**TC01349 - THE SUPPLY OF STEAM CLEANING SERVICES**

**DRAFT SPECIFICATION – SUBJECT TO CHANGE**

Below is a short excerpt from the specification within the Tender document. This is subject to amendment and is provided to give suppliers an indication of the works required to enable them to decide if this opportunity is of interest/suitable:

**1. INTRODUCTION**

* 1. The Felixstowe Dock and Railway Company (“the Purchaser”) requires the supply of professional steam cleaning services together with effluent management and removal, primarily cleaning mobile plant and lifting equipment at the Port of Felixstowe and also at London Thamesport (the “Services”).
  2. The Contractor (and all of the Contractor’s workers who will be engaged in providing the Services) will be required to attend a mandatory Health and Safety induction prior to obtaining an IDACS security pass card. No access to secure areas shall be granted without a pass card.
  3. The Contractor will be required to supply the tools and equipment (“Contractor’s Tools and Equipment”) listed in Appendix 2, the cost of which is included in the Annual Fee detailed in Appendix 3.

The Contractor’s performance will be measured in accordance with the Key Performance Indicators, as set out in Schedule 5 of the Form of Contract.

The Effective Date of the Agreement will be 1December 2024.

Tenderers are required to attend a site visit prior to submitting their tender response.

**2.0 SCOPE OF SERVICES**

2.1 To provide the Purchaser with:-

* Professional steam cleaning services along with effluent management and removal.
* The cleaning services will be based at the Port of Felixstowe
* Services will be required for 128 hours per week for 51 weeks per year or as otherwise specified by the Purchaser.
* “Normal Working Hours” are as below which are inclusive of a half hour unpaid meal break between 13:00 and 13:30:
  + 1 x Personnel 0600 – 1430hrs Monday to Friday
  + 2 x Personnel 0730 – 1600hrs Monday to Friday
  + 2 x Personnel 0700 – 1100hrs Saturdays
* Three cleaning operatives covering the Services. All operatives will be based at Felixstowe In addition operatives will be expected to undertake onsite administration duties such as timesheets, acceptance of deliveries, and liaison with the Purchaser. All other administration duties shall be the responsibility of the Contractor’s head office.
* All cleaning operatives shall be trained to the required level to provide the Services.

2.2 To provide operatives for the hours specified for fifty-one weeks per annum (except for Bank Holidays) and provide replacement operatives to cover for holidays and sickness and any other absences.

2.3 The Purchaser shall appoint an authorised representative from its Engineering department to communicate as required with the Contractor. The Contractor will appoint a specific point of contact for this purpose. Requests for work outside the stated hours can only be approved by the Engineer and will be subject to a separate invoice at the agreed hourly rates set out in Appendix 3. Based on this request, a realistic estimate of the likely duration of such work must be offered at the time of request.

2.4 The Ports operate 24 hours, 7 days a week and as such call-outs although unlikely,  
may be required and a response time of two (2) hours will be expected. The Contractor must supply the Purchaser with appropriate contact points and call-out arrangements. Such call-outs will be charged at the appropriate hourly rates set out in Appendix 3.

2.5 To steam clean as requested, the Purchaser’s Equipment (as more particularly detailed in paragraph 3), be it either at its place of work or as delivered to the steam clean facility on the Port.

2.6 As Equipment availability is a prime objective, the Contractor will be required to respond to any request within two (2) hours unless directed by the Engineer that a longer response time is acceptable.

2.7 The Contractor must ensure a smooth throughput of work with minimal backlog. Any serious backlogs must be promptly reported to the Purchaser daily.

Planned and estimated reactive works are detailed in section 3.1

2.8 At the vehicle wash facility, Equipment shall be fully cleaned including exterior casings, engines, axles, chassis, wheels, etc., unless otherwise instructed by the Purchaser.

2.9 On-site washing at the Port, outside of the wash facility, shall be localised cleaning such as engines, trolleys, frame attachments, etc. Washing equipment must be capable of reaching such extremities as necessary on craneage and other Equipment as necessary.

The contractors employees must be able to operate Mobile Elevated Work Platform (MEWPs) and hold nationally recognised license (IPAF or similar). The Contract will be expected to work at heights up to 75m and at times outside of hand rails so must be trained and supplied with a suitable harness.

2.10 Due regard must always be paid to transfer of dirt to driver’s cabs etc. If necessary, the Contractor shall use protective covers and cabs made clean prior to hand-over.

2.11 Quality of Services is a prerequisite. The Contractor must ensure no Equipment is handed over without prior inspection. Re-work is not acceptable. Signed check list or similar process to be completed to ensure quality control.

2.12 The Contractor must be fully aware (and make all relevant employees, contractors and agents aware) of the scope of the Services, the Equipment and the size of the Ports.

2.13 The Purchaser’s asset holding will vary throughout the term. As such, some increase/  
decrease in workload may be experienced. A variance of 10% either way is deemed  
acceptable within the terms of this Agreement and will not result in any change to the Annual Fee.

2.14 The Contractor shall analyse, price and provide quotations for any Additional Services requested by the Purchaser.

2.15 In the event of an emergency a designated appointed person must be contactable at all times 24 hours a day, seven days a week, 364 days a year.

2.16 Some of the Services will be provided in a secure customs controlled environment and the Contractor must comply with the confidentiality obligations set out in Clause 14 of the Form of Contract at all times.

**3.0 EQUIPMENT**

3.1 The Purchaser requires cleaning of the Equipment set out below; this list is not exhaustive and shall not be limited to:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Number of assets** | **Type of asset** | **Planned cleaning cycle** | **Reactive cleaning (Estimated)** | **Cleaning location** | **Estimated cleaning time** |
| 215 | Diesel Internal Tractors 4x2 | 13 weeks | 1 per week | Wash Facility | 3 hrs each |
| 20 | Diesel Internal Tractors 4x4 | 10 weeks |  | Wash Facility | 3 hrs each |
| 48 | Electric Internal Tractors | 13 weeks |  | Wash Facility | 3 hrs each |
| 34 | Electric Autonomous tractor | 13 weeks |  | Wash Facility | 3 hrs each |
| 190 | Lifting Frames and Spreaders, | 52 weeks | 1 every 4 weeks | Wash Facility | 4 hrs each |
| 170 | Terminal Vehicles. |  | 2 per week | Wash Facility | 30 minutes |
| 166 | Terminal Trailers |  | 1 every 4 weeks | Wash Facility | 30 minutes |
| 57 | Forklift Trucks |  | 1 every 4 weeks | Wash Facility | 1 hour |
| 6 | Reach Stackers |  | 1 every 4 weeks | Wash Facility | 2 hours |
| 15 | Empty Handlers trucks |  | 1 every 4 weeks | Wash Facility | 2 hours |
| 3 | ECON salt gritters | Daily during freezing conditions |  | Wash Facility | 30 mins |
| 88 | Rubber Tyres Gantry Cranes |  | 1 per week | Outside wash Facility - Working at height | 3 hours |
| 37 | Quayside cranes |  | 1 every 4 weeks | Outside wash Facility - Working at height | 4 hours (min 2 people) |
|  | Ancillary equipment |  | 1 every 4 weeks | Wash Facility | 2 hours |

3.2 From time-to-time other departments or equipment at the Port may require the services of the Contractor. These are Additional Services. Any request for such services must be communicated by the Contractor to the Contract Owner for approval prior to undertaking such services.

**4.0 SECURITY**

4.1 Restricted areas on the Ports are controlled in line with the International Ship and Port Facility Security Code 2004 (“ISPS Code”). Restricted areas include Felixstowe South Terminal, Trinity and Dooley Terminals, Landguard Terminal and various buildings including Tomline House. Access into Restricted areas is tightly controlled and enforced, with the main container terminals secured by perimeter fencing and manned gates.

4.2 All personnel requiring access to restricted areas, including all employees, contractors and visitors, need to have a valid ID card issued by the Purchaser’s Pass Office. All personnel will also need to attend a Port Safety Induction prior to gaining access into restricted areas. The Contractor will need to provide the necessary identification details to the Pass Office for all personnel entering the restricted areas to enable access cards to be issued. On a day-to-day basis the Contractor will need to keep the Port Police informed (24 hours’ notice required) regarding scheduled deliveries of plant and materials, together with details of any sub-contractors or visitors to the site.

**5.0 SAFETY**

5.1 The Contractor shall be responsible for keeping the wash bay and associated areas clean and safe.

5.2 The Contractor shall provide a written operating procedure, including risk assessments to ensure consistency of performance and the quality of effluent discharge.

5.3 The Contractor shall ensure the operation complies with relevant UK pollution control guidance document ‘GPP 13 Guidance for Pollution Prevention – Vehicle Washing and Cleaning’.

5.4 The Contractor shall maintain the drainage system to limit build-up of grease or solids which may reduce the capacity of the system.

5.5 The Contractor shall maintain the interceptors to limit build-up of grease or solids which may reduce the capacity and effectiveness of the system.

5.6 The Contractor shall be responsible for the efficient discharge from the washing facility at Felixstowe in accordance with the current discharge consent when passing through the monitoring point and the effluent shall not exceed:-

Chemical Oxygen Demand (COD) – 2500mg/l

Fat, oil and grease (FOG) – 250mg/l

Zinc (Zn) – 5mg/l

Copper (Cu) – 2mg/l

Lead 1.5 mg/l

The trade effluent shall have a pH value not less than 6.0 or greater than 10.0.

The trade effluent shall have a temperature not higher than 43.0 Celsius.

The volume of discharge must not exceed 10 m3 in any 24 hours and the rate of discharge must not exceed 0.6m3 per hour.

5.7 For the washing of Equipment in areas away from the washing facility at Felixstowe and for all areas at London Thamesport there is no consent to discharge.

5.8 The Contractor must consult with the Purchaser to identify ways of reducing the volume of water used for washing and cleaning and the amount of liquid and solid waste produced.

5.9 The Contractor must have the ability to wash equipment in other areas of the Port where there is no consent to discharge. This will require the provision and use of equipment which can contain the effluent for removal via an authorised disposal route.

The wash bay facility has a settlement tank system combined with an oil separator and a discharge consent from Anglian Water, which they monitor.

Alternatively, the contractor can collect effluent in a sealed unit and send it to an authorised disposal site. This must be done through a registered waste carrier.

5.10 The Contractor must have valid registration for carrying and handling all waste types associated with the operation.

5.11 Any waste arising from the operations must not escape the Contractor’s control; must be transferred only to a registered waste carrier for recycling or disposal at a suitably licensed facility; must be accompanied by a transfer note with a full description of what it is; and must be disposed of lawfully.

5.12 The Contractor shall be responsible for all risk assessments and safe methods of work within their work area. Outside of the work area the Purchaser’s standard operating procedures will apply.

5.13 For safety reasons (e.g. fire risk or emergency access) any instructions issued by the Purchaser’s statutory Safety, Fire or Police Officers must be obeyed. Subject only to the demands of an emergency, the Contractor shall as soon as practicable notify the Purchaser of the events, and instructions received, for record purposes.

5.14 The Contractor shall conduct its and its sub-contractors’ activities so that equipment, working conditions and methods are safe and without risk to the health of its own and the Purchaser’s employees and other persons at the Port.

5.15 The Purchaser shall provide the Contractor with a copy of its safety policy and the name of the person responsible for site safety.

5.16 Persons employed or engaged by the Contractor at the Site(s) shall comply with all emergency requirements to evacuate areas as directed by a Purchaser’s official and inform that official, as soon as practicable, of any person employed or engaged by, or sub-contracted by, the Contractor who is missing from that evacuation.

5.17 The Contractor shall promptly and in accordance with any prescribed timescales set out in relevant health and safety legislation inform the Purchaser orally (followed promptly by confirmation in writing) of any legally notifiable accident or occurrence, within the Contractor’s area of responsibility. Such notification will include confirmation of notification to the Health and Safety Executive. Similarly, the Contractor shall report any damage to property arising from the performance of the Services immediately.

5.18 The method of working is to be discussed prior to the commencement of the Services involving new equipment or locations so that any areas of particular or unusual danger may be identified and an appropriate safe system of work agreed accordingly. This must also happen before any Additional Services are carried out.

5.19 Prior to undertaking any Services or Additional Services under this Agreement the Contractor shall supply the Purchaser with risk assessments for all the anticipated types of specific tasks, which will be required to complete the Services or Additional Services.

5.20 The Contractor shall enforce a Safe Working Practice whereby no working on ‘live’ electrical circuitry is allowed without specific authorised permission and a lockable isolation means is provided to protect ‘dead’ circuits.

5.21 The Contractor shall report any failure of the electrical supply to the main isolating switch at any Site(s) immediately to the Purchaser.

5.22 The Purchaser operates and enforces a ‘Safety Helmet’ rule on any site where there is any danger of head injury, a ‘High Visibility Clothing’ rule within all operational areas and mandatory wearing of eye protection in all Engineering work areas at all times. The Contractor shall provide full P.P.E to allow engineering works to be undertaken safely.

5.23 Pollution

5.23.1 Without prejudice to any other provisions of the Agreement, the Contractor shall take all necessary precautions in connection with any underground water resources (including percolating water), rivers, streams, waterways, drains, watercourses, lakes, ditches, reservoirs and the like to prevent:

1. any interference with the supply to or abstraction from such sources;
2. silting;
3. erosion of their beds and banks; and
4. pollution of the water so as to affect adversely the quality or appearance thereof or cause injury or death to animal, aquatic or plant life.

5.23.2 The Contractor shall take all necessary measures to prevent damage, loss, injury, or nuisance caused by mud, dirt, stones or other material used or generated in connection with the Services and Additional Services. This shall include but not be limited to ensuring that no fuel or lubricant, mud, drift, stones, or other material is spilled or deposited on the highway whether or not it is open to traffic.

5.23.3 Environment

During performance of the Services and Additional Services, the Contractor shall take all reasonable steps to minimise wind-borne pollutants and debris.

The Contractor shall provide the Services and any Additional Services with due regard to conservation of energy, and promote awareness and personal responsibility of its employees on environmental issues.

**6.0 SITE VEHICLES**

6.1 All vehicles supplied by the Contractor will have to satisfy all applicable laws and regulations and carry a valid certificate of compliance.

6.2 Any driver of site vehicles supplied by the Contractor will need to comply with all applicable legal and regulatory requirements and carry a valid certificate of compliance.

**7.0 EQUIPMENT ON LOAN/HIRE**

In the event of the Contractor using the Purchaser’s plant on loan or hire, the Contractor must effect the necessary insurance to indemnify the Purchaser against all third party claims. The Contractor will accept prime responsibility for the safety of lifting equipment and method of work.