

# The London 2012 Business Network

Opportunities from London 2012

BULLETIN #184 – 22 July 2011

## Opportunity



<b>Opportunity Title</b>	<b>London 2012 Dry Cleaning and Laundry Services for the Olympic Village and Media Complex</b>
Buying Organisation	The London Organising Committee of the Olympic Games and Paralympic Games Ltd
Website	<a href="http://www.london2012.com">www.london2012.com</a>
Opportunity Method	Contract Opportunity
Opportunity Type	London 2012 supply chain (private sector)
Nature of Opportunity	Services
Estimated contract value (GBP)	Not disclosed
	<b>About the Opportunity:</b> LOCOG require 2 dry cleaners and a laundry to be operational within the Olympic Park at Games time:  1. A dry cleaning service to be located in the Olympic and Paralympic Village during games time to meet the dry cleaning needs of athletes and officials resident within the Village; and, 2. A second dry cleaners, with an added laundry service to be located in the Media Complex to service over 20,000 accredited media.
Description	The dry cleaning service will have 'shops' within the Olympic Village Plaza and Media Complex 'High Street' where clothing will be dropped off and collected by customers. The shop within the Olympic Village Plaza needs to be operational between 9th July 2012 and 12th September 2012 (opening hours 09:00 - 21:00), the shop within the Media Complex needs to be operational between 27th June and 30th September (opening hours to be agreed). Prospective customers will be accredited media, athletes and officials who will be based at the Media Complex or Olympic Village during Games time.

The successful operator will be given a space within a temporary structure to house the 'shop'. Base utilities (ventilation / HVAC, lighting and power) will be provided by LOCOG, the exact specifications of base utilities differs for the 2 locations and confirmed at a later date. The fit out, operation of the 'shops' and service will be the responsibility and at the cost of the successful operator. The anticipated size of space for the shop provided is 50msq within the Olympic Village Plaza and 20-30msq within the Media Complex.

All dry cleaning services are on a user pay basis, i.e. at a charge to the customers; LOCOG expects the operator to offer exceptional value for money to the customers.

Turnaround time for garments should be a maximum of 24 hrs. All garment cleaning should be taken off the Olympic site and processed at the operators facility; there is no opportunity for the actual cleaning to take place within the Olympic Village or Media Complex. LOCOG are also interested in providing a basic alterations service, this can take place on or off site.

The operator will be expected to comply with LOCOG security and screening policies for vehicles and goods entering the Village; please note this may have an impact on turnaround times.

LOCOG does not have any indication on expected volume, in past games the most popular service has been dry cleaning of ceremonial uniforms for athletes and general laundry service for media. In total there will be 16,000 athletes and officials located in the Olympic Village, and over 20,000 accredited media.

**About the buyer's selection process:**

Responses to these CompeteFor questions will be evaluated and a shortlist of potential suppliers will be prepared. Successful applicants will be those which, in LOCOG's sole opinion, are most capable of fulfilling LOCOG's requirements as set out in this opportunity.

Successful shortlisted suppliers will be e-mailed with details of next steps after the opportunity has closed on CompeteFor. In addition to responding to these questions on CompeteFor, applicants should be prepared to provide evidence to their responses, in the event of being shortlisted.

Bidders should note that LOCOG may manage the next phase of the procurement process online using our eTendering system.

LOCOG operates a fair and transparent procurement process. Further information on that values that underpin LOCOG procurement can be found in our Diversity and Inclusion Business Charter, available here on the London 2012 website: <http://www.london2012.com/businesscharter>

LOCOG's view of value for money is different to that of some other companies. In support of our vision for London 2012 (as described in

the 'About the buyer' section below), we must consider a broad range of criteria when assessing proposals from bidders. As such, LOCOG defines value for money on the basis of a range of criteria, namely:

- Quality, delivery and disposal
- Commercial
- Sustainability
- Diversity and inclusion
- Legal, financial, health and safety

For further information about LOCOG and our procurement process, please read the LOCOG Invitation to Tender (ITT) Part 1 which is available on the London 2012 website:  
<http://www.london2012.com/ITT1>

**About the buyer:**

LOCOG is responsible for preparing and staging memorable Olympic and Paralympic Games in 2012. LOCOG is also responsible for staging a series of Test Events in the run-up to the Games; recruiting and training volunteers; and overseeing the four-year Cultural Olympiad leading up to the Games.

Find out more about LOCOG and the people delivering the Games:  
<http://www.london2012.com/about-us>

LOCOG's vision is to use the power of the Games to inspire lasting change.

This means change in people's lives; in levels of sport participation; in attitudes to disability; and change in the communities across London, particularly east London. It means change in attitudes towards sustainability and protecting the world we live in; in how everyone participates and engages with the Games; and in how cities host the Games.

To realise this vision we aim to deliver Games that:

- provide experiences of a lifetime;
- capture the imagination of young people all over the world; and
- create physical, social and sporting legacies to meet the long-term needs of people and their communities.

Our suppliers will play a critical role in helping LOCOG to stage a memorable Games and supporting the delivery of our vision for London 2012. LOCOG contract opportunities cover a range of goods and services, split into eight different categories:

- Artists, performance and events
- Facilities management and catering
- Security
- Services
- Sports
- Technology

- Transport and logistics
- Venues and infrastructure

We will periodically update and share our schedule of future CompeteFor opportunities. View the latest information on the London 2012 website:

<http://www.london2012.com/futureopportunities>

Delivery point	Olympic Park, Stratford
Business Categories	<ol style="list-style-type: none"> <li>1. Cleaning materials and equipment</li> <li>2. Cleaning services - commercial</li> <li>3. Steam cleaning services</li> <li>4. Clothing repairs and alterations</li> <li>5. Laundry and dry cleaning supplies</li> <li>6. Dry cleaners</li> <li>7. Cleaning contractors equipment and supplies</li> <li>8. Cleaning services - domestic</li> </ol>

CompeteFor response deadline 10/08/2011 17:00

Estimated tender close date 14/09/2011

Estimated contract award date 01/10/2011

Estimated contract start date 02/10/2011

LOCOG reserves the right at any time to alter the scope of work requested pursuant to this opportunity or to withdraw the opportunity completely.

LOCOG regrets being unable to provide feedback following responses on CompeteFor.

**Additional information for bidders**  
Include any special notes for bidders

Suppliers who are successful in winning work with LOCOG will be required to sign up to our standard terms which can be downloaded from the London 2012 website:  
<http://www.london2012.com/documents/business/locog-standard-terms-of-procurement.pdf>

Marketing rights are only granted to our international and UK partners:  
<http://www.london2012.com/about-us/the-people-delivering-the-games/international-and-uk-partners/index.php>

To ensure that Suppliers do not prejudice LOCOG's ability to raise money from its marketing partners, contracts with Suppliers contain the London 2012 'No Marketing Rights Clauses'. These prevent Suppliers from marketing their involvement in the Games and also prohibit ambush marketing.

For further information, please see the 'No marketing rights protocol' which is available from the London 2012 website:  
<http://www.london2012.com/documents/business/no-marketing-rights-suppliers-protocol-feb-2010.pdf>