**THE SPECIFICATION (DRAFT - SUBJECT TO CHANGE)**

The following information has been extracted from the Tender Document:

**Introduction**

The Felixstowe Dock and Railway Company operates a small office building in Cambridge (situated at 35 Cambridge Place, Cambridge, CB2 1NS) used for digital application development. This office space spans 3 floors, with the upper floor being used only as a meeting room. There are approximately 10 members of staff spanning the 2 main floors. The ground floor also has 2 individual toilet rooms and a small kitchen room.

The garden area of the office contains a small amount of shrubbery next to the office building of approximately four (4) metres in length and one (1) metre wide.

**1.** **Office Cleaning**

1.1 Office cleaning to be undertaken three (3) days per week; Monday, Wednesday & Friday (unless otherwise agreed in writing by the Company).

1.2 Contractor to provide all materials, equipment and labour necessary for completion of the services listed herein.

1.3 The Contractor will also be required to supply various consumables items such as toilet rolls, hand soaps, hand towels and air fresheners.

1.3 All office cleaning activities are to be completed outside of normal working hours which are 08:00 – 18:00 Monday – Friday.

1.4 Tasks to be completed on Monday, Wednesday and Friday of every week on all floors of the office including top floor meeting room:

1.4.1 Lift and clean entrance mats;

* + 1. Remove finger marks from entrance door and lobby;
    2. Empty all waste bins and reline;
    3. Dust desks, tables;
    4. Remove spillage stains from any area;
    5. Remove used plates/mugs to kitchen and wash;
    6. Vacuum carpeted floors;
    7. Sweep and mop vinyl floor in kitchen;
    8. Wipe down and disinfect kitchen surfaces, drainer, sink;
    9. Toilets: wash down and disinfect floors;
    10. Clean basins, taps, mirrors, tiles and sanitary ware and leave smear free;
    11. Clean and disinfect toilet and seat;
    12. Remove refuse sacks to outside bin; and
    13. On leaving:

1.4.14.1 Secure premises and reset alarm (key-fob).

1.5 Weekly cleaning tasks

* + 1. Dust computer equipment, vacuum keyboards;
    2. Clean monitor casings;
    3. Damp-wipe desks, bookcases, cabinets, skirting, doors, window sills;
    4. Polish meeting tables;
    5. Wipe clean and disinfect telephones;
    6. Remove finger marks from internal glass/partitions, light switches, doors;
    7. Clean inside fridge, inside microwave;
    8. Clean outside all kitchen appliances;
    9. Wipe down kettle;
    10. Clean kitchen tiles;
    11. Clean kitchen taps;
    12. Damp wipe water machines;
    13. Clean all handrails;
    14. Empty shredded waste;
    15. Vacuum fabric office/meeting chairs;
    16. Wipe down wooden chairs;
    17. Clean exterior signs, sweep doorway, check for rubbish items in stone chips;
    18. Empty any water in water cooler catch trays.

1.6 Monthly cleaning tasks

* + 1. Descale kettle (using supplied descaler) if required;
    2. Wash down all marks on walls;
    3. Dust along trunking; and
    4. Remove marks from all printers/photocopier/shredder/water machines.

1.7 Quarterly cleaning tasks

* + 1. High dust light fittings.

1. **Additional Services**

2.1 If required by the Company the Contractor will provide deep cleans of the Premises. Any Additional Services will be charged in accordance with Table 3 of Schedule 2.

1. **Window Cleaning**

3.1 Window cleaning to be undertaken four (4) times per year during the term of this Agreement (unless otherwise agreed in writing by the Company). The schedule for these window cleaning services is to be agreed between the parties and will be based upon seasonal requirements.

3.2 All windows must be cleaned to the satisfaction of the Company or a person nominated by it.

3.3 All windows to be washed using squeegee and water with appropriate detergents and in line with industry best practice.

* 1. All windows are to be cleaned both inside and outside and left smear free.
  2. Window frames and window surrounds are to be cleaned externally and left smear free.

**4.0 Gardening**

4.1 Gardening to be undertaken four (4) times per year during the term of this Agreement (unless otherwise agreed in writing by the Company). The schedule for these gardening services is to be agreed between the parties and will be based upon seasonal requirements.

4.2 All areas to be weeded.

4.3 Plants, shrubs, trees and bushes to be pruned.

4.4 All pathways to be swept, all moss or algae removed, weeded and left in clean and serviceable condition.

4.5 All debris to be removed from site and disposed of by the Contractor.

4.6 Photographic evidence of the areas mentioned in 4.2, 4.3 and 4.4 to be taken by the Contractor (before work commences and after work has been completed). This evidence is then provided to the Purchaser as proof of the work which has been carried out.

**5.0 Emergency Call Outs**

5.1 The Contractor is to appoint a nominated person to be the point of contact for out of hours emergencies including alarms and emergency services at the Premises and will attend site within one (1) hour of being notified.

**6.0 Quarterly Review Meetings**

6.1 Quarterly contract review meetings will be held between the Company’s representative and the Contractor. The following topics (without limitation) shall be discussed at the meetings:

6.1.1 The Key Performance Indicators as defined in Schedule 4;

6.1.2 The Contractor’s performance of the Services and any Additional Services generally;

6.1.3 Agreed staffing levels and staff training records; and

6.1.4 Accident reports.