



## **Specification**

- 1. Contract Length:** 3 years
- 2. Start date:** 1<sup>st</sup> August 2022
- 3. Contract Administrator:** Trust Estates Manager or other individual appointed by the Employer and notified to the Supplier in accordance with the provisions of the contract.

### **4. Introduction**

The Employer seeks to maintain a high standard and quality of cleaning services within its buildings to support a clean and safe learning environment. The Works described in this specification are to be executed by the Contractor in a manner that enhances the Employer's reputation for the cleanliness. The Contractor must carry out the Work adopting the best cleaning practice including rigorous standards of discipline, cleanliness, and tidiness.

From time to time the school may let rooms/areas within the school to external and/or Community organisations. It is, therefore, that cleaning is to a high standard that also enhances the school's reputation for offering clean and high standard facilities to external facility users.

### **5. Scope and Quality of Work**

#### **Core Tasks (as summarised within the Pricing Schedules)**

1. Entrances, Exits, Doors, Door Glass, Door Mats
2. Floors, Landings, Hallways and External Areas to Entrances
3. Stairs (including underneath staircases where applicable)
4. Windows
5. Walls, Woodwork, Ceilings, Light Fittings, Sockets
6. Skirting Boards, Ledges, Switches and Panels etc.
7. Toilets, Basins, Showers, and other toilet/wet room fittings

8. Work surfaces, sinks, and taps in staff works rooms, Activity Studio and Staffroom
9. Offices, Classrooms and Halls
10. Replenishment of domestic consumables in toilets, classrooms, offices, and staff rooms.
11. Emptying internal bins into external bins in the bin store (but not bins containing hazardous waste, e.g., sanitary bins or medical waste bins).
12. Lift
13. Regular deep clean of school building during school holidays
14. Miscellaneous items

These Tasks are more fully defined in the following sections of this Cleaning Services Specification.

### **Optional Tasks**

- Cleaning of upholstery
- Deep cleaning of carpets and rugs
- External window cleaning and gutter clearance
- Other Additional Works as may be instructed by the Contract Administrator and reimbursed in accordance with the Schedule of Rates or by agreement.

**5.10.** Core Tasks Are those tasks required to be carried out in accordance with the specification and in respect of which the Contractor has tendered their sum.

**5.11.** Optional Tasks Are those tasks that may be required to be carried out on the specific instruction of the Contract Administrator and in respect of which payment will be made in accordance with the Schedule Rates or as may be agreed.

### **6. Graffiti and Chewing Gum Removal**

Graffiti and chewing gum are rare occurrences. However, if there is an occasion where Graffiti or chewing gum require removal from an internal area the Contractor shall be responsible for the removal of any graffiti where such graffiti is in areas less than one square metre and for all chewing gum. The Contractor's tendered annual sum for Routine Cleaning Work shall be deemed to have allowed for compliance with this requirement.

Areas of graffiti more than one square metre, or if it has been drawn with a substance not easily removed by normal wiping, shall, on the instruction of the Contract Administrator be removed by the Contractor and payment shall be in accordance with the Schedule of Rates for Graffiti Removal.

### **7. Quality**

The Employer is aiming for an economic, high quality cleaning service with a stable workforce and effective supervision. Cost will therefore be only one element in the overall assessment of tenders.

The Service shall be performed in accordance with the Specification and shall be carried out in an efficient and proficient manner. The Employer will reserve the right to monitor any part of the contract standards and issue warning and default notices in way of liquidated damages if the Contractor fails to meet either contract standards or any part of the contract conditions.

For example, the monitoring system will include an inspection of the following:

- (a) the number and suitability of operatives on site
- (b) quality of materials used
- (c) that the cleaning procedures used are either as detailed in the Contract or as agreed with the Contract Administrator.
- (d) that the frequency and standards of cleaning are being met
- (e) that Health and Safety Requirements are met
- (f) that the agreed work plan has been followed

## **8. Equipment and Materials**

### **8.10. Equipment**

All equipment and materials required for the performance of the Contract shall be supplied, maintained, and insured by the Contractor and shall be suitable to meet the requirements of this specification.

The Contractor shall use and supply the environmentally friendly equivalents to or environmentally friendly alternatives to the materials listed in section 8.11. Section 8.11 is a suggested (and not exhaustive) list of the type of materials the Employer would expect to see used to fulfil the conditions of this ITT. The Employer expects the Contractor include details of the chemicals/materials proposed in their Method statements.

All equipment and materials used by the Contractor to fulfil the Contract shall be suitable for the purpose and be no more than 12 months old (except in the case of major equipment which may be older than 12 months, but which must be up to date, suitable for purpose, safe and reliable for the work required). British Standard Specification issued by the British Standard Institute as current shall as a minimum be in accordance with that standard. All cleaning equipment used shall be cleaned and dried after use and safely stored or removed from site as appropriate.

## **9. Reporting of Defects**

The Contractor shall report to the Contract Administrator within one month of the commencement of the Contract, any material defects in floor surfaces or other items to be cleaned. Defects will be recorded by the Contract Administrator and taken into consideration when cleaning standards are monitored. Any defects in floor surfaces or other items to be cleaned must be reported immediately. After the one-month period defects that are then attributable to defective workmanship by the Contractor, at the Contract Administrator's option, will be replaced at the Contractor's expense. The Contractor shall immediately report any obvious defects, for example burst pipes or broken windows, to the Contract Administrator or their representative. All defects reported must be logged and reported to the Contract Administrator on a weekly basis.

## **10. Core Tasks**

### **10.10. Entrances, Exits, Doors, Door Glass, Door Mats, and External Areas to Entrances**

#### **10.10.1. Litter Pick/Remove Refuse**

The Contractor will ensure that all litter, refuse or any form of fouling is removed from all areas both internally and externally adjacent to Exits and Entrances. Any resultant refuse should be disposed of in an appropriate bin. The Contractor shall remove any residue or staining left by any litter, deposits, or leaves or fouling with an approved anti-bacterial solution. Any dangerous items such as nails, glass or other sharp objects should be reported to the Business Manager or their representative immediately. This Task Item is to include removing all cobwebs from any part of the building including entrances, exits and doors where the cobwebs are located.

**10.10.2. Mats and Matwells.** The Contractor shall lift (where possible), shake out, sweep, or vacuum any door mats at entrances and exits and remove from all dirt etc., arising. Mat wells shall be thoroughly swept/vacuum cleaned to remove all deleterious matter.

**10.10.3. Floor Surfaces** The contractor shall clean all floor coverings and surfaces leaving them clear and free of any debris or deposits. Any staining, where possible, should be removed with an approved antibacterial cleaner. The Contractor shall mop or wet clean in any other manner suggested by the Contractor, the hard floor surfaces to maintain a clean, orderly, and welcoming appearance to the school's entrances and exits. All cleaning must be undertaken in such a way that floor surfaces are not damaged.

**10.10.4. Doors, Porches, Architraves and Associated Woodwork.** The Contractor shall wash down, and wipe clean all main and internal doors, architraves and associated woodwork/trim including any glazed panels, framework, and the like. Cleaning doors shall include frames, glazed panels, and door furniture/touch plates. It shall also include cleaning any glazing adjacent to the door and glazed partitions. Glazing to main doors shall be cleaned both internally and externally and both faces of internal doors are to be cleaned. In addition to the programmed frequency of this Task Item the Contractor shall remove any marks or stains to the approval of the Contract Manager. Following cleaning all surfaces are to be left clean and dry.

**10.10.5. Miscellaneous** The Contractor shall clean and then polish any intercom/access panels taking care not to scratch or otherwise damage the surfaces and the operation of the intercom/access system. All scuff marks are to be removed from entrances, exits, doors and surrounding taking care not to damage or degrade the surfaces. Entrance doors are to be cleaned at the frequencies indicated and any dumped items, litter, debris, deleterious material of The Heights Primary School, ITT for Services: Cleaning Services 59 whatsoever nature shall be removed and placed in an appropriate waste bin.

#### **10.11. Floors, Landings, Hallways**

**10.11.1. Floor Surfaces** The contractor shall clean all floor coverings and surfaces leaving them clear and free of any debris or deposits. Any staining, where possible, should be removed with an approved antibacterial cleaner. The Contractor shall mop, Hoover, or wet clean in any other manner suggested by the Contractor, the hard floor surfaces. The Contractor should use an appropriate means such as hoovering to clean soft floor surfaces. All cleaning must be undertaken in such a way that floor surfaces are not damaged.

#### **10.12. Stairs (including underneath staircases where applicable)**

**10.12.1. Floors** All floors to be cleaned in line with the specification at point 10.11.1. **10.12.2. Handrails, Balustrades, Banisters.** The Contractor shall appropriately clean (dust/wipe or other means) and the like, including polishing as appropriate.

#### **10.13. Windows**

**10.13.1.** Windows shall be cleaned internally as set out in the Cleaning Frequency schedule and shall include the cleaning of associated frames, heads, sills, panels, window fixtures and fittings and the like.

Cleaning may be undertaken in any way deemed appropriate by the Contractor providing that once cleaning is complete the windows are clean, clear, free of loose dust, soilage, stains, cobwebs etc., and are smear free.

**10.14. Walls, Woodwork, Ceilings, Light Fittings, Sockets, Skirting Boards, Ledges, Switches and Panels etc.**

The definition in 10.14 above shall not be seen to limit the extent of work to be carried out and all equivalent items not specifically mentioned shall be deemed to be included.

The Contractor shall remove and dispose of any cobwebs at whatever height from ceilings, corners, light fittings, ledges, skirting boards, and the like.

The Contractor shall dust/damp wipe as appropriate all fixtures, fittings of whatever nature including, but not limited to ledges, lights, sockets, skirtings etc.

The Contractor shall clean walls including spot cleaning as necessary to get rid of removable marks and any deposits as appropriate.

In addition to the programmed frequency of this task, the Contractor shall remove any mark or stain on sight, providing this does not damage the surface covering. Following cleaning the Contractor shall leave all walls, light switches, power point/sockets and window frames etc clean, free of lint or dust, dry and smear free.

**10.15. Toilets, Basins, Showers, and other toilet/wet room fittings**

The Contractor shall clean all toilets and wash-hand basins using an appropriate method to the surface being cleaned. This includes scrubbing and removing lime-scale from all areas including wc's, urinals, pipe work, panels, soap racks/dishes wash hand basins, taps, toilet panels, water cisterns/tanks, soap racks/dishes, wall surfaces (including tiled walls), mirrors, towel/hand rails, the inside and outside of doors and door frames, floor surfaces, heater units, light units, partitions and any other item within or associated with the toilet, shower or wet room.

Any scratching of enamelled or aluminium surfaces will be considered as non-performance by the Contractor and without prejudice to any other right or remedy available to the Employer, the Contractor will make good any damage by whatever means they deem necessary and to the approval of the Contract Administrator to return the surface to its original condition.

The Contractor shall empty all litter from refuse bins and replace refuse sacks. The Contractor shall also wash/wipe clean all skirting associated with the areas to be cleaned and this work is deemed to be included within this Task item.

The Contractor shall also remove any cobwebs and ensure that grilles affixed to ventilation equipment are dust and cobweb free.

The Contractor shall inspect all towel, soap and toilet roll dispenser and refresh with domestic consumables as required.

**10.16. Work surfaces, sinks, and taps in staff work rooms, Activity Studio and staff room, kitchenette areas.**

The Contractor shall ensure that work surfaces, taps, and sinks in the areas listed in 10.16 above are kept clean, tidy, and unsoiled. Lime scale shall be removed on a regular basis as it is noticed. Messes and spills will be cleaned and domestic consumables such as soap, washing up liquid and hand towels will be replenished as required.

The Contractor shall also clean all cookers, ovens, tables, cabinet fronts and other item within or associated with a kitchenette area.

Any scratching of enamelled, steel, or aluminium surfaces will be considered as non-performance by the Contractor and without prejudice to any other right or remedy available to the Employer, the Contractor will make good any damage using whatever method he deems necessary to return the surface to its original condition.

#### **10.17. Offices, Classrooms and Halls**

The Contractor shall inspect each of the areas in 10.17 above prior to carrying out the works to determine the extent of the services to be provided.

The Contractor shall clean all desks, tables, filing cabinets, cupboards, bookshelves, litter bins, telephones, computer terminals, screens and wall mounted screens, printers, keyboards, desk lamps, chairs, pipe work, mirrors, the inside and outside of doors and door frames, floor surfaces, heater units, light units, wall surfaces, partitions and any other item within or associated with the areas list in 10.17.

The Contractor shall empty all litter from refuse bins and replace refuse sacks. Small litter bins by desks should be emptied daily, larger bins, including recycling bins should be emptied as and when they are full or sooner if there is a noticeable odour associated with the bin.

Floors, wall skirtings etc shall be cleaned in accordance with items 10.12 and 10.14 of this specification.

#### **10.18. Replenishment of domestic consumables in toilets, classrooms, offices, and staff rooms.**

The Contractor shall ensure that domestic consumables such as soap, paper towel, toilet roll and washing up liquid are replenished from the school's own stock as required. Any shortages of stock items are to be reported to the Contract Manager immediately upon discovery.

#### **10.19. Emptying internal bins into external bins in the bin store (but not bins containing hazardous waste, e.g., sanitary bins or medical waste bins).**

The Contractor will empty all internal bins either as they are filled or sooner if there is an odour associated with the bins. The bins will be emptied in accordance with the Employer's instructions into the large bins in the waste compound. All waste is to be emptied into the appropriate bin - recycling into the large, green recycling bins, landfill into the grey bins and food waste, if any, into the red food waste bins.

#### **10.20. Lift**

The provision of this specification shall apply to the cleaning of the Lift. The Contractor shall ensure that the Lift (Permanent Building only) is regularly cleaned and deodorised. The cleaning is to include washing down of walls as appropriate, and cleaning of doors, architraves, and surrounds /call plates etc.

### **10.21. Miscellaneous items**

The Contractor is expected to ensure that any areas/items not listed specifically in this schedule are kept clean and dust free.

### **10.22. Deep Clean of the school building during school holidays**

The Contractor should provide a proposed schedule and cost for deep cleaning (within school holidays) and a list of works to be undertaken as part of each deep clean. The Employer expects that not all tasks will be completed in each deep clean, but the deep clean programme will ensure that all areas of the school, including areas which are difficult to reach or which experience, for example, high traffic can be kept clean in good order.

The Employer does not expect a deep clean to be undertaken in every school holiday. However, a deep clean during the summer holidays should be provided in the deep clean schedule.

The schedule of deep cleaning activities provided by the Contractor should form the basis of the works undertaken in each deep clean, but the Contractor and Contract Administrator should confirm before each deep clean if any alterations are required to the deep clean schedule of works. Any such changes should take no more effort or time than the original proposed activities and are deemed to be included in the Contractor's quoted price.

## **11. Optional Tasks**

### **11.10. Cleaning of upholstery**

On the instruction of the Contract Administrator the Contractor shall thoroughly clean any upholstery using an appropriate cleaning method or cleaning equipment in accordance with the manufacturer's instructions for any equipment to be used.

The Contractor shall be reimbursed the cost of undertaking this Task in accordance with any agreed quotation or the Schedule of Rates at the decision of the Contract Administrator.

### **11.11. Deep cleaning of carpets and rugs**

On the instruction of the Contract Administrator the Contractor shall thoroughly clean carpets and/or rugs using an appropriate cleaning method or cleaning equipment in accordance with the manufacturer's instructions for any equipment to be used.

The Contractor shall provide details of the proposed cleaning method and/or equipment. The Contractor shall be reimbursed the cost of undertaking this Task in accordance with any agreed quotation or the Schedule of Rates at the decision of the Contract Administrator.

## **12. Cleaning Frequency Schedule**

The Employer asks that the Contractor provide, as part of the Proposed Working Methods section of this ITT, a proposed cleaning frequency schedule for the areas included in the Core Tasks section of this specification. See Section D proposed working methods.

## **13. Monitoring and KPIs**

The Employer is aiming for an economic, high quality cleaning service with a stable workforce and effective supervision.

The Service shall be performed in accordance with the Specification and shall be carried out in an efficient and proficient manner.

The monitoring system will include an inspection of the following:

1. the number and suitability of operatives on site.
2. that the time spent by operatives on site agrees with the number of hours that they are expected to be on site.
3. quality of materials used.
4. that appropriate stock of cleaning materials, including chemicals is held on site.
5. that the cleaning procedures used are either as detailed in the Contract or as agreed with the Contract Administrator
6. that the frequency and standards of cleaning are being met (The Employer expects the Contractor to have its own quality monitoring process in place)
7. that Health and Safety Requirements are met.
8. that the agreed work plan has been followed
9. the number and frequency of complaints from the Employer's staff regarding cleaning within the school buildings.

The Employer proposes that for the first three months of the Contract there is a quality monitoring meeting held once per month with the Contractor and Employer. Assuming that these meetings are satisfactory the Employer then suggests a quarterly review meeting to ensure that the above monitoring criteria are met.