



**PRE-QUALIFICATION QUESTIONNAIRE  
THE PROVISION OF CLEANING AND SECURITY SERVICES**

**PQQ Reference: 01/1920**

**Submission By: Monday 15<sup>th</sup> July at 12:00 noon**

**Submission To: Bob York  
Northampton College  
Estates Office  
Booth Lane  
Northampton  
NN3 3RF**

Version 1: 20<sup>th</sup> May 2019

# INTRODUCTION AND BACKGROUND

## Purpose of this document

The Contracting Authority, Northampton College (hereinafter "the College") requires the information sought in this Pre-Qualification Questionnaire from potential suppliers responding to the notice in the EU Official Journal

Responses to the Pre-Qualification Questionnaire will be used in the selection of suppliers to proceed to the tender stage of this procurement exercise. This is a competitive procurement within the Restricted Procedure of the EU, and falls under the UK Public Procurement Regulations of 2015

## Introduction to Northampton College

Northampton College is a General Further Education College with three campuses based across the County. Two campuses are based in Northampton. Booth Lane campus address NN3 3RF and Lower Mounts in the Town Centre address NN1 3DE. The third College operates from a campus in Daventry address NN11 4HJ.

The College has a turnover of c£29m with a full time staff complement of c600.

## Tender Background

**Booth Lane** site is approximately 32,000 square metres and consist of five buildings.

**Lower Mounts** site consists of two buildings of size totalling around 4,955 square metres.

**Daventry** site currently consists of one building size approximately 4,400 square metres.

## Outline Specification (provided as background to the eventual tender)

Northampton College has identified that contractors are able to offer a combined cleaning and security provision thus reducing the overall management charges attributable to each contract area. **This service is required at our Booth Lane and Lower Mounts sites.**

Contractors who are subsequently invited to tender are asked to provide costs to deliver both cleaning and security services and clearly identify any savings that can be made for delivering both services.

The College reserves the right to issue contracts to one or more company; this would be limited to one contractor per site.

The College also reserves the right not to award any contract for any of the services required should it feel that no tender meets the requirements set out. If the College does decide on this option it will not be liable for any costs incurred by tendering companies.

***\*\*Please note this is a TUPE bid.***

## CONTRACT CLEANING and SECURITY SPECIFICATIONS

The following specifications are to encompass all locations as per the attached geographical schedule. Specific works will be titled or in brackets as highlighted.

The College currently obtains its cleaning and security services from a single contractor (the contract has been in place two years plus one year plus one year). The College therefore considers that the terms of the Acquired Rights Directive (77/187/EC); the Acquired Rights Directive (98/50/EC); the Acquired Rights Amendment Directive (2001/23/EC) and/or the Transfer of Undertakings (Protection of Employment) Regulations 2006 "TUPE" apply.

The College strongly advises Tendering Companies to obtain their own professional advice on the application and effect of the Directive/TUPE on their company should it be in the position of being the successful Tenderer.

### TENDER EVALUATION

The Contract will be awarded to the Tendering Company(s) who presents the most overall economic and commercially advantageous solution to the College. The evaluation will be conducted to predefined criteria which will include levels of service standards and procedures, Contractor interviews and presentations, and by taking up references with previous customers.

As part of the procedure the College will seek to ensure that each Contractor has fully acquainted itself with the present layout of accommodation, facilities, access and security arrangements and the nature and extent of the cleaning tasks involved. In the College's view this, as a minimum, would comprise a visit to each building included within the Contract Specification.

### SPECIFICATION

See appendix B for cleaning specification

See appendix C for security specification

### Timetable

Action	Proposed Dates (all 2019)
Publish OJEU notice	Monday 3 <sup>rd</sup> June
Last date for submission of clarification questions in relation to Pre-Qualification Questionnaire	Monday 8 <sup>th</sup> July
<b>Deadline for Return of Pre-Qualification Questionnaire</b>	<b>Monday 15<sup>th</sup> July at 12:00 noon</b>
Evaluation of PQQ	Tuesday 16 <sup>th</sup> July – 24 <sup>th</sup> July 2019
Contract Specification and Invitation to Tender Documents issued	Thursday 25 <sup>th</sup> July
Site Visits by potential service providers / Open Forum for suppliers	Friday 8 <sup>th</sup> August
Last date for submission of clarification questions in relation to the Invitation to Tender	Friday 30 <sup>th</sup> August
<b>Deadline for return of Tender Documents</b>	<b>Tuesday 3<sup>rd</sup> September at 12:00pm</b>
Evaluation of Invitation to Tender	Wednesday 4 <sup>th</sup> September – Wednesday 11 <sup>th</sup> September
Presentation of shortlisted companies	week/comm. Monday 16 <sup>th</sup> September
Notification of Intention to award Contract	Wednesday 9 <sup>th</sup> October
Anticipated end of standstill period	Monday 21 <sup>st</sup> October
Formal Approval by College Corporation	Monday 4 <sup>th</sup> November
Notification confirmations of successful Tender	Monday 11 <sup>th</sup> November
Publication of contract award notice	Within 48 days of formal contract award
<b>Target for start of contract</b>	<b>Monday 4<sup>th</sup> January 2020</b>

## Instructions for Completion of PQQ

**Responses to the questionnaire must be clearly marked “Northampton College - PQQ - Provision of Cleaning & Security Services”.**

**Completed questionnaires should be submitted by post on time (as above) and to the address indicated on the front cover of this document and again given at the end of this section.**

Suppliers should answer **all** questions as accurately and concisely as possible. Where a question is not relevant to a potential provider this should be indicated, with an explanation provided.

Any supporting information should be relevant to the eventual contract, and should be presented in the same order as that of the Pre-qualification Questionnaire and referenced accurately to the section concerned.

Questions must be answered in the English Language.

Responses will be evaluated only in accordance with the procedures set out in this document. In the event that none of the responses are deemed satisfactory, the College reserves the right to consider alternative procurement options. The decision as to what is satisfactory rests solely with the College.

Failure to furnish the required information, make a satisfactory response to any question, or to supply documentation referred to in responses, within the timescales specified, may result in potential providers not being invited to tender.

Any questions related to the procurement should be submitted by email to [bob.york@northamptoncollege.ac.uk](mailto:bob.york@northamptoncollege.ac.uk) the nominated contact as stated below.

If the College considers any question or request for clarification to be of material significance, both the query and the response will be communicated, in anonymous format, to all potential providers.

Suppliers are asked to provide a single contact point in their organisation that can be used by the College in respect of the Pre-Qualification Questionnaire. The College shall use this contact point exclusively and no other in opening discussions with a potential provider. The potential provider must inform the College of any change of this contact point promptly.

**The deadline for responses without any exception is 12:00 noon on Monday 15<sup>th</sup> July 2019. Any responses after this deadline will be disregarded.**

### **Address for Responses.**

The response should be clearly marked “Northampton College - PQQ – Provision of Cleaning & Security Services”. And sent by post to:

Mr Bob York  
Northampton College  
Estates Office  
Booth Lane  
Northampton  
NN3 3RF

### **Evaluation of the Pre-Qualification Questionnaire**

The Pre-Qualification Questionnaire (PPQ) collects and evaluates the applicant's suitability, capability and capacity to meet the requirements of the proposed contract. The College will seek to identify at least six (6) and not more than eight (8) applicants that will be invited to submit tenders. The evaluation of applicants will be managed using the information provided via the PQQ. This document contains a number of sections which are either Pass/Fail or will be scored.

Applicants that pass all the Pass/Fail sections will then have their responses to scored sections scored and only those attaining at least 60% of the available marks will be considered for selection to progress to the

tendering stage. The scores will be used to rank the submissions, with the 'top 8' (and any equal-scoring) submissions being invited to tender.

### Marking methodology

Scored sections of the Questionnaire will be marked using the following methodology. Each question will be marked out of 4 and the allocated mark will then be weighted and an overall score calculated for the supplier.

Assessment	Score	Interpretation
Excellent	4	Comprehensive experience of relevant projects, demonstrating extensive experience of the provision services similar to those required under this tender. Description fully supported by details that demonstrate the scope, scale and complexity of the work and the methodology used to ensure delivery on time and on budget.
Good	3	Broad range of relevant projects, demonstrating good experience of the provision of services similar to those required under this tender. Description well supported by details that demonstrate the scope, scale and complexity of the work and the methodology used to ensure delivery on time and on budget.
Satisfactory	2	Reasonable range of relevant projects, demonstrating some experience of services similar to those required under this tender. Description adequately supported by details that demonstrate the scope, scale and complexity of the work and the methodology used to ensure delivery on time and on budget.
Poor	1	Limited range of relevant projects, demonstrating limited experience of similar services to those required under this tender. Description inadequately supported by details that demonstrate the scope, scale and complexity of the work and the methodology used to ensure delivery on time and on budget.
Unacceptable	0	No response or unacceptable information provided

**Section 1 - Organisational details [For information only]**

1.1 Name of the organisation in whose name the tender would be submitted

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1.2 Address for all correspondence

Address: Post Code: Telephone: Fax: Email: Web site:
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1.3 Potential Providers contact name, title and contact details for enquiries about this tender

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1.4 Local Office Address from which the service would be managed from if different from 1.2.

--

1.5 Registered address if different from 1.2.

--

1.6 Company Registration Number

--

1.7 Date of Company Registration

--

1.8 Is your organisation, a public limited company, a limited company, a co-operative, a partnership, a sole trader, or other (please specify)

--

1.9 Name, address and registration number of the ultimate/parent company.

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1.10 Illustrate diagrammatically the full group structure of the organisation making this submission – show details of any holding company (or companies)

Diagram provided?      Yes / No
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1.11 Please provide a brief history of your organisation / consortia etc.

Response length – not more than 1 A4 page

1.12 Please provide details of staffing levels relating to the last 3 (three) financial years (or the period of existence if shorter) (Groups or consortia should show a combined total but evidence what each “partner” is providing).

Response length – not more than 1 A4 page

1.13 Please complete this VAT Registration section.

Part 1 or Part 2 to be completed as appropriate by the Applicant and returned with PQQ Documents: -

1. My/Our VAT Registration Number is

Signed by \_\_\_\_\_

for and on behalf of \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date \_\_\_\_\_

2. I/We are “EXEMPT” from VAT under the terms of the Value Added Tax Act 1994.

Signed by \_\_\_\_\_

for and on behalf of \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date \_\_\_\_\_

**Section 2 - Qualification Assessment**

**[Evaluation is PASS/FAIL – if Fail, the supplier will be excluded from the tender process]**

For further information please refer to Regulation 23, The Public Contracts Regulations 2006 S.I. 2006 No.5

The Applicant/Supplier (please tick as appropriate):

2.1	Has been convicted of an offence involving – (a) participation in a prescribed criminal organisation, (b) corruption, or (c) fraud, or (d) money laundering. [ Note: If Yes, applicant will be excluded]	Yes [ ] No [ ]
2.2	Is subject to a bankruptcy or insolvency procedure or process of a kind specified in Regulation 23 [Note: If Yes, applicant will be excluded]	Yes [ ] No [ ]
2.3	Has been found guilty of professional misconduct by a competent authority that is authorised by law to hear and determine allegations of professional misconduct against persons that include the operator	Yes [ ] No [ ]
2.4	Has committed grave professional misconduct provable by means that the authority can demonstrate	Yes [ ] No [ ]
2.5	Has not fulfilled an obligation to pay social security contribution as required by a law of the country or territory – (i) where the person ordinarily resides or carries on business, or (ii) where the authority is established	Yes [ ] No [ ]
2.6	Has not fulfilled an obligation to pay a tax or levy imposed by or under a law of the country or territory – (i) where the person ordinarily resides or carries on business, or (ii) where the authority is established	Yes [ ] No [ ]
2.7	Has provided a statement or information to the authority or other contracting authority knowing it to be false or misleading, or has failed to provide to the authority or another such authority a statement or information that is reasonably required by the authority for the purpose of awarding the public contract concerned.	Yes [ ] No [ ]

*Note: If the answer to any of the questions (2.1 to 2.7) is Yes, please provide further information here if you have reason to believe a “yes” answer needs to be clarified:*

**Section 3 - Economic and Financial**

**[Evaluation is PASS/FAIL – if Fail, the supplier will be excluded from the tender process]**

3.1 Please provide the following information relating to the applicant’s last 3 (three) financial years.

**Scanned copies of the accounts to be attached to your submission.**

Information Required (please complete the years your accounts relate to)	20__/20__ (£000s)	20__/20__ (£000s)	20__/20__ (£000s)
Sales (Turnover)	£	£	£
Profit Before Tax and Interest	£	£	£
Interest Payments	£	£	£
Post-Tax Profit	£	£	£
Total Net Worth	£	£	£
Total Debt	£	£	£
Debtors	£	£	£
Cash and Cash Equivalents	£	£	£
Stock	£	£	£
Creditors < 1 Year	£	£	£

Definitions relating to completion are provided in Appendix A.

**Note:** Given the potential annual value of this contract, a minimum average annual turnover over the last 3 financial years of £1,000,000 has been set for this procurement, with failure to meet this criteria resulting in exclusion. Should a supplier be “younger” than three years please provide a business plan plus existing accounts to cover the same period together with cash flow predictions; preferably with documentation from your bank to support your ability to sustain this contract over its 3 year life.

3.2 Please provide the value of the applicant’s business in relation to the services requirements of this tender

Information Required (please complete the years your accounts relate to)	20__/20__ (£000s)	20__/20__ (£000s)	20__/20__ (£000s)
Contract Cleaning	£	£	£
Contract Security	£	£	£

3.3 If appropriate, provide any mitigating reasons for apparent weaknesses in the financial accounts.

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3.4 Name and address of accountant [For information]

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3.5 Please provide an accountant's reference[s] (dated within the last 6 months) reflecting the financial standing of the firm.

Note: The reference should confirm

(a) The accuracy of the extracts from your accounts listed in questions 3.1 and 3.2 above, and

(b) That the applicant has no outstanding social security contributions or taxes (see questions 2.5 and 2.6 above).

Provided Yes / No

*If answer is No, please state reasons:*

3.6 Please provide a recent banker's reference[s] (dated within the last 6 months) reflecting the financial standing of the firm.

Provided Yes / No

*If answer is No, please state reasons:*

3.7 Name and address of auditor

3.8 Date of financial year end

3.9 Provide details and the current status of any outstanding claims, litigation, judgments or court orders above £10,000 in value against the main applicant, proprietor or any key partner, Director or Associate of your organisation.

3.10 Please provide a copy of insurance certificates or a letter from your brokers / insurance providers evidencing current insurance in place.

NOTE: Where an applicant does not currently have the minimum stated requirement (see below), it will be a condition of award of contract that it obtain and maintain the minimum cover prior to, and during, any contract award as follows:

**Minimum requirements are**

*Employers Liability* £10,000,000

*Public, Products & Efficacy Liability* £ 5,000,000

*Loss of Keys* £ 25,000

*Wrongful Arrest* £ 1,000,000

3.10.1 Public, Products & Efficacy Liability

Certificate provided Yes / No

*If answer is No, please state reasons:*

Name of Insurer			
Policy Number		Renewal Date	
Limit of Indemnity		Excess	

3.10.2 Loss of Keys

Certificate provided Yes / No

*If answer is No, please state reasons:*

Name of Insurer			
Policy Number		Renewal Date	
Limit of Indemnity		Excess	

3.10.3 Wrongful Arrest

Certificate provided Yes / No

*If answer is No, please state reasons:*

Name of Insurer			
Policy Number		Renewal Date	
Limit of Indemnity		Excess	

3.10.5 Where the required levels of insurance are not currently in place, does the applicant confirm that, if it is appointed to this contract, the minimum insurances (as detailed in 3.10 above) will be obtained? Please provide documentary evidence from your insurance provider/broker of ability to obtain required insurance covers.

Yes / No / Not applicable

*If answer is No, please state reasons:*

3.11 Has the Applicant, Proprietor, Director, or any Key Partner ever been declined insurance cover?

Yes / No

If "Yes" please provide details

**TECHNICAL AND PROFESSIONAL CAPABILITY**

[Sections 4 to Section 10]

**Section 4 – Staffing levels**

***[For information only]***

4.1 Please provide numbers of the directors, partners, associates etc, in the firm

Category	Number of Staff (at the end of each of the financial years)		
	2013/2014	2015/2016	2017/2018
Directors			
Partners			
Senior Account Managers			
Associates			
Other (please specify)			
Total			

4.2 Please provide brief curriculum vitae for each member of staff who would, if appointed, be engaged in the managing, monitoring and fulfilment of a contract of this nature. Curricula vitae should only be provided for staff that would, if appointed, be directly involved in this contract, not all members of the company. Each CV should be limited to a single A4 page. The potential provider bears the responsibility for compliance with the Data Protection Act in relation to the provision of these CVs.

Provided	Yes / No
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**Section 5 - Quality Assurance**

***[Evaluation Pass/Fail – Failure to complete this section and, where requested, provide documentation in this section will result in automatic disqualification from this tender]***

5.1 Does your organisation have a quality management system?

Yes / No / Not applicable
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If Yes, please provide a company statement that summarises policy.
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If No or Not applicable, please provide explanation.
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**Section 6 - Health and Safety**

***[Evaluation Pass/Fail – Failure to complete this section and, where requested, provide documentation in this section will result in automatic disqualification from this tender]***

6.1 Does your organisation have a Health and Safety policy and procedures that are compliant with current legislation?

Yes / No / Not applicable
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If Yes, please provide a company statement that summarises policy and audit and inspection regimes.
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If No or Not applicable, please provide explanation.
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**6.2. Does your organisation have a Safeguarding policy?**

Yes / No / Not applicable

If Yes, please provide a company statement that summarises policy and provide a sample risk assessment for on of your other current contracts.

If, No or Not applicable, please provide further information

**6.3 Does your organisation employ a Health and Safety advisor who is aware of and responsible for compliance with current legislation?**

Yes / No / Not applicable

If Yes, please provide evidence

If No or Not applicable, please provide further information.

**6.4 Have you notified the Health and Safety Executive of any incidents / accidents in the last 3 years which have resulted in your company having to amend its Health and Safety procedures?**

Yes / No / Not applicable

If Yes provide details

**6.5 During the last 3 years has your organisation been involved (or is currently involved) in any civil, statutory or industrial tribunals relating to Health and Safety matters?**

Yes / No / Not applicable

If Yes provide details

**Section 7 - Equality and Diversity**

***[Evaluation Pass/Fail – Failure to complete this section and, where requested, provide documentation in this section will result in automatic disqualification from this tender]***

**7.1 Does your organisation have an equality and diversity policy that is compliant with current legislation?**

Yes / No / Not applicable

If Yes, provide a company statement that summarises policy

If No or Not applicable, please provide further information

**7.2 During the last 3 years has your organisation been involved (or is currently involved) in any civil, statutory, industrial tribunals or mediation relating to Equality or Diversity issues?**

Yes / No / Not applicable

If Yes provide details

**Section 8 – Environmental Benefits**

***[Evaluation Pass/Fail – Failure to complete this section and, where requested, provide documentation in this section will result in automatic disqualification from this tender]***

8.1 The College is committed to Environmental Protection and wishes to see Suppliers adopt a positive environmental policy in support of these aims.

**Does your organisation have an environmental protection policy that demonstrates current best practice in this field?**

Yes / No / Not applicable

If Yes, please provide a company statement

If No, or Not applicable, please provide further information

### **Section 9- Capability and Previous Experience**

***Evaluation - This section will be marked using the scoring framework provided at page 5. The relative importance of each question is indicated by the weightings given for each question. Applicants must achieve a minimum of 60% of the available marks in this section with failure to do so resulting in exclusion. Applicants achieving 60% of the available marks will be considered for selection to progress to the tendering stage. The scores will be used to rank the submissions, with the 'top 8' (and any equal-scoring) submissions being invited to tender.***

*The weighting of each question is provided in italics at the end of each question*

**9.1      The College has a critical need to maintain cleaning and security services. Using two specific examples of contracts currently or recently being undertaken, please provide evidence that demonstrates your experience and ability to deliver a high quality, proactive and professional service to the College taking into account the duration, scope, complexity and value of the potential contract.**

Response length – not more than 3 A4 pages.

**9.1.1      In the table below, please provide the details of the two specific contracts current or recently completed (January 2013 latest) that were referenced in your response to Question 9.1**

*[For information: This question will not be scored, however the College reserves the right to contact the named organisations to verify the information provided in your response to question 9.1]*

Organisation	
Description of services Provided	
Contract start date	
Contract end date	
Contract period (e.g. 2 years with x 12-month extension)	
Value of contract per year	
Contact Name and details	

Organisation	
Description of services Provided	

Contract start date	
Contract end date	
Contract period (e.g. 2 years with x 12-month extension)	
Value of contract per year	
Contact Name and details	

**9.2 Using examples to demonstrate your response; based on your experience of providing cleaning and security services, please outline the main challenges, successes and difficulties you have faced in with such services. (Note: these need not be FE Colleges, rather clients with similar requirements) [Weighting 5]**

Response length – not more than 1 A4 page

**9.3 Using examples to demonstrate your response; based on your experience of providing services to clients with a profile similar to the College please show how you have been able to provide economies of scale to organisations by combining these services. [Weighting 6]**

Response length – not more than 1 A4 page

**9.4 Using examples to demonstrate your response, outline your approach to quality managing cleaning services. Weighting 4]**

Response length – not more than 1 A4 page

**9.5 Please provide copies of two management information reports for existing clients in respect of services you currently provide and explain (a) how it benefits you as the contractor and (b) the recipient client. [Weighting 2]**

Response length – not more than 1 A4 pages plus sample reports provided as an Appendix to the submission

**9.6 Using examples, please show where you have been able to reduce costs by changing cleaning methodology from a labour intensive operation by introduction of machinery. [Weighting 8]**

Response length – not more than 2 A4 pages.

**Section 10 - Declaration**

If it is subsequently found that the information provided is untrue or deliberately misleading, the College reserves the right to disqualify the applicant from the tender process and any subsequent contracts may be invalidated due to such misrepresentations.

I declare that to the best of my knowledge the answers submitted in this Schedule (and any supporting modules) are correct. I understand that the information will be used in the evaluation process to assess my organisation's suitability for the College's requirement.

Form completed by:

Name:	
Position (Job Title):	
Date:	
Telephone number:	
Email address:	
Signature:	
Duly authorised to sign for and on behalf of	

**Pre-Qualification  
Certificate of Bona Fide Data Provision**

**Subject: THE PROVISION OF CLEANING & SECURITY SERVICES  
NORTHAMPTON COLLEGE**

We hereby certify that the replies to the requests in connection with the above are intended to be genuinely competitive. No aspect of the responses has been fixed or adjusted by any arrangement with any third party or within the organisation or its holding company, with the exception of any information attached hereto, (see \* below).

In particular:

- a. the data offered has not been divulged to any person,
- b. no arrangement has been made with any person that he should refrain from responding accurately,
- c. no arrangement has been made with any person to the effect that we will refrain from bidding on a future occasion,
- d. no discussion with any person has taken place concerning the details of either's responses or eventual proposed price and
- e. no arrangement has been made with any person otherwise to limit genuine competition.

We understand that any instances of illegal cartels or market sharing arrangements suspected by the College may be referred to the appropriate competition authorities for investigation and may be subject to appropriate legal action.

We understand that any misrepresentations may also be the subject of criminal investigation or used as the basis for civil action.

In this Certificate "arrangement" includes any transaction, or agreement, private or open, or collusion, formal or informal, and whether or not legally binding.

**\* Information is / is not attached hereto** (delete as appropriate)

Signed:

Name and Position: .....

on behalf of: ..... (Name of company/organisation)

Date: .....

## **Appendix A**

### **Financial Definitions**

#### **Sales**

The revenue derived from the provision of goods or services falling within the company's normal trading activities.

#### **Profit before Tax and Interest**

The reported profit or loss on ordinary activities before tax. This includes exceptional items but not extraordinary items which appear below the line.

#### **Interest Payments**

The sum paid to service the company's debt, the gross figure disclosed by the firm. This may include items such as hire purchase and finance lease charges.

#### **Post Tax Profit**

The reported profit or loss on ordinary activities after tax. This includes exceptional items but not extraordinary items which appear below the line.

#### **Total Net Worth**

Total Capital and Reserves less intangible assets.

#### **Total Debt**

Short term plus long term loans.

#### **Debtors**

The amount due to be paid to the firm, within one year, from customers, for goods or services sold on credit.

#### **Cash and Cash Equivalents**

Cash in hand and deposits repayable on demand with any qualifying financial institution, less overdrafts from any qualifying financial institution repayable on demand.

#### **Creditors: Amounts payable within one year**

Amounts due to be paid, within one year, by the company for goods it owns but has not paid for.

#### **Stock**

Value of materials held for future use in production or providing a service.

Value of finished items awaiting sale.

### **Appendix B**

Cleaning specification

### **Appendix C**

Security specification