

CLEANING SPECIFICATION

Set out below is current cleaning specification based on a fixed cleaning regime to maintain the cleanliness of our office to its present standard, The Commission is very keen to explore variant bids, which would focus on maintaining the current cleaning standard but allow us to achieve additional economies by reviewing our cleaning practices.

What follows is a full explanation as to our requirements including a location plan of the premises.

1. Summary description of the floor area to be cleaned::

Total floor area	2414 sq.mtrs
Open plan office workstations	316
Meeting Rooms	13
Kitchen areas	5
Rest room/First Aid room	1
Reception	1

2. BREAKDOWN OF SERVICES REQUIRED:

Area – Chateau meeting room suite	Frequency
Empty waste bins	Daily
Thoroughly dust and sanitize meeting room tables	Daily
Thoroughly dust and sanitize arms of meeting room chairs	Daily
Thoroughly clean upholstered furniture	Daily
Vacuum carpet flooring	Daily
Sanitize meeting room door handles and push plates	Daily
Remove finger marks from glass partitions	Daily
Dust low level skirting boards and sills	Weekly

Area – open plan office	Frequency
Empty waste stations	Daily
Thoroughly dust and sanitize desks, chairs and low-level storage units	Daily
Thoroughly dust and sanitize computer keyboards and monitors.	Daily
Vacuum carpet flooring	Daily
Sanitize printer touch screens	Daily
Dust low level skirting boards and sills	Weekly
Sanitize meeting room door handles and push plates	Daily
Remove finger marks from glass partitions	Daily
Thoroughly dust window blinds	Monthly
Thoroughly dust fire extinguishers	Monthly
Sanitize floor to ceiling storage cupboard doors	Weekly
Thoroughly dust and sanitize storage lockers	Daily

<i>Area – kitchens</i>	<i>Frequency</i>
Empty waste stations	Daily
Thoroughly clean and sanitize all kitchen sinks and draining boards	Daily
Thoroughly clean and sanitize all kitchen worksurfaces	Daily
Thoroughly wash/clean/scrub all hard floor surfaces	Daily
Vacuum carpet flooring	Daily
Thoroughly clean and sanitize all external surfaces of fridges and microwaves	Daily
Thoroughly clean and sanitize all internal surfaces of fridges and microwaves	Daily
Thoroughly clean and sanitize all bistro style tables and chairs	Daily
Thoroughly clean and sanitize drinking water taps	Daily
Collect crockery, load dishwasher, start wash and return crockery to cupboards after wash *	Daily

<i>Area - reception</i>	<i>Frequency</i>
Empty waste stations	Daily
Thoroughly wash/clean/scrub all hard floor surfaces	Daily
Thoroughly clean upholstered furniture	Daily
Thoroughly clean and sanitize glass coffee tables	Daily
Dust low level skirting boards and sills	Weekly
Thoroughly dust window blinds	Weekly
Remove finger marks from glass partitions	Daily
Thoroughly wash/clean/scrub all hard floor surfaces	Daily
Vacuum carpet flooring	Daily
Polish/buff tiled floor	Monthly

<i>Area – first aid/rest room</i>	<i>Frequency</i>
Empty waste stations	Daily
Vacuum carpet flooring	Daily
Thoroughly clean and sanitize worksurfaces	Daily
Thoroughly clean and sanitize wash handbasin and tap	Daily
Launder bed linen	Monthly
Thoroughly clean and sanitize external and internal surfaces of fridge	Weekly

3. ADDITIONAL REQUIREMENTS

The following general provisions shall apply to all contracts awarded under the framework. The only exceptions to this rule will arise in the event that a particular Customer using the framework expressly specifies that one or more of these provisions is not to apply to their particular contract. Unless such express exclusion is documented, then all of the following will prevail.

Service Providers are to comply with the latest regulations, legislations and British Standards applicable to their industry. All British and European standards, regulations and legislations referred to shall mean the latest published edition including all revisions and amendments.

All staff engaged by the Service Provider in connection with the provision of services must be appropriately trained, qualified, skilled and experienced to carry out their duties. They should demonstrate a courteous, friendly and professional manner.

The Service Provider will ensure that all staff employed in the provision of services undergo DBS checks to enhanced level prior to commencement of employment and subsequently at three-yearly intervals.

Adequate numbers and types of staff, together with adequate staff supervision and management must be provided at all times of service provision.

Staff must be appropriately attired at all times, including the wearing of uniforms and identity badges where required under a specific contract.

The Service Provider will give notice to the appropriate Customer in the event that any staff member becomes aware that they are carrying or suffering from any disease or condition which is notifiable under legislation.

The Customer may request the removal from the service of any of the Service Provider's staff whom the Customer reasonably believes to be unsuitable. Such a request may be made if the Customer considers the staff member to be insufficiently skilled or competent, or to be guilty of misconduct (for example, but not limited to, assault or abuse; racial or sexual harassment; theft).

The Service Provider must have a formal complaints procedure in place, which must facilitate the appropriate handling, documenting and resolution of all complaints received from the Customer.

Generally, the Service Provider will cooperate in all ways as may reasonably be expected in respect of the interests and wellbeing of the Customer premises.

The Service Provider will have an effective management process in place to ensure that all staff receive regular performance reviews to ensure they are able to carry out their duties effectively. The Service Provider will be required to produce evidence of effective contract management performance by agreeing objectives, targets, and key performance indicators with the Customer prior to the start of the contract. Unless agreed otherwise, a monthly or quarterly reporting process will be agreed and then closely monitored.

The Service Provider will ensure that a dedicated contract manager is appointed and made available to Customers. The appointed contract manager will attend monthly, quarterly or annual meetings as required by the Customer at no additional cost.

The Service Provider will provide, where necessary, a monthly report to the Customer illustrating their performance against the standards set and any additional information which may be required.

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The Service Provider shall carry out cleaning services on the days and times specified by the Customer. The Service Provider will provide additional cleaning services to the Customer where services are required outside the normal operating hours, or where emergency work is required.

All services performed by the Service Provider shall be in accordance with good industry practice, and all statutory and legal legislation in connection with the provision of cleaning services.

The Service Provider shall at all times comply with the Customer's health and safety policy manual and environmental policy.

The Service Provider shall use their best endeavours to ensure that during the periods set aside for daily cleaning there will be minimum disruption to individuals occupying the Customer's premises, and that the health and safety of these individuals are protected.

Scheduling of work

The Service Provider shall provide detailed work schedules for each of the Customer's premises. These must be available for inspection prior to commencement of the Customer's contract. The schedule of works shall commence on a day to be agreed with the Customer and shall continue without interruption, except for where a break has been agreed by the Parties. In the event of an agreed break, work shall be resumed immediately after the expiration of the agreed break.

Security

The Service Provider shall at all times comply with the Customer's security procedures as may be in force from time to time or as may otherwise be directed by the Customer.

The Service Provider shall ensure that any persons at the Customer's premises are not put at risk because of their activities or their failure to act.

Security checks shall be carried out by the Service Provider's staff when leaving areas following completion of their cleaning tasks, but in this instance, security shall be deemed to mean lights off, windows closed and secured, doors closed and locked if such is the requirement of the Customer.

The Service Provider shall ensure that the Customer is informed immediately of the loss of any such keys, locks and identity passes and shall bear the cost of any replacements and any reasonable security measure implemented as a result of such loss.

The Service Provider shall immediately inform the Customer of any fault with door locks, window catches, alarm systems or video security system.

Under no circumstances shall the Service Provider's staff:

- disclose any security or keypad codes to any unauthorised persons; or
- loan or supply keys / identity passes for access to the Customer's premises to any unauthorised persons.

The Service Provider will be liable for any loss, damage or expense caused as a direct result of:

- the Service Provider's staff failing to properly secure the Customer's premises.
- the Service Provider's staff failing to properly carry out any of the other duties so required by the Customer.
- the Service Provider's staff having disclosed security or keypad codes to unauthorised persons; and
- the Service Provider's staff having loaned or supplied keys to the Customer's premises to unauthorised persons.

In the event of the Service Provider's staff triggering any alarm systems, the Service Provider will be liable for any costs incurred as a result of this and/or for any alternative security measures required.

The Service Provider's staff must immediately report to the Customer any incidents of damage, vandalism or irremovable graffiti which they encounter during the course of their cleaning duties. In the event of a break in, the Service Provider's staff should not interfere with any possible evidence but contact the Police and the Customer as soon as possible.

The Service Provider will be responsible for the security of its own material, consumables and equipment used in the provision of the service and the Customer will not be under any liability in respect thereof whatsoever.

Cleaning materials and consumables

All costs for the supply of materials, consumables and equipment shall be included in the daily cleaning service, unless otherwise agreed with the Customer.

The Service Provider shall provide and use all materials and equipment it considers necessary to clean the different fabrics encountered in the Customer's premises to achieve the performance requirements as specified by the Customer while ensuring that the existing condition and appearance of all cleaned items and surfaces are not degraded in any shape, appearance or construction and that the life expectancy of the fabric of the premises is not diminished in any way as a direct result of the Service Provider's cleaning operations. The Service Provider will be liable in respect of any damage done to cleaned items or surfaces if the products used are not designed for the application made or else by spillage of products or lack of due care in applying a product.

The Service Provider is required to notify the Customer of all cleaning materials proposed to be supplied and used by the Service Provider in connection with the performance of the Customer's contract which must be approved by the Customer prior to use.

Further the Service Provider shall:

- when requested provide free of charge samples of all such products intended for use to include the name and contact details of the manufacturer including the relevant manufacturers data / COSHH sheets; and
- provide information relating to the biological nature of the product and details of their intended use.

Cleaning machinery and equipment

The Service Provider shall provide all machinery and equipment considered necessary by the Service Provider to provide cleaning services to the Customer. All equipment supplied for use under the Customer's contract shall be maintained in the appropriate manner required for the delivery of the services free from defect, safe and clean and where necessary, maintained and tested in accordance with the manufacturers recommendations or as deemed necessary by the Service Provider ensuring its equipment is fully compliant with all legislative requirements.

The Service Provider shall at all times hold sufficient spares, replacement parts and stock to ensure there are no delays in delivering the services.

When any item of equipment is found to be faulty, the Service Provider shall ensure that the offending item of equipment is immediately isolated from use and replaced with an alternative to ensure service delivery is not compromised.

The Service Provider is encouraged to propose alternative equipment and materials that they can show will benefit the long-term economic management of the Customer's premises.

Use of the premises

The Service Provider's personnel shall be confined to the area(s) of the premises allocated by the Customer.

The Service Provider will be responsible for ensuring that all its equipment, materials and consumables are kept locked away when not in use. The Service Provider will also ensure that all storage cupboards used for the storage of equipment, materials and consumables are locked when the Service Provider's personnel are not on site.

The Service Provider shall ensure that all equipment, materials and consumables are maintained and stored in a safe manner and in accordance with the Customer's requirements and conform to all relevant legislation.

Any equipment, materials and consumables being held by the Service Provider on the Customer's premises shall be deemed to be intended for use by the Service Provider in the performance of his obligations under the Customer's contract.

Sustainability

If within the contract period the Customer introduces a scheme for more efficient energy consumption, then the Service Provider will co-operate in the implementation of any such scheme.

The Service Provider shall not use aerosols which use Chlorofluorocarbons (CFCs) as propellants.

The Service Provider shall avoid products which are purely cosmetic and have no hygienic purpose such as air fresheners unless specified by the Customer, in which case the quantities used should be kept to a minimum.

The Service Provider shall seek to use products where clear instructions, packaging and/or the design of the product itself help to avoid using more than is necessarily required.

Service Providers are encouraged, where practical:

- to use refillable containers; and
- to use pump action (also called trigger action) sprays or alternative products which are wiped or brushed on in preference to aerosols.

The Service Provider shall properly dispose of any waste (arising) generated on the Customer's premises during the delivery of cleaning services as required by the Environmental Protection Act 1990 and implemented by the Environmental Protection (Duty of Care) Regulations 1991.

SOCIAL VALUE

Social value also forms an important element of the cleaning service we require. Please refer to the ITT Part A Section 4 Evaluation of Tenders for more information on this aspect. We would like you to provide a Social Value delivery plan to explain how you will deliver social value under this contract

CLIENT RESPONSIBILITIES

The Commission shall:

- (a) establish an effective planned monitoring programme
- (b) ensure Contractor compliance with all regulations covering the inspection and testing of all equipment used by the Contractor
- (c) provide and maintain
 - ♣ storage for the safe keeping of Contractor equipment.
 - ♣ first aid equipment
 - ♣ any other equipment as may be agreed in writing between the Commission and the Contractor for the provision of the Services.
- (d) provide water, heating, lighting and electricity.

All of the above matters to be undertaken or provided at the Commission's expense and subject to all relevant statutory provisions or regulation.

TUPE

The Commission is committed to paying the 'living wage'. The service is provided by 4 staff comprising 1 x supervisor and 3 x operatives. You should contact the incumbent provider to fully appraise yourself of the TUPE implications and ensure any risk of challenge under TUPE is covered within your proposal.