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Staff

All staff employed on this contract will need to be enhanced DBS checked through the Disclosure and Barring Service and PHP may request evidence that this has been done.

The Contractor shall ensure that their staff perform their duties in an orderly manner and in as quiet a manner as may reasonably be practicable having regard to the nature of the duties being performed by them and maintain the highest standards of hygiene, courtesy and consideration.

The Contractor shall require the staff at all times while engaged in the provision of the Services to be properly and presentably dressed in appropriate uniforms or work wear, and such photographic identification to the satisfaction of the PHP. Ensure all operatives display and produce on request valid identification. Such uniforms, or work wear, or identification badges to be worn by the Contractor's staff shall be provided, maintained and replaced as necessary by the Contractor at the his cost.

Where the nature or the place of any duties upon which the Contractor's staff shall be engaged in the provision of the Services make the wearing of any special or protective clothing or footwear necessary or appropriate, the Contractor shall provide and shall require the staff to wear such clothing or footwear. Where the PHP's policies, rules, procedures, or standards require any special or protective clothing or footwear to be worn, the Contractor shall ensure that such clothing or footwear is provided for and worn by the staff. Such special or protective clothing or footwear shall be provided, maintained and replaced as necessary by the Contractor at their cost.

All monies or other items of value found by the Contractor's employees at any of the PHP's locations shall be handed to the Head of Establishment or his/her representative as soon as possible and a written receipt obtained therefore.

Gratuities - The Contractor shall not, whether themselves, or by any person employed by the Contractor to provide the Services, solicit any gratuity, tip or any form of money taking or reward, collection of charges from any part of the Service other than bone fide charges approved by PHP.

Maintain accurate and up to date records of all employees engaged in connection with the contract. These records shall be open for inspection by the Contracting Officer at all reasonable times. A copy of the records should be provided on request within 5 working days.

Access

Make sure that employees maintain the security of the premises, for example, make sure doors and windows are locked/closed when leaving.

The Contractor and its employees shall be responsible for the safekeeping of any keys, passes and other means of entry that PHP provides. The Contractor shall only permit these to be given to employees who are on the list provided to PHP and then only for the purpose of providing the service. The Contractor will keep accurate

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records detailing the name and dates of their staff who hold keys and passes. You must inform the contract administrator immediately of any losses and shall reimburse to PHP the cost of replacement and any other security measures implemented as a result of such a loss.

Ensure that residents' or visitors' access to the blocks is not restricted unnecessarily during the cleaning process

Make sure that no employee uses premises for any use other than performance of the services in the contract.

Guest rooms - There will be no set work pattern but rooms are to be cleaned as specified within 10.00am and 4.00pm window, to be available for new users after 4.00pm. 24 hour notice will be given to the contractor of cleaning required by email from PHP. Access to the rooms will be available between 8.30am and 4.30pm and to guest rooms by key safe. The key safe number will be give to the successful contractor.

Offices - There will be no set work pattern but offices are to be cleaning as specified within 8.30am-6pm window. Keys to offices will be made available to the supplier as the offices are not occupied full time. A few offices cannot be cleaned without 2 people on site. Further details will be given to the successful supplier.

General needs, sheltered and extra care dwellings, high rise blocks and hostels – There will be no set work pattern but areas are to be cleaned as specified within 8.30am-6pm window.

Sheltered housing common rooms - There will be no set work pattern but common rooms are to be cleaned as specified within 8.30am-6pm window. The contractor is also to have regard for resident led activity that may be undertaken within the common rooms and to avoid cleaning at these times.

Equipment and materials

Guest Rooms - PHP will supply two sets of linen for all rooms. The Contractor is to be responsible for ensuring linen is laundered and ready for reuse. In all cases the contractor is to make their own arrangements for washing and drying. Any damage to linen or replacement linen required to be notified to PHP.

Sheltered and Extra Care schemes and Guest Rooms Only - PHP will supply toilet rolls only at each scheme. All other equipment and materials are to be supplied by this contractor.

The Contractor shall provide all other materials, protective clothing and equipment necessary for the provision of the service to other areas included in this contract. Use cleaning products that meet British Safety Standards and products that are stated to be environmentally friendly. The Contractor shall maintain in a safe, serviceable and clean condition and replace as necessary all equipment used by the Contractor's employees in the provision of the Service at any Site or stored by the

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Supplier thereon. The Contractor will ensure all staff are trained in the use of all equipment and materials.

The Contractor shall prepare, mix and use all materials and prepare and use all equipment in a safe manner and to the satisfaction of the CA and shall keep the same when on the Employer's premises under proper control and safe keeping and shall ensure that materials are properly accurately and clearly labelled on their containers.

The Contractor shall be responsible for the security of all materials and equipment used by the Contractor in connection with the provision of the Service and the Employer shall be under no liability in respect thereof. Keep a separate and up to date record of all the cleaning products and chemicals used as part of the tender which must be available for inspection at any time.

Provide your own storage facilities if none are available on site.

Use any storage facilities, light, water or power in accordance with PHP Policy.

At the end of the Contract Period or upon earlier termination of the Contractor's employment, the Contractor shall leave the relevant Sites in a secure, safe, serviceable and clean condition.

Health and Safety

In addition to any other requirement of the Contract the Contractor shall provide for each site, location or establishment, site specific Method Statements and Risk Assessments prior to the commencement of the Contract. These should include lone working and communicable infections/diseases.

The Contractor shall at no cost to PHP comply with any valid Health & Safety instructions given to them by a Head of Site or Establishment. They must "work around" persons using the facilities and programme the Services accordingly. They must, if required, cease work for a fire practice and/or site evacuation. The Contractor must allow in their tender for all safety costs relating working in or around buildings.

At all times where the Contractor is working they must ensure that any trailing leads or hoses are fitted with residual current devices and do not constitute a trip hazard and that suitable and sufficient signage is displayed to provide warning of the activities.

Ensure all Teams are contactable by a mobile phone during working hours and provide the contact numbers to PHP.

Ensure that employees or their supervisor are instructed to inform the Contracting Officer straight away of any unsafe features, repairs to communal parts or any matter of cause for public concern at any site.

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Make sure employees or supervisors do not smoke or play radios etc on the premises covered by the contract.

Contract administration

Appoint a manager to be the first point of contact with PHP's Contract Administrator in respect of any matter concerning the contract.

Have a clearly defined cleaning work schedule specific to the individual sites. Display on each relevant site a schedule of cleaning visits to allow residents to know the regularity of cleaning visits and to allow operatives to record the date of visits. Maintain an electronic data system to record and respond to all requests from the CA regarding service failures and rectification, additional works or permanent variations to the contract and use agreed documentation supplied by PHP.

Set up a complaints procedure, including how lessons learned will be included in regular working methods.

Employ or engage sufficient trained staff including administrative support to ensure that the Service is provided at all times and in all respects in accordance with the Contract Standard.

Receive and deal with enquiries from the public or residents in a courteous and respectful way – and refer to PHP any enquiries they cannot deal with.

At no additional cost supply any information or records required by the Council to monitor the contract or required by the Council to comply with any auditing requirements.

At no additional cost, work with PHP regarding recycling policies and initiatives as they affect the Service and any future Government legislation or recommendations taken up by PHP

CLEANING SERVICE GUIDELINES

Cleaning Methods

General

- All areas should be left smelling fresh and clean
- When cleaning surfaces with water you will always use a suitable detergent which is appropriate to the surface being cleaned and the water temperature (hot or cold). Wiping just with plain water will not be acceptable
- When cleaning WCs, sanitary towel disposals or when clearing away bodily fluid or excreta you will always use a suitable disinfectant.
- When washing with water the surface should be dried afterward with a dry cloth
- Sweeping internal areas should be with a soft broom
- Sweeping external areas should be with a hard broom

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Spray Clean

- Spray a suitable dilution of a floor maintenance product onto a floor surface, and using a high-speed floor machine, make the surface shiny

Machine Scrub

- Use a dilution of an appropriate chemical to scrub, rinse and dry a floor surface.

Damp Clean

- Using a cloth, lightly moistened with an appropriate cleaning agent or solution, to remove dirt, soil and water marks from a surface.

Dry Polishing

- Wipe and rub a surface with a cloth and appropriate cleaning agent to leave a dry, polished appearance free from dirt or watermarks.

Germicidal Cleaning Agent

- A cleaning agent with a bacteriological/germicidal property which when used in the appropriate manner will leave a surface free from harmful bacteria and that meets British Safety Standards and are friendly to the environment.

Glass cleaning

- A cleaning agent designed for use of glazing to remove dirt, water stains and other marks to leave the glazing smear free.

Guidance on areas to be cleaned

Landings

- Any flat surface that is incorporated in a stairway that will separate any flight of stairs.

Floors

- Any flat surface that serves as a means of access to flats or facilities within the block that is not forming part of a stairway. Floors will be of concrete, tile, carpet or covered with a plastic flooring or plastic tile.

Internal doors and partitions

- Any fixed screen of brick, wood, glass or any other material that separates common parts of the development.

External Communal Areas

- Any external area that falls outside the walls of the building, that is within the curtilage of the development. This shall include such areas as drying areas, dustbin compounds. This list is not exhaustive and any other area maybe reasonably included.