**Appendix 1 – Cleaning Contract Specification**

**PERFORMANCE STANDARDS REQUIRED**

The list below provides a minimum performance standard that is required.

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| **Carpeted Areas** | To be thoroughly clean, debris free, with attention to edges on vacuuming days.  Annual deep cleaning should leave carpets stain free, fresh smelling and completely clean. |
| **Hard Floors other than Hygiene Areas (stairs, landings etc)** | To be thoroughly clean, stain and debris free with attention to edges.  Periodic maintenance should include the whole floor with all stains, soiling and old dressing removed before a new dressing is applied. |
| **Hygiene Area (Kitchen/Toilet) Floors** | To be thoroughly clean, stain, scruff and debris free, with attention to work ledges and behind waste bins.  Periodic maintenance will be required to remove any ground-in stains, soiling or old dressing before a new dressing is applied.  These areas should be cleaned with an antibacterial cleaner (or similar). |
| **Kitchens** | Unit tops to be stain/debris free. Sinks to be stain/debris free and taps lime-scale free. Wall area behind bins stain/debris free. Microwaves, Fridges and Kitchen Cupboards to be stain/debris free inside and out.  Tiles to hand height should be debris and stain free.  Door handles and light switches should be sanitised. |
| **Dusting** | On dusting days all areas should be dust/stain free to hand height, to include all ledges or items hanging on walls, all static furniture, stands, shelves and window sills. |
| **Ceramics/Toilets/Shower Areas** | All areas to be free from dirt, grime and dust. Regular damp wiping where required. Sinks, taps, toilet basins, shower units and urinals should be lime-scale free. Tiles to hand height should be debris and stain free.  Door handles and light switches should be sanitised. |
| **Waste Bins** | All bin liners should be debris/stain free and should therefore be changed as necessary (weekly as a minimum). |
| **Desks** | Desks to be debris/stain free with regular damp wiping. |
| **Chairs** | All chairs to be kept dust free. Regular dusting of the spindles and chair bases and vacuuming of seats and backs where required. |
| **Meeting rooms** | Meeting areas to the kept clean and debris free with particular attention given to table surfaces, seating and carpets. Meetings are frequently held in the evenings therefore cleaning of these areas will need to occur the following mornings. |
| **Main reception area** | Customer facing area with additional requirements – please see below. |
| **Members area** | Customer facing area with additional requirements – please see below. |

The above should not be taken as an exhaustive list. Further performance standards may be added throughout the term of the contract with mutual agreement.

**CLEANING FUNCTIONS AND FREQUENCY**

The following tasks are to be carried out in the areas outlined in Appendix 2.

**Daily**

* Clean with approved cleaning agent, wash, dry and polish all hand basins, sinks, taps, mirrors, tiled areas and all other surfaces (including soiled areas, walls, floors, internal partitions and doors) in all toilet and kitchen areas.
* Sweep and wash with an approved cleaning agent, solvent and/or disinfectants all toilet and kitchen floors.
* Remove all stains, clean and sanitise all toilet seats, cistern handles, pans, urinals, door handles and bolts in the toilets.
* Replenish all consumable items in toilet and kitchen areas.
* Remove all litter in all areas.
* Empty all general waste bins, replace liners where applicable and remove all waste and reposition bins.
* Empty all recycling bins into appropriate recycle containers in yard area, and reposition recycle bins (please note that this is not the paper recycling).
* Remove any cardboard and place in appropriate container in the yard area.
* All waste paper is recycled as confidential waste and is to be left in place.
* Carry out ‘spot’ cleaning of all flooring, including removal of stains, marks and debris using an approved industrial type vacuum cleaner and/or with approved solvent and/or disinfectants. To include stairwells and landings.
* Dishwashers loaded with detergents and turned on.

**Weekly**

* Provide new bin liners for all waste bins.
* Sweep and wash with an approved cleaning agent solvent and/or disinfectant all non-carpeted or non-wooden floor areas, stair treads, risers and sides of stairs including removal of stains or any foreign deposits.
* Wipe over with an approved cleaning agent all clear desk areas.
* Vacuum all carpets and wooden floors with an approved industrial type vacuum cleaner including removal of stains, marks, with approved solvent and/or disinfectants.
* Clean all internal surfaces of lifts with approved methods of cleaning and cleaning agents.

**Fortnightly**

* Dust all horizontal surfaces including window frames and sills, skirting boards, shelves, framed pictures, radiators, hand rails, angle poise lamps, furniture and all other fixtures and fittings.
* Clean all internal and external surfaces of microwaves with approved methods of cleaning and cleaning agents.
* Clean all internal and external surfaces of fridges with approved methods of cleaning and cleaning agents.
* Clean all internal and external surfaces of kitchen cupboards with approved methods of cleaning and cleaning agents. In order to facilitate this, your staff will need to remove all items from the cupboards, wipe the surface and then return the items.
* De-scale, clean and remove any lime scale deposits in all toilet and kitchen areas.

**Monthly**

* Clean all doors, door frames, door furniture and glass, both internal and external, and stairway hand rails and switch plates with an approved cleaner.
* Polish all bright metalwork and other metal finishes with an approved cleaner.

**Every Four Months**

* Vacuum and clean with an approved cleaner all upholstered and non-upholstered furniture to include applying approved polish to non-upholstered surfaces.
* Clean all internal glass including partitions.
* Cleaning of all venetian blinds.
* Steam clean all carpeted areas.

**Special Areas**

The Members Foyer and Reception areas require the following to be carried out on a daily, weekly and every four months basis in addition to the specification above.

**Daily**

* Vacuum all floor coverings with an approved industrial type vacuum cleaner including removal of stains, marks, with approved solvent and/or disinfectants.
* Dust/damp wipe all desk surfaces.

**Weekly**

* Clean internal and external glass of Main Entrances, interview rooms and cashiers area.

**Fortnightly**

* Dust/damp wipe all horizontal surfaces including desks, window frames and sills, floor skirting boards, shelves, framed pictures, radiators, hand rails and telephones, angle poise lamps, furniture and all other fittings.

**Every Four Months**

* Vacuum and clean with an approved cleaner all upholstered and non-upholstered furniture to include applying approved polish to non-upholstered surfaces.
* Cleaning of all venetian blinds

**Window Cleaning**

* External windows are to be cleaned every six months.
* Clean all external windows on the outside including frames using an approved cleaning agent and method. Please note the cleaning agent to be used on the first and second floor extension windows shall be DRL Solution 2 – “Wash and Clean” (used in strict accordance with the manufacturer’s instructions), or an approved alternative.
* Clean inside of external windows on the ground, first, second, and sixth floors only.

**Additional Information**

In addition to the above service area specific standards, bidders will also be expected to achieve the following:

**1. Cleaning times**

The standard operating hours during which the Services are to be performed will be between the hours of 17:00 and 19:30 Monday to Friday inclusive.

To facilitate the cleaning of meeting rooms that have been used during the evening a single operative will be required between the hours of 07:00 and 09.00 Monday – Friday inclusive. This operative should also be able to provide ad-hoc cleaning duties as directed by the Council’s contract officer or the bidders Supervising Officer.

**2. Hygiene areas**

Ensure that areas where there may be higher health risks, such as washrooms and toilets, are maintained at the required levels of hygiene to assist with the prevention of the spread of infections and diseases.

**3. Premises**

Ensure that no damage is caused to fabric, furniture, fittings or the building in the course of cleaning. On completion of the service, the bidders operatives must leave the premises secure in line with specific instructions given to them. The premises should not be used for any purpose other than for the execution of the cleaning services.

**4. Bleach and cleaning agents**

Ensure that no powder type cleaners and/or products containing bleach are used in the provision of the services. All products used must meet COSHHregulations(Control of Substances Hazardous to Health)and approved by the council’s contract officer prior to them being used in the building.

**5. Cleaning management**

Bidders should provide a contactable, qualified and experienced contract manager in all aspects of the Contract operation.

**6. Staff supervision**

Provide an appropriately trained supervisor to manage operational staff and deal with such items as staff attendance, training, quality control, health and safety etc. Appropriately trained temporary supervision should be provided when the supervisor is on leave or absent for any other reason.

**7. Employee training**

Ensure that cleaning staff are suitably trained to perform their duties in a safe and compliant manner and supported by a programme of follow-up and up-date training.

**8. Operational staff cover for sickness and annual leave**

Ensure a sufficient level of staff to meet the service needs at all times.

**9. Protective clothing**

Ensure that operatives and supervisors wear clean identifiable protective clothing which is in good condition at all times. In addition they should be issued with any personal protection equipment (PPE) as required including appropriate footwear.

**10. Staff security**

All staff will be provided with a security pass (provided by the council) which should be worn and visible at all times when on duty.

All staff must register their arrival and departure at the offices. This can be simply by signing a daily register.

It will be the responsibility of the bidder to keep the council informed when staff join or leave their employment. This should be done immediately to enable the council security staff to deactivate old cards or issue new ones.

Enhanced DBS checks are also required for any staff accessing the Lifeline offices.

**11. Premises health, safety and welfare**

EEC and BS legislation and guidelines are adhered to in relation to approved warning notices and ensure that they are displayed or areas cordoned off where cleaning operations may cause a hazard or an obstruction.

COSHH information regarding the chemicals used by the bidder is to be available on request and a copy of this information kept on site for reference in the event of a health and safety incident.

**12. Health and safety at work**

Ensure that all equipment is used in accordance with manufacturer’s instructions and is properly guarded, electrically tested, maintained in a clean safe condition and complies with any relevant legislative standards. All small equipment shall be used in accordance with good working and safety practices.

**13. Health and safety policy**

Ensure that all health and safety requirements are brought to the attention of staff and it is accepted that it is the duty of the employer and employee to comply with relevant legislation.

Full consideration must be given to council policies given in Appendix 6 (i – iii).

**14. Storage of cleaning materials**

Cleaning materials and equipment must be stored and locked in the designated stores at the end of each shift. Ensure that all cleaning equipment and chemicals are stored separately and in accordance with COSHH regulations.

**15. Storage areas**

The council will provide 4 areas for the storage of cleaning materials and equipment. Ensure that all storage areas are kept clean and secure and maintained in a safe condition and comply with any relevant legislative standards. All storage areas must be locked when not in use. Keys must be left on site.

Copies of COSHH Data sheets must be kept in each storage area where they may be accessed in case of incident.

**16 Equipment & Materials**

Bidders must provide

* all equipment and materials excluding those the Council agrees to provide below. Sufficient equipment and materials must be available on site prior to the commencement of any contract. Records of all equipment and materials should be kept in accordance with procedures to be agreed with the successful bidder.
* details of all cleaning chemicals that it is anticipated will be used under this contract. Please provide details of manufacturer, name of chemical, COSHH Data Sheet Number etc. Any chemicals that are not COSHH assessed or are hazardous or dangerous to the health and wellbeing of users and others in the course of cleaning shall not be used to provide services under this contract.
* a list of the technical equipment that can be made available eg jet wash machines, window cleaning specialist equipment, carpet cleaning machines, floor machines, steam machines, buffers etc.

Machinery and equipment used in delivering building cleaning services, if not new at the start of the contract, must be electrically tested in line with legislative requirements. A set programme should be established in order to test and certificate each piece of machinery on site and carry out any necessary repairs. If any piece of machinery cannot be repaired on site, a suitable replacement should be provided within 48 hours of notification or other agreed timescale. All equipment that has been tested and inspected must be clearly identifiable.

The bidder will be required to provide all cleaning materials used during the course of the contract, but will not be required to provide the consumables as these will be provided by the council. The bidder will be required to store these consumables in the ‘cleaners cupboard’ and distribute them around the building accordingly. The consumables are as follows:-

* Black bin sacks
* White waste bin bags
* Toilet rolls
* Hand towels
* Sponge scourers
* Liquid soap
* Hand soap
* Dishwasher tablets
* Rinse aid

The bidder will also be required to replace recycling and waste bins throughout the building as required in response to wear & tear and breakages. There are 18 dual recycling & waste bins in the building.

**17 Contact book (site record)**

The Council will require a contact book (site record book) to be provided by the bidder. This is to be used by the bidder and the council for the recording of all instructions and comments relevant to the site. The contact book is a permanent record of site operational matters and retained for reference purposes. The council will require and expect that entries be acknowledged and acted upon by the bidder daily. However, it is not intended that this record book will replace regular face to face communication between the bidder and the contract officer.

Daily sign sheets will also be kept on the doors of kitchens and toilets.

**18 Complaints**

All complaints must be dealt with within 24 hours and the council must be kept fully informed of all significant actions. A record of all complaints, irrespective of how minor, must be kept in such a manner as to allow full understanding at a later date. An escalation path must be provided to assist with complaint resolution.

**19 Staff**

Bidders are required, as part of their tender submission, to provide a statement covering the selection, training, deployment and supervision of the staff employed on this contract, including temporary cover and periodic cleaning.

The incumbent service provider has advised TUPE will apply.

**20 Employment checks**

Disclosure and Barring Service checks will be required for staff cleaning restricted areas of the Civic Centre (Lifeline/CCTV Offices and Parking Offices). The bidder will be responsible for identifying the suitability of their staff to perform the tasks and duties required for these areas.

Staff indentified for these areas will need to provide personal information and documentation to allow these checks to be carried out. It is anticipated that a number of staff will be required to be checked to ensure adequate cover for absence sickness. The cost of these checks will be paid for by the council.