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| **INVITATION TO QUOTE FOR SCHOOL CLEANING****SERVICES** |



**SPECIFICATION OF REQUIREMENT**

Reference Number: DN634423

**Section A – Site Description**

1. **Definitions**
	1. “Approved Programme” means the cleaning programme for term time and out of term cleaning.
	2. “Establishments” means the place or places approved by the Contracting Authority where the Contractor carries out work, or any part thereof.
	3. “Consumables” shall include all necessary materials to carry out the work and disposable items including paper towels, liquid soap and toilet paper.
	4. “Contract” means the Call Off Contract as defined in the Framework Agreement.
	5. “Service Level Agreements” means the service arrangements between the Company and the Contracting Authority as they relate to the Available Services.
	6. “Variation Order” means a variation as agreed in accordance with the terms of the Framework Agreement or the Call Off Contract.
	7. Borrowed lights refer to any glass panes on doors (both throughout the building and the inside of any entrance and exit doors) and any windows that are contained within the building between corridors and classrooms.

All other terms are as defined in the Framework Agreement or the Call Off Contract.

1. **Standards of Performance**

2.1 The Contractor shall perform the work using methods and on days and at frequencies in accordance with the Approved Programme or as stipulated by the Contracting Authority or Designated Authorised Officer.

2.2 The work must be carried out to the complete satisfaction of the Contracting Authority who will inspect the operation of the work as necessary to ensure that the standards being achieved comply with this Contract. The Contractor will be informed by the Contracting Authority or Designated Authorised Officer when the standard achieved falls below an acceptable level so that joint inspections can be made as soon as is reasonably practicable at a time and date specified by the Contracting Authority or Designated Authorised Officer.

2.3 The Contractor shall, therefore, allow for a representative to attend at any time and at any site within the area covered by this Contract specified working days. Failure to meet the Contracting Authority or Designated Authorised Officer at the specified time shall be deemed to be a default in performance as defined in clause 11 of the Framework Agreement (Rights and Remedies).

2.4 Contract Review meetings will be held every 8-12 weeks unless otherwise agreed with the Contracting Authority or Designated Authorised Officer. The aim of such meetings will be to discuss the Contract performance to date, from the customer’s perspective, taking into account the Contractor’s views also. The Contracting Authority’s aim is to work to achieve continuous improvement, working together to achieve better service and minimise costs where possible.

2.5 The Contractor shall notify the Contracting Authority immediately during the schools Normal Working Week of any operational problems likely to lead to or cause non‑performance of any part of the work required by this Contract. The Contracting Authority may then decide if any part of the work is to be suspended or re‑programmed, including whether the Contracting Authority should opt for the work to be provided by another organisation, and shall make the appropriate charge to the Contractor for the cost and expense of providing the work by other organisations together with the appropriate administrative charge. No payment will be made for work not carried out by the Contractor as a result of this action and no additional payments will be authorised in respect of accumulations of rubbish when the normal work is resumed.

* 1. The Contractor shall not change the hours of cleaning from that specified in the Approved Programme without prior written authorisation from the Contracting Authority.
	2. The Contractor shall notify (minimum of 14 days) the Contracting Authority/Designated Authorised Officer with a statement which clearly identifies all proposed changes to the work.

**3. Sites and Site Plans**

* 1. Details of sites included in this Contract are enclosed within the tender pack.

**4. Unspecified Work**

* 1. The Contracting Authority may require the Contractor to carry out additional work which is not specified in the Contract but is of similar character to that included in the Contract. The tenderer shall provide an indicative rate per hour for labour, plant and equipment in the pricing schedule. A confirmed cost of these works will be provided in writing to the Contracting Authority/Designated Authorised Officer. Payment to the Contractor for this unspecified work will be in accordance with these rates.
1. **Contract Monitoring and Management**
	1. The Contractor shall be responsible for co-ordinating performance monitoring checks and maintaining a quality control system which has been approved by the Contracting Authority/ Designated Authorised Officer.
	2. Cleaning must be carried out to the complete satisfaction of the Contracting Authority/ Designated Authorised Officer. The Contracting Authority/Designated Authorised Officer will inspect the operation of work as part of the Service Level Agreement with the Contracting Authority, in response to customer satisfaction responses or via reports of inadequate performance by Contracting Authorities to ensure that the standards of cleaning comply with the Contract. The Contractor will be informed by the Contracting Authority/Designated Authorised Officer when the standard of cleaning falls below an acceptable level, so that a resolution/action plan can be put into place and/or joint inspections can be made within 24 hours or at a time agreed by the Contracting Authority in accordance with Schedule 4 of the Framework Agreement (Key Performance Indicators).

5.4 The tenderer shall propose methods of maintaining regular communication and forging good working relationships with the Contracting Authority.

5.5 The Contractor(s) shall nominate a single point of contact and an individual manager who will be responsible during normal office working hours for handling Contract administration on behalf of the Contractor throughout the period of the Contract (the Contract Manager).

6. **Work Method**

6.1 The Contracting Authority reserves the right to restrict the Contractors operating times. The Contractor shall be advised of any site, location, establishment etc, where a restriction is in place. The Contractor shall not change the hours of cleaning from that specified in the individual site specification without the prior written authorisation from the Contracting Authority and Designated Authorised Officer in the form of an Variation Order.

6.2 The Contractor shall adhere to the restriction(s) until the restrictions are removed by the Contracting Authority/Designated Authorised Officer.

6.3 No additional payments shall be made to the Contractor for any rescheduling due to restriction(s) imposed.

6.4 Minimum lighting shall be used. The Contractor shall ensure that Personnel are informed about proper working practices. On no account shall lights be left switched on in unoccupied rooms or corridors unless required for security reasons. All lighting will be switched off as and when cleaning has been completed.

6.5 All fire doors must be kept shut at all times. Fire extinguishers must not be removed from walls to hold doors open and door stoppers must not be used.

6.6 The Contractor shall inform the Contracting Authority and Designated Authorised Officer within 6 hours, or as soon as reasonably possible, of any incident resulting in damage to property or equipment or injury or death to any person.

6.7 The Contractor shall ensure sufficient Personnel are available to comply with the requirements of the Contract and the Health and Safety at Works Act, orders, rules or regulations and The Working at Height Regulations 2005 made there under.

6.8 When cleaning in rooms containing computers or undertaking internal cleans of windows in such rooms, ensure that the computer equipment is NOT touched or disturbed in any way.

6.9 The Contractor’s Personnel shall conduct themselves professionally at all times.

6.10 All instructions to the Contractor from the Contracting Authority must be completed within 1 working day of the instructions being issued unless otherwise stated.

**7. Vetting and Supervision of Personnel**

7.1 The Contractor shall provide a sufficient complement of management and supervisory Personnel to ensure that the Contractors staff engaged in and about the provision of the work are adequately supervised at all times and that they properly perform their duties. The contractor shall give details of all employees employed by the contractor in a supervisory role during this agreement. These are to include details of the Contract Manager and his/her deputy together with all non-supervising and manual employees. Any change of Contract Manager shall be notified in writing to the Contracting Authority or Designated Authorised Officer

7.2 The Contractor’s Personnel engaged in the provision of the work shall primarily be under the control and direction of the Contractors own supervisory Personnel but shall nevertheless, while on Contracting Authority’s premises, obey all reasonable instructions given to them by the Contracting Authority.

7.3 The Contractor shall prohibit their Personnel from smoking and vaping while on the Contracting Authority’s premises.

7.4 The contractor shall ensure that its’ staff, whilst on any School property, maintain a high standard of personal hygiene, demeanour and cleanliness. All employees are to be issued with and wear identification badges as agreed by the Contracting Authority and the Contractor.

7.5 The Contractor shall maintain accurate records of the employees who are engaged and provide the services, detailing employee attendances and differentiating between those engaged as operatives and those exercising supervision. These records shall be open for inspection by the Contracting Authority/Designated Authorised Officer or its authorised representatives at any reasonable time.

7.6 The Contractor shall ensure Personnel fulfil safeguarding requirements on an annual basis and provide an updated list of all relevant DBS checks including issue date and certificate number monthly regardless of any changes to the Designated Authorised Officer.

7.7 Contractor’s management and other representatives who make periodic visits to sites shall inform the relevant Contracting Authority at least 24 hours prior to undertaking a visit.

7.8 The Contractor shall ensure that all employees comply with the school policies where appropriate. The Contractor is responsible for ensuring that all employees are aware of Health and Safety procedures for each site. Employees shall be informed of Fire Alarm procedures on site and all Personnel must adhere to the Contracting Authorities Fire Evacuation Procedures.

7.9 Acceptable performance standards are detailed in this document. Regular inspection of cleaning performance levels shall be carried out by the Contractor. Faults in performance shall be immediately rectified at the expense of the Contractor.

* 1. All clothing and protective clothing shall comply with all existing and subsequent legislation.

7.11 The contractor shall ensure that its staff, whilst on the Contracting Authority’s premises, behave in an orderly and as quiet manner as may be reasonably practicable having regard to the nature of the duties being performed. Further they shall cause no unreasonable or unnecessary disruption to the routine procedures of the School.

7.12 The Contractor is not permitted to employ any members of the School staff while that person continues to be employed by the Contracting Authority unless agreement has been given by the Contracting Authority.

7.13 The Contracting Authority or Designated Authorised Officer shall have the power to direct the removal from any School property, either temporarily or permanently, anyone not complying with the Terms and Conditions of Contract or who is otherwise considered undesirable. Such directions must be complied with by the contractor and shall not affect the contractors’ obligations under this agreement or the school’s right to enforce them, and the contractor shall fully and promptly indemnify the school in respect of any claims brought by any such employee arising there from. Such direction will not prejudice the rights of the School under this agreement in the event of a breach of agreement by the contractor.

7.14 Any complaint received by the contractor in relation to the contractors’ workforce when carrying out the work shall be communicated immediately to the Contracting Authority or Designated Authorised Officer. The Contracting Authority or Designated Authorised Officer may give the contractor instructions regarding any complaints received and these instructions are to be complied with.

7.15 The Contractor shall ensure that whomever they employ in the provision of the Services has the right to work in the United Kingdom (UK). The Contractor shall ensure that the appropriate steps have or will be taken to ensure that the Personnel it employs in the provision of the Services or any new Personnel it proposes to employ in the provision of the Services have provided or will be required to provide proof of their British citizenship or of their right to work in the UK.

1. **Exclusions**

8.1 The Contractor is responsible for informing any person that approaches them to request any variation to the building cleaning of a site to contact the Contracting Authority who will arrange for an official variation to the Contract to be issued.

8.2 The Contracting Authority reserves the right to withhold payment for the amended work if not approved by the Contracting Authority and/or Designated Authorised Officer by means of an signed Variation Order.

**9 Equipment**

9.1 The cost of the required clothing and equipment shall be the responsibility of the Contractor. The contractor is responsible for providing adequate equipment in full working order and be sufficient and suitable to the task.

9.2 The Contractor shall be responsible for the provision of Consumables necessary to complete the work safely and satisfactorily. The Contractor shall provide all tools, equipment and labour required to execute the works to meet the site specifications.

9.3 All equipment required to carry out the work shall be provided by the contractor at the start of the contract. The equipment shall remain the property of the Contractor. All maintenance and PAT testing shall be the responsibility of the Contractor and provide evidence that such work is being undertaken if required by the Contracting Authority. PAT testing must be completed on a yearly basis with all electrical equipment to have visible stickers.

9.4 An inventory of equipment shall be provided to the Contracting Authority and the Designated Authorised Officer at the commencement of the Contract.

9.5 The Contractor shall keep to the Contracting Authority’s satisfaction and in a safe, serviceable and clean condition, all items provided for use by the Contractors’ Personnel in the provision of the Service.

9.6 The Contractor shall be responsible for any replacements and additions to all such equipment as required during the period of the Contract.

9.7 The Contractor shall be responsible for the security of all goods and equipment used by the Contractor in or about the provision of the Services or goods and equipment otherwise belonging to the Contractor or the Contractors’ Personnel that are on school premises.

**10 Duties of Cleaners and General Requirements**

10.1 The work shall be performed in accordance with the tender documents. It shall be

carried out to the complete satisfaction of the Contracting Authority/Designated Authorised Officer and in compliance with the plan and timetable of proposed working arrangements (including the number of Personnel), which are to be submitted by the Contractor as part of the tender documents and approved by the Company and the Contracting Authority. The Contracting Authority shall be entitled to give directions to the Contract Manager from time to time with regard to carrying out the work or any matter relating thereto.

10.2 On award of the Contract tasks are to be carried out as agreed with the Contracting Authority or Designated Authorised Officer in accordance with this specification and the individual site specifications.

10.3 Care shall be taken to prevent spillage of cleaning materials during cleaning but where

spillage does occur it must be cleared up immediately. The Contractor is responsible for consequential costs, expenses and delay to the work arising from misuse of plant and equipment.

10.4 The Contractor shall have due regard at all times to legislative requirement and codes of practice concerning the Health and Safety of Personnel, operatives and members of the public.

10.5 The Contractors employees shall report on the worksheet to the Contract Manager all cases where: -

* The work cannot be carried out according the specifications;
* The Contractors’ employees shall report to the Contract Manager in any circumstances where the work cannot be carried out because an area is inaccessible.

10.6 All worksheets are to be completed, signed by the Contract Manager and Contracting Authority who may choose to forward these to the Designated Authorised Officer.

10.7 The specifications may not be altered without instruction from the Contracting Authority/Designated Authorised Officer.

10.8 Any alterations can only be done by way of a Variation Order raised by the Contracting Authority or Designated Authorised Officer.

10.9 The Contractor shall perform the work to the frequencies in accordance with days and times are to be arranged with the Contracting Authority.

**11. Short-cut Methods**

11.1 Methods of cleaning or carrying out any part of the work which may impair safe working arrangements, give rise to nuisance, damage to or loss of property, inconvenience, annoyance to occupiers or members of the public or the Contracting Authority’s staff are unacceptable.

11.2 The constraints imposed by this condition do not, in principle, prohibit the use of handling aids or mechanisation or sensible group working systems.

**12. Default Procedure**

12.1 The Designated Authorised Officer may from time to time undertake random and programmed inspections in accordance with the Service Level Contract with the Contracting Authority on all aspects of the service and will record the results of such inspections. The Designated Authorised Officer may share these findings with the Contracting Authority.

12.2 The Designated Authorised Officer will record all complaints, enquiries and oversights notified to the Contracting Authority by telephone, visits or other means and may investigate each case where in their opinion the Contractor has failed to begin to perform or to perform the Services completely in accordance with the provisions of the specification or to comply with any instruction from the Designated Authorised Officer or otherwise breached any of the terms of Contract.

12.3 The Company shall notify the Contractor in writing of the following (as per clause 11 and Schedule 4 of the Framework Agreement:

* the action it wishes to take;
* the reason for such action;
* the date it wishes to commence such action;
* the time period which it believes will be necessary for such action;

12.4 Should the Contractor remedy the default within the timescale contained in the default notice the Designated Authorised Officer shall take no further action. The Designated Authorised Officer may issue one or more default notices in respect of the same original default. This may be because the Contractor has either failed to comply with an original default notice.

**13. Access**

13.1 Where for whatever reason an educational establishment is inaccessible, the Contractor shall leave a notice at the Contracting Authority’s Office/Site Manager. The notice shall state the reason for not carrying out the work and the action taken. The notice shall be provided by the Contractor at its expense in a form approved by the Contracting Authority or Designated Authorised Officer.

13.2 The Contractor shall keep a record of all incomplete work in accordance with clause 11 of the Framework Agreement.

13.3 Where the Contractor is required to return to the site to complete the work, all costs associated with the return visit shall be borne by the Contractor unless otherwise determined by the Contracting Authority or Designated Authorised Officer at his/her absolute discretion.

**14. Variation of the Work**

14.1 The Contracting Authority may, from time to time, increase or decrease the work. Such modification is to be authorised by the Contracting Authority or Designated Authorised Officer in writing to the Contractor. In any such event any payment that may be due to the Contractor shall be adjusted appropriately in accordance with the Contract.

14.2 Any enquiries to the Contractor relating to proposed variations will be made by the Contracting Authority or Designated Authorised Officer in writing and will describe the proposed variation in sufficient detail to enable the Contractor to respond. Following such an enquiry and within a time to be specified (normally 14 days) the Contractor shall submit to the Designated Authorised Officer proposals for undertaking such variation. Such proposals shall include details of any adjustments to the tender price and any prejudicial effect upon the obligations and responsibilities of the Contractor in the event of such variation being authorised in writing.

14.3 No variation of the work by the contractor shall be permitted without the prior written approval of the Contracting Authority/Designated Authorised Officer. Failure to seek and gain such approval may be deemed a default in performance.

**15. Information Requirements**

15.1 The Contractor shall keep regular and up to date records of all labour, materials, plant equipment and all other matters pertinent to the Charges under the Contract. These records will be made available to the Contracting Authority or Designated Authorised Officer to substantiate any amendment to the tender price sought as a result of any variation proposed.

15.2 From time to time the Contracting Authority or Designated Authorised Officer may require the Contractor to attend meetings which may/may not relate to the performance of the work by the Contractor. The Contractors’ attendance shall be at no additional cost to the Contracting Authority.

15.3 The Contractor shall provide any information on the work that the Contracting Authority may reasonably request or is required to monitor. This may involve the completion of audits, which the Contracting Authority/Designated Authorised Officer shall be provided a copy of. The provision by the Contractor of the information required under this requirement shall be at the Contractor’s cost and expense.

**16. Complaints**

16.1 The Contractor will deal with any complaints that they receive in a prompt, courteous and efficient manner.

16.2 The Contracting Authority or Designated Authorised Officer will investigate unresolved complaints received by or referred to the Contracting Authority who in appropriate cases can invoke the default procedure.

16.3 The Contractor shall keep a written record of all complaints received and of the action taken in relation to the complaint. The Contracting Authority or Designated Authorised Officer shall keep such records available for inspection at any time on demand.

16.4 Where the time or method of carrying out the work gives the Contracting Authority or Designated Authorised Officer, or the public, reasonable cause for complaint for any reason, the Contracting Authority or Designated Authorised Officer may notify the contractor of a restriction to the operational times of the work in the specification. No additional payment shall be made to the Contractor for the restriction.

16.5 Following any complaint the Contractor shall within one working hour investigate the circumstances and within a further twenty-four hours notify the
Contracting Authority or Designated Authorised Officer in writing of the outcome of the investigation together with details of methods of remedying the situation.

**17. Gratuities, Tips and Charges**

17.1 The Contracting Authority takes a very serious view of the soliciting for, or acceptance of, any form of payment, other than that provided for under the Contract between the Contracting Authority and the Contractor in respect of the performance of the work.

17.2 The Contractor shall under no circumstances allow its workforce to accept or demand money for any work element included in this Contract.

17.3 If the Contractor or its Personnel are caught accepting and/or soliciting any form of payment for the work, the Designated Authorised Officer will invoke the relevant procedures under the Contract to deal with this immediately.

**18. Contractors Communications**

18.1 It is the Contractor’s responsibility to ensure that any written or verbal communication from the Contracting Authority or Designated Authorised Officer is forwarded to the appropriate Contractors’ employees.

**19. General Health and Safety**

19.1 The Contractor and their Personnel, sub-contractors and agents shall, at all times whilst in the performance of the works and Services of this Contract, remain fully conversant with any comply with all relevant Acts, regulations and any other provisions pertaining to health and safety. This will include the health and safety of their own employees, sub-contractors and agents, the Contracting Authority’s employees and others who may be affected by their performance of the work detailed in this contract. In particular the Contractor must comply with the undermentioned Regulations, but not limited to,

* Health and Safety at Work Act 1974 (HASWA)
* The Management of Health and Safety at Work Regulations 1999
* The Control of Substances Hazardous to Health Regulations 1999 (COSHH)
* Manual Handling Regulations 1992
* Provision and Use of Work Equipment Regulations 1998

and all other relevant Regulation which are applicable in the workplace.

19.2 The terms of these documents shall include all Acts, Regulations, orders, codes of guidance, codes of practice and any other supplementary legislation, circulars or guidance made or issued pursuant thereto and any statutory modification or re-enactment thereof.

19.3 In addition to statutory responsibilities, the Contractor and his Personnel, sub-contractors and agents must comply with the Contracting Authority’s Health and Safety Policy and any revision thereof. This document is available on request from the Contracting Authority.

19.4 The Contractor shall prepare and submit for approval by the Contracting Authority or Designated Authorised Officer, a Health and Safety Policy and a Health and Safety Management plan, both of which shall have regard to statutory responsibilities and the Health and Safety Policy for the Contracting Authority and any revision thereof.

19.5 The Contractor shall work to their agreed Health and Safety Management plan. This plan shall state what arrangements have been made with respect to legal and Contractual health and safety obligations to ensure successful implementation of their Health and Safety policy. The Contracting Authority or Designated Authorised Officer may, from time to time, require information and/or documents demonstrating on-going compliance with the agreed Health and Safety Management Plan.

19.6 The Contractor shall nominate a person who shall ensure that all Contractual and statutory obligations for the health and safety of their own employees, sub-contractors and agents are fully met and that best practices are pursued for encouraging safe working.

19.7 The Contractor shall keep a record of and inform the Contracting Authority or Designated Authorised Officer of all accidents, incidents and dangerous occurrences, including near misses and associated investigation reports that occur when undertaking work for the Contracting Authority. Accidents reportable to the enforcing authority under the Reporting Injuries, Diseases and Dangerous Occurrences Regulations 2013 (R.I.D.D.O.R) are also to be reported to the Contracting Authority or Designated Authorised Officer immediately. Copies of all accident forms and associated investigation reports are to be copied to the Contracting Authority or Designated Authorised Officer.

* 1. Without prior prejudice to the Contracting Authority’s rights under the of Contract, the Contracting Authority or Designated Authorised Officer may suspend the provision of the work or part thereof in the interest of safety. The Contractor shall not resume provision of the work until the Contracting Authority or Designated Authorised Officer is satisfied that the work will be completed in a safe manner. In respect of any such period of suspension the Contracting Authority will accept no liability for any loss incurred.

**20 Safety and Risk Assessments**

20.1 The Contractor shall give details of safe systems of work (SSOW) to be used for carrying out the work in a safe manner and shall allow in the prices or rates for all items and expenses incurred in complying with all the provisions of this Contract and legislative requirements and codes of practice concerning the health and safety of its workforce and members of the public.

20.2 The Contractor shall ensure employees comply with the requirements of the Contract and the Health and Safety at Work Act, and regulations.

20.3 The Contractor shall be responsible for carrying out risk assessments of all tasks and provide site specific written risk assessments ensuring safe methods are practised when using equipment and ensure all employees are fully trained on the safe systems of work and refreshed annually or when deemed necessary.

20.4 The Contractor shall have a detailed Health and Safety policy statement, which includes clear organisational responsibilities.

20.5 The Contractor shall carry out a Health and Safety inspection of all sites at least annually and complete documentation for all health and safety activities, which should be available for inspection.

20.6 The Contractor will ensure that its operatives are comprehensively trained in the use of the plant equipment and materials. The Contractor is responsible for consequential costs, expenses and delay to the work arising from misuse of plant equipment and materials.

20.7 The Contractors’ duties shall include, but not necessarily be limited to, the following:

* Ensuring that any necessary plant and equipment are safe and without risk to health and safety and that they are used in a skilful and proper manner and by persons who are licensed, certificated, trained and competent to use the same;
* All plant and equipment must confirm to the relevant legislation and be maintained in a safe condition in accordance with the manufacturer’s instructions.

20.8 All substances and chemicals must be controlled in accordance with relevant legislation (HASWA 1974 and COSHH Regulations 1999), when storing, transporting, handling and disposal in accordance with the manufacturer’s safety data sheets (SDS) and the Environmental Protection Act 1990. A COSHH Risk ssessment is required for each chemical used in addition to the safety data sheets.

20.9 Methods of working that impair safe working arrangements or give rise to nuisance or damage to property, inconvenience or annoyance to members of staff or the public are unacceptable.

20.10 The disposal of wastewater and other liquids must not be discharged into surface water drains. Provision shall be made for such effluent to be discharged into the foul sewer and Personnel shall be made fully aware of the correct disposal procedure.

20.11 All waste chemicals, including solvents, acids and detergents shall be disposed of in accordance with regulations. Some chemicals may be subject to the Special Waste Regulations 1996, which impose additional controls on their movement and disposal.

20.12 The Contractor shall take appropriate action with any employee caught undertaking any practice, which is in the opinion of the Contracting Authority or Designated Authorised Officer is a dangerous or unacceptable practice.

**21. Probity and Conduct**

* 1. The Contracting Authority recognises that performance of the Contract will require Personnel to work on duties involving access to vulnerable people towards whom the Contracting Authority owes a special duty of care. On reasonable request in writing, the Contractor will supply the Contracting Authority with a list of all persons in the provision of the Services adhering to data protection principles.

21.2 The Contractor shall be responsible for the probity and conduct of its Personnel. The Contractor shall report any probity or conduct issues to the Contracting Authority or Designated Authorised Officer.

* 1. Failure to report such events may be considered breach of Contract and may result in termination.

21.4 The Contractor shall be responsible for the safekeeping of any keys, passes and other means of access to be given to those of the Contractor’s Personnel whose names have been provided to the Contracting Authority. Keys to cleaning cupboards or any access areas must not be taken offsite unless written authorisation has been received by the Contracting Authority and then only to the extent required for the purposes of providing the Services. In addition, the Contractor shall ensure that the Contracting Authority is informed immediately of the loss of any keys, passes and other means of access and shall reimburse to the Contracting Authority the cost of any replacement and/or any reasonable security measures implemented as a result of such loss.

21.5 The Contractor shall ensure that all Personnel utilised by them for the performance of the services shall take full account of the sensibilities of vulnerable persons when performing these Services. In recognition of these sensibilities, extra care shall be taken by the Personnel in their behaviour, dress and speech so as to avoid any disruption, offence, embarrassment or concern.

21.6 For the purpose of 25.5, above, **all** Contracting Authority sites are used by children

**22. Industrial Action**

In the event of industrial action by the Contractors’ Personnel it remains the Contractor’s responsibility to meet the requirements of the Contract. The Contractor must inform the Contracting Authority or Designated Authorised Officer immediately of impending or actual disputes, which may affect the Contractors’ ability to provide the Services.

**23. Information on Re-Tendering**

If requested to do so by the Contracting Authority, the Contractor shall provide all relevant information in its possession that cannot reasonably be regarded as commercially sensitive and subject to confidentiality and GDPR obligations, to permit the Contracting Authority to prepare the necessary documentation in respect of any subsequent tendering or re-tendering of the Services. The information required shall only be used by the Contracting Authority to meet its obligations and to obtain best value for money reasonably obtainable in a tendering exercise. See Part 3 (TUPE) of the Contract.

**24. Client Responsibility**

24.1 Contact details for the Contracting Authority and Designated Authorised Officer where applicable will be provided when the contract award has been issued.

* 1. Day to day operational issues will be managed by the Contracting Authority. Details are listed in the Site details and will be provided when the Contract award has been issued.

**25. Obligations of the Contractor**

All obligations of the Contractor under this tender shall be discharged at the Contractors cost and expense.

**26. Pest Control**

* 1. The Contractor must notify promptly the Contracting Authority or Designated Authorised Officer and the site supervisors of any infestation in all areas where the Services are performed.

**27. Contract Handover**

* 1. The incoming Contractor may purchase the outgoing contractor’s stock of cleaning materials and other associated stock items with the agreement of the outgoing contractor. The incoming Contractor may not use any stock that is not fit for the purpose that it was intended. If either the incoming or outgoing contractor choose not to transfer or receive the stock, then the outgoing contractor will be responsible for the removal of all of his stock and associated items that are owned by the outgoing contractor.

**Section B -** **General Requirements for All Sites/Buildings**

The individual specifications detail the site requirements, however the following standards must be followed.

**1 General Requirements of the Work and Performance Standards**

1.1 The Contractor shall use only mild liquid detergents and polishes compatible with existing dressings and non-abrasive cleaning liquids in the execution of the work. Alternatives not detailed in the Cleaning Materials Specification must be authorised prior to use by the Designated Authorised Officer and Contracting Authority.

Where major room cleaning and floor treatment is to take place such as out of term deep cleaning, all furnishings are to be removed from the immediate area before work commences and replaced afterwards. Exempt from this are items which are too cumbersome or delicate to be moved.

1.2 Floor polish applied over obvious deposits and build-ups of polish will NOT be accepted in relation to this Contract. Where this has occurred the Contracting Authority will require the Contractor to rectify the problem at a time and date convenient to the Contracting Authority. However, polish stripping need not be carried out if a floor has been spray burnished regularly or can be adequately cleaned, i.e. all marks are removed, without stripping.

1.3 The Contractor shall replenish paper hand towels and hand soap in toilet areas and kitchenettes and other areas as directed by the Contracting Authority. Roller towels dispensers in situ must be cleaned as per the specification.

1.4 Unless otherwise specified the standard cleaning term in all educational establishments is 45 weeks per annum.

**2 Safety**

2.1 Solvent Polishes for linoleum and wood have a high content of white spirit, which is highly flammable. The Contractor shall be responsible for ensuring that all their staff are aware of safe working practices. Care must be taken to ensure spirits and polishes are kept away from naked flames and exposed electrical elements both when in use and in storage. Rags shall be disposed of in a safe manner.

**3. Acceptable Cleaning and Consumable Materials**

3.1 The Contractor shall supply all cleaning and consumable materials. The materials used for cleaning in the Contracting Authority’s premises are to conform to the specifications set out in the Cleaning Specification. The contractor must ensure the products provided are of a good quality, suitable and non-damaging to the surfaces to be cleaned.

3.3 All relevant and site specific COSHH information must be provided to each Contracting Authority. It is the Contractors responsibility to ensure COSHH information is kept up to date.

* 1. Where stronger cleaning products are to be used such as Graffitti removal, special precautionary measures must be adhered to such as Personnel wearing face masks, protective clothing and gloves. The Contractor must also inform the Contracting Authority when such cleaning products are to be used in advance so the Contracting Authority’s staff can be informed to prevent any adverse reactions.

**4 Refuse Collection and Disposal**

4.1 If detailed in the site specific specification the Contractor shall be responsible for removing rubbish from all buildings on a daily basis where this is not the responsibility of the caretakers (for example, collect empty cardboard boxes from corridors, offices, kitchens etc) and disposing of them in the designated areas. The Contracting Authority will provide specific information prior to Contract commencement if applicable.

4.2 The Contractor will deposit all cleaning refuse in the appropriate storage receptacle prior to the collection by the Contracting Authority’s refuse Contractor. Heavy-duty clear plastic sacks are to be used for the removal of all waste from the sites. Clear sacks will be provided by the Contractor.

4.3 The cleaning and general appearance of shared refuse areas will be the responsibility of the Contracting Authority and the Contractor.

**5** **Work Methods**

5.1 All mats in entrances, mobile classrooms and toilets shall be cleaned, brushed and shaken on a weekly basis, areas of floor underneath these mats shall also be thoroughly cleaned and free from dust and debris.

5.2 Cleaning shall be carried out with care in areas containing computers and other delicate equipment and the contractors/cleaners shall not unplug equipment or switch off equipment without prior approval. Cleaners shall be aware of electrical cables at all times.

* 1. Prior to cleaning of floors, all chairs shall be lifted and placed on top of desks/tables and replaced following a thorough clean.

5.4 Vacuum cleaners/Flat head mops shall be used for cleaning the majority of floors. Cleaning shall be carried out with care in areas containing computers. When cleaning concrete or similar types of floor the use of brushes shall be permissible. However, floors shall be dampened prior to cleaning to settle the dust.

5.5 It is very important that all work in Pottery rooms shall be carried out using copious water (to prevent raising dust), which is to be removed by using wet/dry vacuum appliances to leave floors clean, dry and smear free.

5.6 Handbasins, sinks or drinking fountains shall be cleaned daily using a germicidal cleaner leaving them shining and streak free.

5.7 Important Note: Mops, buckets, brushes, rags and cloths which have been used in toilet/shower areas shall not be used elsewhere in the educational premises. Rags, cloths and brushes used for cleaning WC’s, urinals, traps and associated gullies must not be used for cleaning washbasins, sinks or other fixtures and fittings. A colour coded system is to be used for mops, buckets, brushes, rags and cloths. For example red for toilet areas, blue for showers and green for other areas.

5.8 If safety flooring is in situ, the floor shall be machine scrubbed to remove all marks and stains at least once a week or as agreed with the Designated Authorised Officer.

5.9 When cleaning rooms containing computers and pedestals ensure that these items are NOT touched or disturbed in any way.

5.11 Work shall be carried out to the frequencies set out in the Approved Programme. The Contractor will liaise directly with the Contracting Authority to schedule tasks which require special arrangements to be made, for example stripping and polishing floors.

* 1. The following items/areas are excluded from the Specification:-
* Information Technology equipment and electrical equipment such as faxes and photocopiers.
* Areas of the premises where access is prohibited.

5.13 Due care and attention shall be taken at all times when pupils are in the vicinity of cleaning operations.

5.16 The Contractor is responsible for informing any person who approaches it for an additional building clean to request such a clean from the Contracting Authority.

5.17 Payment will be made for each additional clean directly from the Contracting Authority and the Contractor shall provide a cost for this as requested.

5.18 The Contractor shall inform the Contracting Authority/Designated Authorised Officer within 6 hours of any incident resulting in damage or loss to property or injury or death to any person.

5.19 In Adult Education Centres some daily routine cleaning may be required in and out of term periods. The Contractor shall be responsible for liaising with the Contracting Authority to identify when term time and holiday cleaning is to take place.

5.20 It is the Contractors responsibility to ensure that they are aware of the specific conditions required for the different floorings. Should there be any doubt, the Contracting Authority or Designated Authorised Officer must be contacted before work begins.

**6 Standard Cleaning Specification**

The Standard Cleaning Specification, is the standard to which the Contracting Authority site detailed in 6.1, below, are to be cleaned to.

6.1 The sites detailed in the table below require cleans to the specification set out in the **Standard Cleaning Specification**;

|  |  |  |
| --- | --- | --- |
| **Site Name/Address** | **Times Cleaning to be Carried Out** | **Access to Building** |
|  |  |  |

**Opening/Closing and cleaning times will vary according to the school requirements.**

**6.2 Methods of work and working practices**

6.2.1 Cleaning shall be carried out on a daily basis Monday to Friday, as notified by the Contracting Authority. Individual arrangements shall be agreed with the Contracting Authority or designated representative of a particular establishment.

The Contractor shall be off the premises no later than 08:00. Any proposal for work outside these hours requires prior written approval of the Contracting Authority. Any cost arising from a variation in operating times shall be borne by the Contractor. The times for cleaning shall form part of the Approved Programme. School holiday cleaning times will be by prior agreement with the Contracting Authority.

6.2.2 The Contractor shall identify in its bid any work which is proposed to be undertaken outside working hours specified above. It should be noted that the Contracting Authority may not authorise such work and no claim for additional costs out of hours will be accepted.

6.2.3 Work shall be carried out to the frequencies set out in Section 6 Table 1 and Approved Programme, Cleaning specification during term time. The Contractor will be required to liaise with the Contracting Authority/Designated Authorised Officer at each site to schedule tasks which require special arrangements to be made, for example stripping and polishing floors.

* The Contracting Authority reserves the right to restrict the Contractor’s operating times. The Contractor shall be advised of any site, location, establishment etc, where a restriction is in place.
* The Contractor shall adhere to the restriction(s) until they are removed by the Contracting Authority or Designated Authorised Officer.
* Access to each site shall be at times to be agreed by the Contracting Authority and the Contractor shall not be permitted access outside of these hours unless by prior agreement.
* Minimum lighting shall be used. The Contractor shall ensure that Personnel are informed about proper working practices. On no account shall lights be switched on in unoccupied rooms or corridors unless required for security or safety reasons.
* The Contractor must have allowed for instances where cleaning above reach height may be necessary. In such instances the Contractor shall include allowances for additional equipment, Personnel training, insurance and supervision.
	1. **Equipment**

6.3.1 The Contractor's duties shall include, but not are necessarily be limited to, the following:

* Ensuring that the plant and equipment are safe and without risk to health and safety and that they are used in a skilful and proper manner and by persons who are licensed, certificated, trained and competent to use the same.
* Complying with any reasonable instruction made by the Designated Authorised Officer for inspection of plant and equipment;

6.3.2 The Contractor will ensure that its operatives are comprehensively trained in the use of the plant, equipment and materials. The Contractor is responsible for consequential costs, expenses and delay to the work arising from misuse of plant, equipment and materials.

6.3.3 The Contractor must provide evidence of Personnel training. This must include but not limited to the date of the training and modules covered.

**6.4 Duties of cleaners and general requirements**

6.4.1 The Contractor's cleaners shall carry out their duties according to the requirements given below.

6.4.2 On award of the Agreement, tasks are to be carried out as agreed with the Contracting Authority or Designated Authorised Officer and in accordance with the Approved Programme.

6.4.3 The Contractor shall ensure that the work is carried out as quietly as possible.

6.4.4 Care shall be taken to prevent spillage of cleaning materials during cleaning but where spillage occurs it must be cleared up immediately.

6.4.5 The Contractor shall have due regard at all times to legislative requirements and codes of practice concerning the Health and Safety of staff/operatives and members of the public.

6.4.6 The Contractor’s Personnel shall report to the Contract Manager all cases where:

6.4.7 The cleaning cannot be carried out according to the specification.

6.5.8 The Contractor’s Personnel shall report to the Contract Manager in any circumstances where cleaning cannot be carried out because an area is inaccessible.

6.4.9 All worksheets are to be completed, signed by the Contract Manager and copied to the Contracting Authority.

6.4.10 The Approved Programme may not be altered without Instruction from the Contracting Authority and/or Designated Authorised Officer.

7 **Frequency table**

The following tasks shall be carried out to the standards set out in this specification

**Table 1 – Approved Programme, Cleaning specification during term time**

| CATEGORY | AREA | FREQUENCY | CLEANING SPECIFICATION -TERM TIME |
| --- | --- | --- | --- |
| A | * **Infant, Junior, Primary and Secondary Teaching Areas.**
* **Mobile and hutted classrooms.**
* **Office accommodation and other school areas not covered by specific categories of cleaning as detailed below.**
 | ***Daily*** | * Remove litter and play sand spillages from floors.
* Ensure corners, skirting, areas under radiators and under furniture are free from dust, debris and litter
* Empty waste bins/baskets and dispose of waste to a nominated point on site.
* Damp wipe all used surfaces and remove all dust.
* Clean and rinse sinks ensure they are free from limescale and scum marks.
* Clean all floor areas using a flat mop or vacuum cleaner as appropriate
* Using a damp/wet mop, remove spillage and solid matter from floors. Leave clean, dry and free from smears.
 |
|  |  | ***Alternate Days*** | * Clean borrowed lights. Damp wipe doors and kick plates, ensure all finger marks and smears are removed.
 |
| C | **Infant, Junior, Primary and Secondary School Halls.****Gymnasia.****Drama Halls, Sports Halls****Arts and Crafts.****Designated dining areas, including those listed in this category.** | ***Daily*** | * Remove litter and play sand spillages from floors.
* Ensure corners, skirting, areas under radiators and under furniture are free from dust, debris and litter
* Empty waste bins/baskets and dispose of waste to a nominated point on site.
* Damp wipe all used surfaces and remove all dust.
* Clean and rinse sinks ensure they are free from limescale and scum marks.
* Clean all floor areas using a flat mop or vacuum cleaner as appropriate
* Using a damp/wet mop, remove spillage and solid matter from floors. Leave clean, dry and free from smears.
 |
|  |  | ***Alternate Days*** | * Clean borrowed lights. Damp wipe doors and kick plates, ensure all finger marks and smears are removed.
 |
|  | **Building Entrances and Reception Areas** | ***Daily*** | * Ensure corners, skirting, areas under radiators and under furniture are free from dust, debris and litter
* Empty waste bins/baskets and dispose of waste to a nominated point on site.
* Damp wipe all used surfaces and remove all dust.
* Clean and rinse sinks ensure they are free from limescale and scum marks.
* Clean all floor areas using a flat mop or vacuum cleaner as appropriate
* Using a damp/wet mop, remove spillage and solid matter from floors. Leave clean, dry and free from smears.
 |
|  |  | ***Alternate Days*** | * Clean borrowed lights. Damp wipe doors and kick plates, ensure all finger marks and smears are removed.
 |
|  | **Common rooms****Club rooms****Staff kitchens****Food technology rooms**  | ***Daily*** | * Ensure corners, skirting, areas under radiators and under furniture are free from dust, debris and litter
* Empty waste bins/baskets and dispose of waste to a nominated point on site.
* Damp wipe all used surfaces and remove all dust.
* Clean and rinse sinks, ensure they are free from limescale and scum marks.
* Clean all floor areas using a flat mop or vacuum cleaner as appropriate
* Using a damp/wet mop, remove spillage and solid matter from floors. Leave clean, dry and free from smears.
* Regular wiping out of microwaves and fridges in staff kitchen area.
 |
|  |  | ***Alternate Days*** | * Clean borrowed lights. Damp wipe doors and kick plates, ensure all finger marks and smears are removed.
 |
|  | **Food technology rooms** | ***Daily Daily*** | * Ensure corners, skirting, areas under radiators and under furniture are free from dust, debris and litter
* Empty waste bins/baskets and dispose of waste to a nominated point on site.
* Damp wipe all used surfaces and remove all dust.
* Clean and rinse sinks ensure they are free from limescale and scum marks.
* Clean all floor areas using a flat mop or vacuum cleaner as appropriate
* Using a damp/wet mop, remove spillage and solid matter from floors. Leave clean, dry and free from smears.
* Regular wiping out of microwaves and fridges in staff kitchen area.
* Move cookers, where not fixed, clean underneath and replace where to original location.
* Note: If safety flooring is in situ, the floor shall be machine scrubbed.
 |
|  |  | ***Alternate Days*** | * Clean borrowed lights. Damp wipe doors and kick plates, ensure all finger marks and smears are removed.
 |
|  | **Workshops including woodwork, metalwork, forge, foundry, fibreglass.****Design technology.** | ***Daily*** | * Ensure corners, skirting, areas under radiators and under furniture are free from dust, debris and litter
* Empty waste bins/baskets and dispose of waste to a nominated point on site.
* Damp wipe all used surfaces and remove all dust.
* Clean and rinse sinks ensure they are free from limescale and scum marks.
* Clean all floor areas using a flat mop or vacuum cleaner as appropriate
* Using a damp/wet mop, remove spillage and solid matter from floors. Leave clean, dry and free from smears.
 |
|  |  | ***Alternate Days*** | * Clean borrowed lights. Damp wipe doors and kick plates, ensure all finger marks and smears are removed.
 |
| D | **Stairways and stairway landings.****Corridors** | ***Daily*** | * Ensure corners, skirting, areas under radiators and under furniture are free from dust, debris and litter
* Clean all floor areas using a flat mop or vacuum cleaner as appropriate
* Using a damp/wet mop, remove spillage and solid matter from floors. Leave clean, dry and free from smears.
 |
|  |  | ***Alternate Days*** | * Clean borrowed lights. Damp wipe doors and kick plates ensure all finger marks and smears are removed.
 |
|  | **Medical room****Physically disabled suite** | ***Daily*** | * Ensure corners, skirting, areas under radiators and under furniture are free from dust, debris and litter
* Empty waste bins/baskets and dispose of waste to a nominated point on site.
* Damp wipe all used surfaces and remove all dust.
* Clean and rinse sinks ensure they are free from limescale and scum marks.
* Clean all floor areas using a flat mop or vacuum cleaner as appropriate
* Using a damp/wet mop, remove spillage and solid matter from floors. Leave clean, dry and free from smears.
* Note: Contractors shall ensure they are aware of special arrangements at individual sites for the disposal of sharps and cleaning procedures relating to bodily fluids/waste. All Contractors’ Personnel must be aware of individual establishments Health and Safety arrangements.
 |
|  |  | ***Alternate Days*** | * Clean borrowed lights. Damp wipe doors and kick plates, ensure all finger marks and smears are removed.
 |
|  | **Hygiene areas, toilets****Changing rooms****Washrooms and showers** | ***Daily*** | * Ensure corners, skirting, areas under radiators and under furniture are free from dust, debris and litter
* Empty waste bins/baskets and dispose of waste to a nominated point on site.
* Damp wipe all used surfaces and remove all dust.
* Clean and rinse sinks ensure they are free from limescale and scum marks.
* Clean all floor areas using a flat mop or vacuum cleaner as appropriate
* Using a damp/wet mop, remove spillage and solid matter from floors. Leave clean, dry and free from smears.
* Tiled areas shall be cleaned using a wet mop and germicidal gel cleaner, remove spillages, solid matter and marks. The area shall be left clean, dry and free from smears.
* Where deposits of scale are likely to form, descaler should be used as appropriate.
* Remove all limescale.
* Using antibacterial gel, damp wipe all surfaces and pipework, walls and doors up to 2.metres from floor level.
* Using antibacterial gel, clean basins, inside and out, sinks, taps, splashbacks and drinking fountains.
* Using antibacterial gel cleaner and descaler clean WC pans inside and out. Where soiled, allow to soak and remove marks with a brush. Clean WC seats both sides and leave dry.
* Wipe clean mirrors, towel cabinets and cupboards, cubicle doors and walls.
* Showers, wet scrub all floor space, curbs and receptacles, using antibacterial cleaner.
* Clean borrowed lights. Damp wipe doors and ensure all finger marks and smears are removed.
* Powder type cleaner and products containing bleach are NOT permitted to be used.
 |
|  | **Activity Area****Reception Area****Reception Age classrooms** | ***Daily*** | * Ensure corners, skirting, areas under radiators and under furniture are free from dust, debris and litter
* Empty waste bins/baskets and dispose of waste to a nominated point on site.
* Damp wipe all used surfaces and remove all dust.
* Clean and rinse sinks ensure they are free from limescale and scum marks.
* Clean all floor areas using a flat mop or vacuum cleaner as appropriate
* Using a damp/wet mop, remove spillage and solid matter from floors. Leave clean, dry and free from smears.
 |
|  |  | ***Alternate Days*** | * Clean borrowed lights, damp wipe doors and kick plates to remove all marks.
 |
| O | **Swimming pool** **Swimming pool changing rooms** | ***Alternate days*** | * Empty waste receptacles, dispose of waste to a nominated point on site.
* Damp mop floors, remove spillages, solid matter and deposits of dirt.
* Damp wipe all surfaces and remove dust.
* Clean and rinse sinks ensure they are free from limescale and scum marks.
* Clean all floor areas using a flat mop or scrubber dryer.
* Using a damp/wet mop, remove spillage and solid matter from floors. Leave clean, dry and free from smears.
* Tiled areas shall be cleaned using a wet mop and germicidal gel cleaner, remove spillages, solid matter and marks. The area shall be left clean, dry and free from smears.
* Where deposits of scale are likely to form, descaler should be used as appropriate.
* Remove all limescale.
* Using antibacterial gel, damp wipe all surfaces and pipework, walls and doors up to 2.metres from floor level.
* Using antibacterial gel, clean basins, inside and out, sinks, taps, splashbacks and drinking fountains.
* Using antibacterial gel cleaner and descaler clean WC pans inside and out. Where soiled, allow to soak and remove marks with a brush. Clean WC seats both sides and leave dry.
* Wipe clean mirrors, towel cabinets and cupboards, cubicle doors and walls.
* Showers, wet scrub all floor space, curbs and receptacles, using antibacterial cleaner.
* Clean borrowed lights. Damp wipe doors and kick plates ensure all finger marks and smears are removed.
 |
| P | **NEST area including kitchen and library** | ***Alternate days*** | * Ensure corners, skirting, areas under radiators and under furniture are free from dust, debris and litter
* Empty waste bins/baskets and dispose of waste to a nominated point on site.
* Damp wipe all used surfaces and remove all dust.
* Clean and rinse sinks ensure they are free from limescale and scum marks.
* Clean all floor areas using a flat mop or vacuum cleaner as appropriate
* Using a damp/wet mop, remove spillage and solid matter from floors. Leave clean, dry and free from smears.
 |
|  | **Hygiene areas, toilets****Changing rooms****Washrooms and showers** | ***Weekly*** | * Wash out waste bins/baskets.

If safety flooring is in situ, the floor shall be machine scrubbed according to manufacturer’s instructions. |
| F | **Building Entrances and Reception Areas** | ***Weekly*** | If safety flooring is in situ, the floor shall be machine scrubbed according to manufacturer’s instructions |
| N | **Stairways and stairway landings.****Corridors** | ***Weekly*** | If safety flooring is in situ, the floor shall be machine scrubbed according to manufacturer’s instructions  |
| N | **Activity Area****Reception Area****Reception Age classrooms** | ***Weekly*** | If safety flooring is in situ, the floor shall be machine scrubbed according to manufacturers instructions. |

**7.2 Task specification and frequency in ‘out of term’ periods**

7.2.1 The Contracting Authority/Company’s Designated Authorised Officer require the Contractor to extensively clean the Contracting Authority’s designated premises during ‘out of term’ periods. Floor treatments shall be carried out as specific tasks during this time.

7.2.2 The following tasks shall be carried out to the standards set out in this specification. The Contractor may recommend alternative methods as a result of their expertise in the area. Alternative methods shall only be used following written authorisation from the Contracting Authority/Designated Authorised Officer.

7.2.3 Where major room cleaning and floor treatment is to take place, all furnishings are to be removed from the immediate area before work commences and replaced afterwards. Contractors must liaise with site managers for all removal of furniture and equipment. Exempt from this are items which are too cumbersome or delicate to be moved or computer equipment.

7.3.4 The cleaning of toilets and showers must be carried out as soon as possible after the establishment has closed for the half-term or holiday period. Such areas are to be rechecked prior to the start of term times.

7.3.5 The contractor must liaise directly with the contracting authority to schedule any out of term cleaning. Educational establishments will often have building works scheduled during school closure periods so contractors will need to ensure flexibility when works are in progress.

**7.4 Table 2 – Approved Programme, Cleaning specification ‘out of term’ periods**

| **AREA** | **FREQUENCY** | **CLEANING SPECIFICATION OUT OF TERM PERIODS** |
| --- | --- | --- |
| **Category A – Easter (plus any other additional cleans in agreement with the School)****Note:** This specification covers all areas, but in certain places special additional operations are required, see Category C below. |
| **School in general** | **Easter** | * Empty all wastebins/baskets and dispose of waste to a nominated point on site. Wash all metal/plastic bins leaving them dry and clean. Ensure free from chewing gum or sticky confectionery.
* Damp wipe all ledges, pipes, glazing bars, window sills, shelves, radiators and covers, cupboard and locker tops up to a maximum height of 2. metres from floor level. Surfaces shall be left dry, free from dust and clean of all marks.
* All hard floor areas which are not burnished under the term time cleaning specification shall be wiped and then washed to remove all marks. Mats and mat wells shall be thoroughly cleaned, including dust control and rubber link mats. All mats must be returned to their original location.
* Loose rugs, mats, carpets and fitted carpets to be cleaned using a solid extraction machine. Spot cleaning shall be carried out to remove any marks, footprints or spillages.
* All sinks and washbasins to be thoroughly cleaned so that they are free from stains, limescale and deposits. Chalkboard sills to be damp wiped and left clean, remove chalk dust.
* All furniture and fittings (excluding electrical) to be dusted and polished.
* Clean borrowed lights, damp wipe doors to remove all marks.
 |
| **Category B cleaning – during Summer Holidays in ADDITION to Category A.****Note:** this specification covers all areas, but in certain places special operations are required, see Category C. |
| **School in general** | **Summer holidays** | * Empty all wastebins/baskets and dispose of waste to a nominated point on site. Wash all metal/plastic bins leaving them dry and clean. Ensure free from chewing gum or sticky confectionery.
* All pervious walls, ledges, pipes, glazing bars, window sills, beams, girders, radiators and covers, cupboard and locker tops and spiderwork up to 2.metres from floor level shall be damp wiped to leave clean and free from marks.
* All internal windows and glass to be cleaned where accessible.
* Venetian/Vertical blinds shall be left in a serviceable condition, washed and left clean and free from marks up to 2 metres from the floor.
* Finger marks and soiling shall be removed on chairs (including undersides), tables, desks, lockers, cabinets, benches, doors and banisters, and gymnasium equipment, which shall be damp wiped.
* Fabric covered chairs shall be spot cleaned to remove marks.
* Classroom desk trays to be wiped clean to remove dust and debris
 |
| **Hard floors** | **Summer holidays** | * All hard floor areas should be stripped removing all old polish and any build up and re-polished with two coats of appropriate polish for the individual flooring.
* Special attention needs to be paid to ensure that polish is not applied over any residue dust or dirt from the stripping procedure.
* All safety flooring (not suitable for polishing) to be scrubbed and dried. This includes all hygiene areas, corridors and classrooms.
* Contractors must make themselves aware of individual floors and the specifications required ensuring that the correct chemicals and materials are always applied.
 |
| **Carpeted areas** | **Summer holidays** | * All carpeted areas are to be thoroughly cleaned with solid extraction machines.
 |
| **Category C Cleaning – Specific areas, Mini Break (Autumn or Spring and Summer Holidays)****Note:** The work listed is complementary or additional to that listed in Categories A and B above. |
| **Toilets, washrooms****changing rooms and showers** | **Mini Break and Summer holidays** | * Empty all waste bins/baskets and dispose of waste to a nominated point on site. Wash all metal/plastic bins leaving them dry and clean. Ensure free from chewing gum, sticky confectionery and food.
* All walls, pipework, ledges, window sills, partitions, doors, high and low level cisterns to be damp wiped to remove all dust, leave clean and free from marks.
* All stains and limescale shall be removed from tiled areas.
* Mirrors shall be wiped and left clean and smear free.
* WC seats shall be washed and sanitised both sides.
* WC pan shall be thoroughly cleaned inside and out, using brush and/or chemicals to remove stains and build up of limescale or stains. (powder cleaners are not to be used).
* Slab urinals shall be cleaned thoroughly removing all stains and build-up of limescale using chemicals as necessary. All surfaces must be rinsed clean, care is to be taken with stainless steel fittings, appropriate chemicals must be used to avoid damage.
* Urinal bowls to be thoroughly cleaned inside and out, limescale and stains shall be removed with a brush and appropriate chemicals. All surfaces shall be rinsed clean.
* Traps and gullies to be cleaned and re-scaled using brushes and chemicals as necessary.
* Handbasins shall be washed inside and out, leaving clean, free from stains and in a dry condition. Taps (and surrounds), grilles and overflows to be cleaned to remove all deposits. Splashbacks shall be similarly treated.
* All floors shall be thoroughly scrubbed clean, with special attention to the corners, edges and under pipework, all floors shall be rinsed and left dry and smear free.
* Loose rugs, mats, carpets and fitted carpets shall be thoroughly cleaned with a suction cleaner. Spot cleaning shall be carried out to remove any marks, footprints or spillages.
 |
| **Potteries** | **Mini Break and Summer holidays** | * Empty all washbins/baskets and dispose of waste to a nominated point on site. Wash all metal/plastic bins leaving them dry and clean. Ensure free from chewing gum, sticky confectionery and food.
* All workbenches, ledges, pipes, window sills, radiators, and covers, doors and walls shall be suction cleaned and then washed to remove all deposits and marks.
* All flat surfaces shall be washed clean and smear free.
* Floor areas shall be scrubbed and left completely clean, all slurry shall be removed by an appropriate suction cleaner and left dry. Special attention shall be paid to corners, edges and under furniture. (Note: Brooms, dry dusters and dry brushes shall NOT be used in these areas. Care must be taken where floors are composed of vinyl tiles or wood blocks to ensure that water is removed immediately to avoid damage.)
* All girders, beams or spiderwork shall be washed clean.
 |
| **Home Economics Rooms** | **Mini Break and Summer holidays** | * Food preparation areas (not cookers) shall be thoroughly washed clean with a neutral non-scented detergent and rinsed clean. Where cookers can be readily moved, the floor space under each is to be thoroughly cleaned and the cookers replaced.
* Freezers and other bulky but moveable items shall be moved to thoroughly clean underneath and behind. The caretaker shall be advised prior to moving any such items.
 |
| **Laboratories** | **Mini Break and summer holidays** | * Benches and worksurfaces shall be washed to remove any deposits and stains. Surfaces shall be polished where appropriate.
 |
| **Workshops** | **Mini Break and summer holidays** | * Benches and hoods (over welding/painting bays) shall be suction cleaned and washed, left dry and clean.
* Floors shall be cleaned with a suction machine, taking care to remove debris and dirt from all crevices, edges, corners and underneath furniture. Floors shall be scrubbed clean with an alkaline detergent, rinsed and dried with a set suction machine. No further treatment is required, but care is to be taken to ensure water is removed from wood and vinyl floors as soon as possible.
 |
| **Category D cleaning – at Mini Break and Christmas holidays (i.e. Periods not covered by categories A – C, where access is permitted).** |
| **School in general** | **Mini Break and Christmas** | * All areas, regardless of the alternated day programme shall be cleaned to ensure that all the establishments are at the standard set out in the term time specification. Toilets and showers are to be cleaned to this standard no later than the first working weekday after the end of the first half term.
 |

8 **ACCEPTABLE CLEANING MATERIALS**

8.1The Contractor shall be responsible for the provision of cleaning materials necessary to complete the work safely and satisfactorily. The Contractor shall provide all tools, equipment and labour required to execute the works.

8.2 The materials used for cleaning in educational establishments are to conform with the specifications set out below.

8.3 **Metallised Floor Polish** - Since large parts of educational establishments cannot be burnished by machine (.e.g., classrooms) any polish applied must be capable of standing up to hard use supported only by dry mop sweeping and occasional damp mopping. Where floors are not resilient, Metallised floor polish is to be used and must meet the following minimum specification:-

* when dry, produce a high gloss without burnishing;
* possess good slip-retardant properties;
* be resistant to scuffing, heel marks and water spotting;
* show the minimum of marks when furniture is dragged across.

8.4 **“Soft” Floor Polish** - Where floors are composed of rubberised fabric or of any resilient material, the polish used must be of a nature which will allow movement without flaking or powdering. It must show a high gloss when dry, yet without burnishing, possess good slip-retardant qualities and be resistant to scuffing, heel marks and water spotting.

8.5 **Polishes for Waxed Floors** - Good quality liquid wax polishes will normally be acceptable, provided that they are compatible with products used earlier on the floors. Slip resistance is an important factor. Scuff and heel marks should not show unduly.

8.6 **Floor Seal** - Good quality spirit-based oleo-resinous or polyurethane seals are to be used for new floors or where these seals have been used before. Water-based seals for such floors are NOT to be used. Where wood floors have been treated with spirit-based wax polishes, any seal used must be compatible with the polish which has been used.

8.7 **Polish Strippers** - Strippers to be used for Metallised polymer floor polishes should be adequate to soften build-up of polish within 5 minutes of application without mechanical agitation. “Speedstrippers” should not have a softening effect on oleo-resinous or polyurethane floor seals. Similarly, no stripper should soften vinyl tiles of sheet floor coverings.

8.8 **Seal Strippers** - Where it is considered necessary to remove oleo-resinous or polyurethane seals, prior permission must be obtained from the Supervising Officer, who will be required to know details of the products and methods to be used.

8.9 **Bactericidal Hard Surface Cleaner** - A quality product with good cleaning and surfactant properties is to be used. Two versions are necessary, one without an odour, for food preparation areas, the other possessing pine or other acceptable fragrance for use in other areas. The Ph value must be between 9 and 10.

The bactericidal efficiency must be as follows:-

|  |  |  |
| --- | --- | --- |
| A 99% kill rate must be achieved after 10 minutes contact with a 1:90 dilution in respect of these test organisms. | )))) | Covid-19Escherichia coli Pseudomonas aeruginosa Staphylococcus aureus Shigella sonnei |

8.10 In hygiene areas (including Food Technology Rooms and drinking fountains) this product should be used in spray form where possible. Contact time should be as per the manufacturers instructions, and then areas should be wiped with a clean cloth soaked in clean water. Solutions of the product must be made up daily, but where buckets are used, the solution should be changed frequently during periods of use.

8.11 **Lavatory Descaler** - The product must contain not less than 30% phosphoric acid, 5% bactericide, 1% detergent and a trace of rust inhibitor. It should be stable and not affected by temperature changes. It must provide effective removal of inorganic deposits. See paragraph 10 below, for stainless steel.

8.12 **Stainless Steel Cleaners** - Only proprietary cleaners specially formulated for stainless steel cleaning are to be used.

8.13 IMPORTANT NOTE - The Contracting Authority reserves the right to require the Contractor to:

* supply samples of all products used in the delivery of the work, free of charge;
* provide, free of charge, analysis reports from an independent laboratory to determine the composition of any product used in the delivery of the work.

**9 METHOD AND MATERIALS INDICATOR**

9.1 Tenderers should note the methods detailed in the table below are to be used as appropriate for term time and / or the holiday period specifications.

9.2 **Table 3 - Method and materials indicator**

|  |  |
| --- | --- |
| Object / surface to be cleaned | Method |
| Unpainted brickwork and concrete walls | Clean off with suction cleaner |
| Painted brickwork, formica and concrete walls. | Suction clean, wash with dilute neutral detergent to remove dirt, grease and scuff marks. Use an approved cleaner to remove limescale. |
| Emulsioned walls. | Suction clean. No further cleaning to be attempted unless tests show that damp wiping will not cause damage. |
| Ceramic tiles or glazed brick (excluding kitchen areas) | Wash to remove all dirt, grease, scuff and other marks. Use an approved cleaner to remove limescale. |
| Papered or specially faced walls. | Brush down with a dry soft brush. |
| Unpainted wood panelling, including doors of similar finish. | Wash with dilute neutral detergent using as little water as possible. Heavy soiling to be cleaned off with solvent-based detergent. |
| Painted wood and metal. | Wash to remove all dirt and grease, scuff and other marks. |
| Metal kickplates. | Clean off residues with polish stripper normally used on floors. Rinse with clean water. |
| Sinks. | Was out using a brush, nylon pad and cream cleaner. Limescale and stains to be removed with an approved cleaner. Scraper to be used to remove stubborn deposits.Note: The Laboratory Technician or Caretaker shall be consulted to ensure that laboratory sinks are safe to clean. |
| Ceramic tiled floor in kitchens and Food Technology areas. | Scrub thoroughly with heavy duty degreasing agent and maintain with light duty bacterial detergent. Use proprietary stainless steel cleaners. |

**9.3 Methods for floor treatment (term time)**

9.3.1 For routine term time hard floor cleaning, where the specification does not call for spray burnishing, vacuum cleaners or impregnated mop/sweepers are to be used. Non-slip ALTRO floors may need regular and frequent scrubbing to keep clean. The Contractor will be expected to ensure these floors are clean at all times. Brooms are to be used only on concrete or similar types of floors.

9.3.2 Carpets shall be vacuumed, using upright models fitted with rotating brushes.

9.3.3 Where spray burnishing is specified, high speed vacuum-fitted machines shall be used in conjunction with an acceptable floor maintainer, paragraph 26 - materials specification refers. Contractors are responsible for ensuring all equipment is used by a trained operator. Floors which have been spray burnished shall be “cut back” with a polish stripper in conjunction with a scrubbing machine on an Annual basis, at a mutually convenient time to the customer and contractor. This is intended to remove a build up of polish, dirt and scuff marks. Following such treatment, spray burnishing is to be re-commenced.

9.3.4 Hard floors which have not been spray burnished shall also have any excess build-up of polish removed unless specified otherwise by the Company’s Designated Authorised Officer.

9.3.5 Furniture is to be removed before starting any periodic floor treatment and replaced afterwards.

9.3.6 ‘Warning – cleaning in progress’ or similar signs must be displayed at all access points when the floors are wet. Special attention must be paid to the cleaning and drying of specialist areas eg. Disabled access ramps.

9.3.7 Only small areas of floor shall be stripped or cleaned at any one time, stripping/rinsing solutions shall not be allowed to lie any longer than is strictly necessary. Solutions are to be removed with a wet suction machine before moving on to the next area of floor. This method reduces the risk to operatives and others walking on wet floors, it also minimises the risk of floor surface damage.

9.3.8 Special care shall be taken when stripping polish from floors sealed with aleo-resinous seals which can soften when some stripping equipment is used. All floor treatments shall be completed at least 1 hour before staff/pupils occupy the premises. Some forms of seal for pervious floors will need at least 48 hours, especially in cold weather, before polish is applied.

9.3.9 Care should be taken to avoid build-up of thick polish in corners, edges and under furniture.

Table 4 - Methods for floor treatment (summer holidays)

| Floor composition | Method of cleaning |
| --- | --- |
| All sealed, originally pervious floors | * Strip off old polish with appropriate stripping agent and scrubbing machine. Rinse and dry with wet vacuum machine, allow at least 24 hours to dry.
* Check the surface of the seal, areas which show wear shall be treated with at least two coats of good quality seal which match the original seal. Allow at least 24 hours before two coats of an approved polish are applied.
* Powerful chemicals must not be used to remove aleo-resinous and polyurethane seals unless the prior approval of the Supervising Officer has been obtained.
* Floor seal must not be used as a finish.
 |
| Vinyl tile, vinyl sheet lino, composite floor | * Strip off all old polish residues, paying particular attention to edges, corners and under furniture, rinse with clean water. Remove slurry and water with a wet vacuum machine.
* Re-dress with a prescribed polish apply at least two coats.
 |
| Rubberised and cushion floors | * As above for vinyl, but treat with a “soft” water-based polish.
 |
| Unsealed wood and cork floors which have been treated with was polishes | * Strip back old polish residues and clean floor with an appropriate solvent based detergent wax remover. Rinse and dry and allow at least 4 hours to dry. Re-polish with a solvent-based liquid wax. Buff with high speed machine and correct grade of pad or brush.
* **Note:** Spirit based wax polishes must not be used on sealed wood, sealed cork, sealed Granwood or composite floors, vinyl tiles, vinyl sheet or lino. Spirit based polish re-treatment must only be used on those floors previously wax polished. No attempt should be made to alter the status of a sealed wood, sealed cork, sealed Granwood or sealed composite floors.
 |
| Granwood floors | * Granwood floors are found in a number of Gymnasiums. Before embarking on any periodic treatment of Granwood flooring, enquiries should be made of the Caretaker to ascertain what treatment has been given. Thereafter, cleaning and re-sealing and re-polishing shall be carried out as near as possible to the maker’s recommendations.
 |
| Concrete and “Granolithic” | * Scrub with alkaline detergent at correct dilution, rinse with clean water and dry with a wet vacuum machine.
 |
| Terrazo | * Scrub with neutral detergent at correct dilution, rinse with clean water and dry with a wet vacuum machine.
 |
| Quarry tiles | * Scrub with germicidal detergent at correct dilution, rinse with clean water and dry with a wet vacuum machine.
 |
| Carpets | * “Flotex” is used in the majority of schools, an upright vacuum cleaner with machine fitted brushes shall be used in term time, but a tub vacuum cleaner will be acceptable. Annually, these carpets are to be cleaned with a soil extraction machine and NOT shampooed.
 |

9.3.10 General notes **-** Walls, partitions and doors shall be washed from the top downwards so as to avoid marks made by runs.

9.3.11 All marks on glass areas caused by the washing of window frames, sills and glazing bars shall be removed.

9.3.12 Waste water and other liquids must not be discharged into surface water drains. Provision shall be made for such effluent to be discharged to the foul sewer and staff shall be made fully aware of the correct disposal procedure.

9.3.13 All waste chemicals, including solvents, acids and detergents shall be disposed of in accordance with regulations. Some chemicals may be subject to the Special Waste Regulations 1996 which impose additional controls on their movement and disposal.

9.3.14 Solvent polishes for linoleum and wood have a high content of white spirit which is highly flammable. The Contractor shall be responsible to ensure that all Personnel are aware of safe working practises. Care must be taken to ensure spirits and polishes are kept away from naked flames and exposed electrical elements both when in use and in storage. Rags shall be disposed of in a safe manner.