# 1. Overview

The District Council of Folkestone and Hythe ('the Council') operates from the Civic Centre in Folkestone ('the Premises') and requires a cleaning service for its offices at this location. The majority of the Service will be performed in the evening after each working week day.

The Contractor is responsible for the cleaning of the Premises in accordance with this specification ('the Services'). The Contractor shall employ competent operatives familiar with the type and nature of the services. All services shall be in accordance with relevant legislation and good practice.

# 2. The Premises

The Premises comprises of the areas listed below of the Civic Centre at Castle Hill Avenue, Folkestone CT20 2QY.

## General Areas

**Lift interiors and stairwells to all floors.**

**6th floor (all).** NB: part of this area is occupied by contractors to the Council.

**5th floor communal area.** NB: may be removed from or amended in the schedule in the future if there is a change of tenancy.

**4th floor communal area.** NB: may be removed from or amended in the schedule in the future if there is a change of tenancy.

**2nd floor (all).**

**1st floor (all).**

**Grounds Maintenance** (Ground floor)

**Print Room** (Ground floor)

**Mears offices** (Ground floor). NB: this area is occupied by contractors to the Council.

## Special Areas

**Members' Foyer, Councillor offices and Council Chamber** (Ground floor)

**Reception and Lift Foyer** (Ground floor)

## Restricted Areas

**Democratic Services office** (Ground floor).

**Lifeline and Parking Services offices** (Ground floor). NB: Lifeline call-centre service operates 24 hours. This area is occupied by contractors to the Council (Parking Services).

## Excluded Areas

The following areas are excluded from the initial scope of the contract. The Council may vary the contract during its period to add any or all of these areas to the schedule in the future, if there are changes of tenancy or occupancy.

**8th floor.** No price required, cleaned by tenant.

**7th floor.** No price required, cleaned by tenant.

**3rd floor.** No price required, cleaned by tenant.

**Ground floor:** **East Kent Housing Offices.** No price required, cleaned by tenant.

**Basement.**

# 3. Variation of Services and Pricing

The Council requires a fixed Contract Price throughout the Contract Period, however will consider changes to the contract pricing in response to changes in the National Living Wage or National Minimum Wage throughout the contract period. The Council does not commit to cover any other changes to the cost in providing the service.

It may be necessary for the Council to amend the Services as and when the use or furnishing of rooms or areas within the Premises changes. These changes include:

* areas being removed from the schedule;
* excluded areas being added to the schedule;
* rooms being redefined as "general", "special" or "restricted"; and/or
* any other amendments as become necessary to meet the Performance Standards.

# 4. Access to Premises

## 4.1 Opening Hours

The Premises opening hours are 08:30 to 17:00 Monday to Friday. On Wednesdays the opening time is 09:30.

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. After hours, operatives will be able to access the Premises by the back door using the security passes issued to them by the Council.

A single operative will be required between the hours of 07:00 and 09.00 Monday to Friday inclusive to clean the Members' Foyer rooms and any meeting rooms that have been used during the evening. This operative should also be able to provide ad-hoc cleaning duties as directed by the Council’s Contract Administrator or the Contractor's supervisor.

The Council operates a schedule of Christmas closures in addition to closures on Bank Holidays. A schedule of these closures is provided in Annex 1. Services are not required on these dates and access to the Premises will not be provided.

## 4.2 Security

Operatives will comply with the Council's security guidelines at all times.

Access to the Premises is managed by the Council's Civic Warden who retains responsibility for opening and closing the building. All operatives must register their arrival and departure at the Premises with the Civic Warden.

The Council will provide the Contractor's operatives with photographic security passes which should be worn and visible at all times. Operatives will not at any time provide access to the Premises to any person without a pass.

The Council will issue passes for new starters free of charge. Passes which need to be altered or replaced due to wear will be replaced free of charge. Replacements for lost or damaged passes will be charged to the operative in each instance. Any temporary passes lost or damaged by the Contractor's operatives or any representative of the Contractor will be charged to the Contractor.

The Contractor will inform the Council immediately of the last date of employment (or the last date of employment at the Premises) of any of the Contractor's operatives. This is to advise the Council to deactivate the operative's security pass.

## 4.3 Restricted Access

Basic Disclosure and Barring Service (DBS) checks will be required for all of the Contractor's operatives at the Premises.

Enhanced DBS checks will be required for any operative cleaning "restricted" areas of the Civic Centre (Lifeline and Parking Services offices). The Contractor will be responsible for identifying the operatives to be employed in these areas and additional access to be provided to their security pass. Operatives who have not undergone an Enhanced DBS check will not be given access to restricted areas.

It is anticipated that a number of staff will be checked to ensure adequate cover for absence sickness. The cost of these checks will be covered by the Council. The Contractor will provide evidence of these checks to the Contract Administrator.

During election periods the Democratic Services office will be locked down and access will not be permitted.

## 4.4 New Starters

The Contractor will inform the Council one working day before the first date of employment (or the first date of employment at the Premises) of any of the Contractor's operatives.

New starters will be issued with temporary passes for the first two working weeks (or 10 days). After the first two working weeks, the Contractor's operative will be issued a photographic security pass.

The Contractor is permitted to conduct recruitment interviews at the Premises during the Premises' normal opening hours, for the Contractor's convenience. Requests must be made to the reception desk in advance and availability of facilities must be confirmed by a representative of the Council prior to any such interview taking place. The Council does not guarantee that facilities can be made available at any given time.

## 4.5 Management Audits, Mobile Operatives and Cover Operatives

Photographic security passes will only be provided to the Contractor's cleaning operatives employed at the Premises. Any other operative or employee of the Contractor who is not ordinarily employed at the Premises will be issued with a temporary pass for the duration of their visit.

The Contractor will provide a schedule for performance monitoring visits and any training events which require access to the Premises.

The Contractor will provide advance notice to the Council of the deployment of mobile operatives, window cleaners, or cover operatives including the name of the individual to attend the site. Failure to provide advance notice may result in the refusal of access.

# 5. Performance Standards

In performing the contract, the Contractor's operatives will ensure that no damage is caused to fabric, furniture, fittings or the building in the course of cleaning.

## 5.1 General and Restricted Areas

### 5.1.1 Carpets

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.

### 5.1.2 Hard Floors

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.

### 5.1.3 Dusting

All areas should be dust and stain free to hand height, including all ledges or items hanging on walls, all static furniture, stands, shelves and window sills. Operatives are not required to move any documents or boxes to enable cleaning.

### 5.1.4 Waste Bins

All bin liners should be debris and stain free and changed as necessary or at the end of each week as a minimum. Clear bin sacks are to be used for marked recycling bins.

Operatives must not remove confidential waste from the blue waste paper bins.

### 5.1.5 Desks

Desks to be debris and stain free with regular damp wiping. Office equipment (phones, screens, etc) are excluded and are to be sanitised by the Council with approved cleaning agents. This should not prevent operatives from dusting around or moving the equipment if required.

The Council operates a clear desk policy. Operatives are not required to move documents from desks for cleaning.

### 5.1.6 Chairs and Soft Furnishings

All chairs to be kept dust free. Regular dusting of the spindles and chair bases and vacuuming of seats and backs where required.

## 5.2 Hygiene Areas

Hygiene areas are kitchens, toilets and shower rooms where there may be higher health risks of the spread of infections and diseases.

### 5.2.1 All Surfaces

All surfaces are to be thoroughly clean, stain, scruff and debris free, with attention to counters and ledges, behind waste bins, and walls beneath hand dryers.

Periodic maintenance will be required to remove any ground-in stains or soiling.

These areas should be cleaned with an antibacterial cleaner (or similar).

### 5.2.2 Floors

To be thoroughly clean, stain and debris free with attention to edges.

Periodic maintenance should include the whole floor to remove any stains or soiling.

### 5.2.3 Ceramics and Toilets

All areas are to be free from dirt, grime and dust. Sinks, taps, toilet basins, shower units and urinals should be free of limescale. Walls (tiled, painted, splashbacks, etc.) should be debris and stain free to hand height. Door handles and light switches are to be sanitised.

## 5.3 Special Areas

Special Areas are parts of the Premises most visible to visitors to the Council and its tenants. These areas need to be cleaned to a high standard to maintain a professional appearance.

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 the morning operative (07:00 to 09:00) will be required to complete any cleaning activities in Special Areas that the evening team have been unable to complete.

If and when a specialist cleaning of the chandelier in the Members' Foyer is required, the Contractor may be contacted to provide a quote on a non-exclusive basis.

The stair rail in the Members' Foyer leading from the ground floor to the first floor is to be wiped down, but not polished.

## 5.4 Window Cleaning

All external windows are to be cleaned 3 times a year in April, July and October.

Clean all external windows on the 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.

Dates for window cleaning must be agreed in advance to ensure access can be provided for windows in tenanted areas. Failure to provide advance notice may result in the refusal of access.

Windows on floors 3 to 8 are fitted with a drop in mechanism on the lower pane which allows the windows to lean inside at a 30 degree angle for the external surface to be cleaned safely from inside the building.

## 5.5 Defects

If the Contractor fails to perform any part of the Service, the Contractor will have until the end of the same working day of notification of the defect to remedy the performance.

For each defect which is not remedied to the complete satisfaction of the Council within that rectification period a Default Notice will be issued to the Contract requiring a credit note to the Council of £10.00 to be deducted from the next payment made to the Contractor.

If the Contractor fails to perform the whole of the Services for a day the Contractor will issue a credit note to the Council of [£ pro-rata] for each day the Services are not performed.

Following Termination of the contract, the Contractor will issue a refund to the Council to the value of any outstanding credit notes.

# 6. Functions and Minimum Frequencies

## 6.1 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.
* Operatives will load any crockery or cutlery left in kitchen sinks into dishwashers. If there is no dishwasher, operatives are not required to clean any crockery or cutlery.
* 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 (mixed recycling must not include waste paper).
* 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.
* Special Areas: Vacuum all floor coverings with an approved industrial type vacuum cleaner including removal of stains, marks, with approved solvent and/or disinfectants.
* Special Areas: Wipe over with an approved cleaning agent all clear desk areas

## 6.2 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.
* 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.
* Special Areas: Clean internal and external glass of Main Entrances, interview rooms and cashiers area.

## 6.3 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 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.

## 6.4 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.
* Special Areas: remove key-valves in water-free urinals and flush the urinals with water, then re-insert key-valves.

## 6.5 Quarterly

* 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.
* Clean all carpeted areas with appropriate equipment and chemicals to lift staining.
* Special Areas: replace key-valves in water-free urinals.

## 6.6 Annual Deep Clean

The Contractor will perform an annual deep clean of each area of the Premises.

## 6.7 Ad-hoc Cleaning Requirements

Ad-hoc cleaning or deep cleaning may be required following works or the reallocation of office space. The Contractor will be asked to quote for these requirements when they arise on a non-exclusive basis.

# 7. Facilities

## 7.1 Storage

The Council will provide storage areas for the Contractor's cleaning materials and equipment. Operatives will 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.

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

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

## 7.2 Waste

Commercial waste containers are kept at the rear of the Premises in a designated area and must not be moved from this location. Operatives will sort waste accordingly into the waste containers: general waste, cardboard and dry mixed recycling.

Clear sacks are provided to line the recycling bins within the Premises to allow operatives to check the contents. Operatives must dispose of any contaminated bags (containing non-recyclable materials) in the general waste container.

The Council will provide keys for the waste containers. The Contractor's supervisor will ensure the waste containers are locked at the end of each shift.

## 7.3 Parking

Any mobile operatives needing to bring special equipment to the Premises (e.g. carpet cleaners) will be provided with a temporary permit to park their vehicle at the rear of the Premises.

Any operatives attending the Premises during opening hours should find parking nearby, if possible. Temporary permits may be issued if required.

Operatives attending the Premises during the Services' standard operating hours can park vehicle at the rear of the Premises without the need for a permit.

# 8. Equipment

The Contractor will supply all machinery and equipment used in delivering building cleaning services and keep records of all equipment kept at the Premises.

Electrical equipment must be 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.

Electrical equipment must be plugged in to power supplies in the walls or floors only.

The Contractor will not use the Premises as a delivery address for equipment without obtaining prior approval from the Council in each instance.

# 9. Materials

## 9.1 Supply of Materials

The Contractor will supply all cleaning chemicals and materials used for the delivery of the Services.

The Council will supply all consumable products used by the Council's staff. The Contractor's operatives will refill dispensers with the products provided and distribute the consumables around the building accordingly.

Consumable products supplied by the Council include:

* Black and clear bin sacks for split bins
* White waste bin bags for small bins
* Toilet rolls
* Hand towels
* Sponge scourers
* Dish soap
* Foam and liquid hand soap
* Dishwasher tablets
* Rinse aid
* Key-valves and pods for water-free urinals

## 9.2 Bleach and Cleaning Agents

The Contractor will not use powder type cleaners and/or products containing bleach. All products used must meet COSHHregulations(Control of Substances Hazardous to Health)and be approved by the Council prior to their use at the Premises.

# 10.0 Contractor's Operatives

## 10.1 Management

The Contractor will provide a contactable, qualified and experienced contract manager at all times who will liaise with the Contract Administrator regarding the performance of the Services.

The contract manager will perform performance audits at the Premises.

## 10.2 Supervisor

The Contractor shall provide an on-site supervisor during all evening shifts to support other operatives and ensure performance of the minimum standards. Appropriately trained temporary supervision should be provided when the supervisor is on leave or absent for any other reason.

The supervisor will act as the first point of contact for day-to-day operational enquiries and requests, and will pro-actively communicate any requirements (e.g. consumables, repairs, etc) to the Contract Administrator.

## 10.3 Operatives

The Contractor shall provide suitable trained and qualified operatives to deliver the Services.

The Contractor will have a means in place to manage the attendance of its operatives and ensure a sufficient level of staff is provided to meet the service standards.

Operatives will conduct themselves with courtesy and consideration to the Councils officers and any guests of the Council present at the Premises.

If any person at the Premises makes a reasonable request to an operative regarding the performance of the services (e.g. waiting to vacuum or wiping down a desk), the operative should comply with the request if it is safe to do so and does not negatively impact the performance of the services as a whole.

The following behaviours will not be accepted by the Council:

* + Behaviour found to be rude, obstructive, unhelpful or aggressive;
	+ Playing loud music;
	+ Harassment of any kind – this includes over-familiarity, sexist behaviour, derogatory or racist comments, intimidation of any kind;
	+ Insensitivity towards disability, vulnerability or specific needs;
	+ Asking questions not relevant to completing the task;
	+ Smoking at any time while working on site;
	+ Working under the influence of alcohol or drugs;
	+ Excessive use of mobile phone for personal reasons;
	+ Carelessness with sharp tools, electrical equipment or toxic substances; or
	+ Breach of security requirements.

## 10.4 Subcontractors

The Contractor will not subcontract any part of the Services without approval from the Council of any company the Contractor proposes to appoint.

The Contractor will ensure that any subcontractor appointed will comply with all of the requirements of the Council's contract.

## 10.5 Training

The Contractor will ensure that its operatives are suitably trained to perform their duties in a safe and compliant manner. This will include a programme of follow-up and up-date training to ensure operatives continue to perform their duties correctly and safely for the duration of the contract.

# 11. Communication

## 11.1 Contract Administration

The Contract Administrator acting for the Council shall be the Procurement Officer or any replacement the Council later appoints to administer the contract.

Requests for building access can additionally be sent to civic.wardens@folkestone-hythe.gov.uk.

## 11.2 Management

The contract manager will advise the Council of any additional access requirements for mobile operatives or new operatives as well as liaising with the Contract Administrator to arrange dates and access for window cleaning.

The contract manager will also meet with the Contract Administrator at the Premises on a monthly basis to discuss performance of the Services.

The contract manager must provide an initial response to enquiries within 1 working day to acknowledge the enquiry, advise of the action(s) being taken, and provide an expected time to fulfil the request.

## 11.3 Supervisor

The Contractor will provide a written means of communicating comments and requests to the site supervisor and from the supervisor to the Contract Administrator which is to be checked by the supervisor daily.

The supervisor will update the Contract Administrator on any requests made by the Council and any corrections or repairs to be arranged by the Contract Administrator. The supervisor will also monitor stock level of the consumables supplied by the Council and co-ordinate with the Contract Administrator to manage the stock.

## 11.4 Complaints

Complaints will be referred to the Contractor's management in accordance with the Contractor's complaints procedure. Details of this procedure will be provided to the Contract Administrator.

All complaints must be acknowledged within 24 hours and the Council must be kept fully informed of all significant actions and outcomes. A record of all complaints, irrespective of severity, must be kept in such a manner as to allow full understanding at a later date.

# 12. Health & Safety

The Contractor will ensure that all health and safety requirements are brought to the attention of operatives and it is accepted that it is the duty of the employer and employee to comply with relevant legislation.

The Contractor will supply a site safety information pack to be kept in hard copy at the Premises. The pack will include:

* The Contractor's policies and reporting procedures;
* The Council's relevant policies and reporting procedures;
* Risk Assessments;
* COSHH data sheets;
* PAT testing data sheets; and
* H&S training records.

The site safety information pack is to be updated regularly to ensure the information contained is up-to-date. The Contractor will also provide an electronic copy of the pack and all updates to the Contract Administrator. The information will be made available to the Council's appointed health & safety representative and any health & safety auditors.

Operatives and supervisors will 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.

All relevant 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 Contractor is to be available on request and a copy of this information is to be kept on site for reference in the event of a health and safety incident.

The Contractor will 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. Social Value.

The Council has a Corporate Plan (<https://www.folkestone-hythe.gov.uk/media/4222/Corporate-Plan-2017-20/pdf/Corporate_Plan_2017-2020.pdf>) identifying a number of priorities for the Council.

One of these objectives is "Appearance Matters": providing an attractive and clean environment. The Contractor will have an environmental policy on managing and offsetting the environmental impacts associated with delivering the Services.

# Annex 1 - Christmas Closures Schedule

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|   | **MON** | **TUE** | **WED** | **THU** | **FRI** | **SAT** | **SUN** | **MON** | **TUE** | **WED** | **THU** | **FRI** | **SAT** | **SUN** | **MON** |
| **2020** | open | open | open | open | Christmas Day | Boxing Day |   | Bank Holiday | open | open | open | New Year |   |   | open |
| **2021** | open | open | open | open | open | Christmas Day | Boxing Day | Bank Holiday | Bank Holiday | open | open | open | New Year |   | Bank Holiday |
| **2022** | open | open | open | open | open |   | Christmas Day | Boxing Day | Bank Holiday | open | open | open |   | New Year | Bank Holiday |
| **2023** | Christmas Day | Boxing Day | open | open | open |   |   | New Year | open | open | open | open |   |   | open |