.

In the first part, we compare the general professional experience. A company with little experience will have fewer techniques and is in the process of learning. Compared to an experienced company, which will have acquired techniques and know-how. With experience the work will be faster and more efficient. The quality of work does not depend on that, indeed, with or without experience, the work must be of good quality and done.

1-	General professional experience	Quotation
1-1	Less of one year of experience	0 point
1-2	Between 1 and 5 years of experience	5 points
1-3	More than 5 years of experience	10 points

In second part, we want to know if the cleaning company has already signed specific contracts with companies. Points are bonuses, in fact, they can collect all points (i.e. 10 points) or none of the points. The first five points make it possible to know whether the company has already signed contracts with companies like ORECA. If yes, this will save time and be more confident about the learning. The other five points make it possible to know if the cleaning company has certificates of good performance, a point which will support the quality and seriousness of the company.

2-	Specific experience	Quotations
2-1	Between 1 and 3 contracts signed with similar companies	5 points
2-2	3 minimum certificates of good performances	5 points

In third part, the financial part of the company is important for the recruiting company. Indeed, a company that has a stable or growing financial situation will be more likely to be recruited. While a company with a declining turnover each year will bring a risk to the contract with the risk of going bankrupt. The notation of this part is simple, it is between three parts: 10 points with an increase turnover, 5 points with a stabilization of the turnover and 0 point if the turnover go down.

3-	Financial situation	Quotation
3-1	Decreasing turnover (-10%) over the reference years	0 point
3-2	Stabilization turnover (0 at 10%) over the reference years	5 points
3-3	Increasing turnover (+ 10%) over the reference years	10 points

In the next section, we will look at the qualification and experience of the personnel assigned to perform the contract. We want the cleaning company to be fully transparent. By giving and CVs and information about the staff, confidence will be better.

	Qualification and experience of the personnel	quotation
4-1	(CVs of supervisory staff, supervisors and station managers Proof of experience required for operating personnel)	10 points

In the fifth section, we want to understand how work the cleaning society. Thanks to this organigram we can understand how the employees will be supervised and the organization. the notation of this part will be like the second. Indeed, each point is to be taken, we can reach 40 points. However, the opposite can also happen, the society can receive any point.

5-	Organisation description	Quotation
5-1	practical organization of cleaning services	10 points
5-2	Supervision and training of personnel by the tenderer	10 points
5-3	Organization of quality control by the tenderer	15 points
5-4	Organization of contacts with the Bank with a view to ensuring its satisfaction and to take cognizance of its possible claims	5 points

In this section we will talk about the material resources used by the tenderer. Some important details can make the difference, in fact, wearing a uniform makes it easy to recognize, it also makes it possible to avoid dirtying the employee's clothes with staining products. If the cleaning company provides its own means for cleaning, the charge will be less important for company which recruit (like vacuum, brooms, brushes, cloths Sanders, carts washing, ...). It is also good to know if the consumable supplies are supplied by the cleaning company or not. Indeed, every little thing that the cleaning company brings will be an advantage for the company since it will not have to manage the supply of these objects in case of ruptures.

6-	Material resources	Quotation
6-1	Uniform	2 points
6-2	miscellaneous equipment	5 points
6-3	consumable supplies	5 points
6-4	Scaffolding for cleaning windows	3 points

In the last section we will analyse the effects on the environment. In today's times, environmental impact is an essential part in every business. The quality of the products meets the requirements of the eco-label.

7-	Environmental effects	Quotation
7-1	Quality of the products	3 points
7-2	Methodology and work organization allowing the respect and active participation in sorting, use of non-toxic products and environmentally friendly, limiting water consumption and, chemicals	2 points

Conclusion

In conclusion, recruiting a cleaning company does not happen quickly and no matter how. Rules are to be followed in order to find the company that best fits the culture of the company. First, the company must describe its needs and desires, define its selection criteria. Secondly, it is time to differentiate the quotes of the different companies with the criteria (geographic distance, price, reputation, means implemented, labels and accreditations). The

method of compare with the table will make it possible to choose the company which will correspond to expectations. In fact, the company that will be closest to the 100 points will have the most chances of being chosen. The question is how will the installation take place in the company.

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