

Five Districts Corporate Services Project

- Service Specification:**
- FM: Office cleaning**

Version 5_1

May 2015

The Authorities reserve the right to add or amend this draft Specification as necessary throughout the process including when they publish the Invitation to Participate in Dialogue (ITPD). These changes may emerge, by way of example, from the Authorities further and on-going consultations and approvals processes. The Authorities will not amend the documentation or strategy with the intention of favouring or disfavouring any supplier.

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1. Introduction

This service specification represents the requirements of Hart District Council, Havant Borough Council, Mendip District Council, South Oxfordshire District Council and Vale of White Horse District Council, hereafter known as the Councils.

In developing their requirements the Councils have recognised that the expectations of service users, and the financial, technological and legislative environment in which the Councils operate will change. The Councils expect their partner(s) to deliver best in class performance throughout the contract period and this is expressed in terms of:

- (i) Delivering the individual service requirements as specified for all Councils
- (ii) Supporting the delivery of corporate outcomes common to all of the Councils that cut across one or more of the services in the scope of this partnership
- (iii) Delivering specific outputs and outcomes for individual Councils

For the avoidance of doubt it should be assumed that such delivery will be in accordance with all prevailing legislation and generally accepted codes of practice from relevant bodies such as CIPFA, IRRV etc.(unless specifically highlighted otherwise).

2. Scope

The following functions are included within the scope of this service:

Facilities – list of functions

The Service Provider shall provide a reliable, professional and good quality cleaning service throughout the premises delivered in a safe and efficient manner. The standard as specified is to be evident at the start of each business day, or as specified in this Specification.

The service provider is required to achieve a high level of environmental cleanliness across the facility. The key objectives are to:

- provide a cost efficient, quality driven service which achieves and maintains the desired standards for the Council as specified
- allow the Council the efficient and effective use of its facilities
- provide a standard of service that helps to provide a positive image of the Council and the building, and a professional and socially satisfying environment for staff and visitors.
- maintain a safe environment and safe working practices including the use of a recognised risk assessment/management system and that full asset knowledge is taken into account when undertaking risk assessments and developing method statements

Hours of Operation

The Service Provider is required to agree with the Council best-fit times for undertaking cleaning services whilst acknowledging that services must not disrupt the Council's core (between 08:00 to 17:00 Monday to Friday) business activities.

Scope

The Service Provider shall provide a comprehensive Cleaning Service throughout the premises delivered in a safe and efficient manner.

The Service Provider shall take responsibility for maintaining all internal cleanable areas including fixtures, fittings, furniture and finishes, to minimise degradation, enhance asset life cycle and ensure the Council's standards and image are maintained.

The Service Provider shall undertake all tasks normally associated with a professional cleaning contract, to ensure that the offices, toilets, shower rooms, kitchens, public areas, meeting and conference rooms and all other working areas, furniture and floor spaces, are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose. The Service Provider shall be responsible for monitoring the provision of the Services on a daily basis to ensure a high quality service is provided.

The Council expects all cleaning staff on site to be trained appropriately in the delivery of cleaning services and the operation of relevant tools and equipment. The Service Provider shall be responsible for the on-going training and development of its staff to ensure this remains up to date and relevant. The Council would expect all personnel where appropriate to receive training as follows: COSHH, Manual Handling, Site Health and Safety Induction, individual training for each piece of powered equipment (buffers, vacuums, scrubber-driers, wet vacs etc); access equipment, for example kick steps, step ladders; electrical safety including the use of power tools, use of general cleaning equipment including the segregation of materials between areas of the building, use of PPE.

The cleaning services shall include the following building elements:

- All floors, walls, ceilings and surfaces including skirting, trunking, window and door frames and architrave, pipes and ducting
- All light fittings, data points, sockets, reflectors and diffusers
- All furniture, fixtures and fittings including internal doors and window blinds where accessible
- All soft furnishings
- Stairs, stairwells and lifts
- All sanitary ware and hygiene facilities in all toilet areas
- Replenishment of all washroom and sanitary consumables
- Odour control to include air fresheners and general tidiness
- Cleaning of all internal and external windows and glazing to include vision panels and partitions
- Outside doors and slatted vent areas
- Emptying and cleaning of waste bins (including external where on Council building premises)
- External litter picking
- Emptying and cleaning of cigarette bins where on Council building premises
- Cleaning of external signage
- Occasional ad-hoc cleaning commensurate with the services provided within the building

The Service Provider shall provide a planned cleaning service on a daily basis to meet the requirements of all areas, this will include:

- Hard and soft floors
- Surfaces and furniture
- Accessible walls and doors
- Accessible ledges
- Toilets, urinals, basins and sinks
- Empty and clean all bins

The Service Provider shall be responsible for the provision of a number of periodic/reactive cleaning duties:

- Shampooing carpets
- Strip and polish hard floors
- Clean walls, doors and internal glazing
- Clean furniture
- Clean light fittings
- Ad-hoc/unscheduled cleaning service as requested by a building user or the Contract Manager

Such periodic cleaning duties shall be scheduled and agreed with the Council on an annual basis, the frequency of which shall be sufficient to maintain the overall condition of the surfaces in a good state of repair; however to maintain flexibility within this schedule, a minimum of two weeks' notice shall be given by the Service Provider prior to conducting Periodic Cleaning tasks.

The Service Provider shall be responsible for providing all washroom and sanitary consumables and dispensers to a minimum standard of two ply toilet roll and hand towels and non-allergenic hand soap and for ensuring they are continually available in the dispensers and sufficient stock levels are kept at all times

The Council has adopted a waste segregation scheme in its buildings; building occupants separate their waste into general waste, food waste and recycling waste. The Service Provider shall maintain the segregation of waste streams in collecting the waste and storing it for collection at the defined 'bulk up' locations. The Service Provider is responsible for the cleanliness of the waste bulk up areas.

The Service Provider is responsible for the provision and maintenance of dust mats.

The Service Provider shall provide, maintain, clean, store, use and replace all cleaning materials and equipment in compliance with this Service Specification, site policies and COSHH requirements. This shall include but not be limited to ensuring equipment is:

- Designated for specific use in specific areas and used only in these designated areas e.g. segregation of cleaning materials used in toilets, kitchen areas and office areas. The Service Provider shall use colour coding to ensure correct identification.
- Compliant with all applicable legislation and any other regulations and shall be individually marked and shall not be used beyond the portable appliance testing test date. The Service Provider shall be responsible for PAT testing its equipment.

The Service Provider shall be responsible for keeping all areas used for the storage of cleaning materials and equipment clean and tidy. The Service Provide shall also ensure that these areas are kept locked.

The Service Provider shall, on request, provide a list of all materials and equipment stored on site and their location to the Council.

- The Service Provider is expected to provide adequate stocks of the full range of consumables with contingency arrangements in the event of a potential shortage.

The Service Provider shall be responsible for the clearance of all general and recyclable waste from the site.

EXCLUDED from spec

- Any periodic descaling of dishwashers with the exception of Havant, where this is a required element)
- Consumables for dishwashers
- Collection of Confidential Waste from the site
- All cleaning equipment and consumables used by staff in the kitchenettes e.g. washing up liquid

3. Service Requirements

The service specific requirements of the Councils are as follows:

REF	Service Component	Requirement	Frequency / Volumes	Performance Standard (PI/KPI)
		<p>The Service Provider shall:</p> <ul style="list-style-type: none"> • Ensure that the Services achieve the standards identified and any and all relevant statutory obligations • Ensure that Services do not interfere with the activities of the Council • Prepare and submit cleaning schedules to the Council Representative for approval • Only carry out the Services with appropriate safety measures being taken • Where necessary, put furniture back in its place, etc. correctly after a task is completed • Not damage or disfigure any part of the building or its fixtures or fittings in the course of cleaning • Not move papers or other work related items from desks and surfaces in order to clean them unless agreed as part of a corporate clear/tidy desk policy or similar. • Ensure that all products are used and stored in locked areas in accordance with the manufacturer's instructions and in accordance with Health and Safety Regulations and COSHH (The Control of Substances Hazardous to Health) Regulations 1998. Unauthorised individuals must not be able to gain access to these items • Comply with Health and Safety Regulations in relation to staff 	All daily / or to agreed schedule	<ul style="list-style-type: none"> • No failure to achieve specified cleaning standards • Any issues identified should be rectified within 2 hours • The contractor shall ensure that all areas under the contract meet specified cleaning standards at the start of every business day and that a constant supply of consumables is available throughout the building daily • No failure to submit annual cleaning plan and periodic cleaning plan when required • No failure to undertake to a reactive/unplanned cleaning service. • No instance of reactive cleaning not being carried out in accordance with the response times agreed. • No failure to adhere to relevant health and safety regulations in the management and delivery of the Service. • No failure to replace furniture in its original position after completion of cleaning tasks. • No failure to appropriately use and securely store cleaning products

		<p>undertaking all tasks</p> <ul style="list-style-type: none"> • Use only such cleaning methods, products, materials and substances that are deemed to be environmentally friendly unless otherwise agreed with the Council Representative • Ensure that all equipment used in the delivery of Services meets relevant electrical and mechanical safety requirements. <p>The Service Provider is to ensure that cleaning staff meets the following requirements:</p> <ul style="list-style-type: none"> • All staff to have successfully passed the Service Provider's own recruitment and pre-employment checks, including satisfactory health checks and satisfactory references from previous employers • All staff employed by the Service Provider shall have passed the Service Provider's pre-employment checks, all staff placed into Council sites by the Service Provider shall be DBS checked. • All Service Provider personnel shall be suitably trained to deliver the services required by the Council • Operatives should be trained to the appropriate industry standard of cleaning (eg BICS or equivalent) and to use the appropriate tools, equipment and methods of cleaning whilst undertaking delivery of this service. • Sub contracted staff are suitably qualified, trained and experienced in providing the services required by the Council • All Service Provider personnel shall be made aware of and adhere to relevant policies and requirements of the Council or a relevant user organisation of the facilities insofar as they may apply to the delivery of services • All Service Provider personnel shall wear a uniform and carry and display corporate identification at all times to project a smart and professional image. Appropriate footwear and, if 		<ul style="list-style-type: none"> • No instance of damage to any part of the buildings or its fixtures or fittings in the course of cleaning. • There shall be no occurrence of overflowing waste receptacles and no incidence of foul smelling or heavily soiled receptacles. • No failure to transport waste to the bulk up point, retaining segregation where required. • No instances of staff being employed on site that have not passed Service Provider employment checks, have satisfactory references and DBS checks • No instance of cleaning staff not having appropriate training for the tasks they are undertaking • No failure to submit comprehensive monthly performance reports and to attend performance review meetings at the agreed times. • No instance of staff not adhering to relevant policies and requirements • No failure of staff to wear appropriate uniform and PPE • No failure to appropriately identify equipment and materials and to appropriately segregate use • No failure to ensure all consumables are sufficiently stocked and appropriate to meet required cleaning standards • Response to spillages/complaints - Immediate action where janitorial cover is provided or within 2 hours when
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		<p>required appropriate Personal Protective Equipment, shall be worn. The Council will supply necessary access passes.</p> <p>A good standard of cleanliness and appearance is required at all times, with evidence of a regular cleaning programme. The following standards are to apply except where agreed with the Council:</p> <ul style="list-style-type: none"> • All floor surfaces shall be free from debris and spillages; they must be clean and dry. Floors must be safe and not slippery. Particular care is to be exercised when staff are still on the premises. Wet floors shall be sign-posted and trailing cables and open sockets shall be made safe. Surfaces shall be maintained to preserve the existing state of condition and appearance. • Floors that are being wet cleaned will not be accessible to staff during the cleaning process. Excess water will be removed and then the area will be made available again. The floor may still remain damp for a while and warning signs will be put in place • Stairs including treads, risers, nosing's, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust and debris. • No litter or rubbish shall be present • All hard floors, carpets and carpet tiles must be free from grit, dust, debris and spillages with no apparent stains. They must be clean and dry. All floor coverings are to be cleaned by the manufacturer's recommended methods and recommended intervals. • Dust mats are required to be free of grit, dust and debris. All dust mats must be clean and dry • Remove spills from carpets and other floor coverings and treat to minimise damage and reduce the risk of staining. Use 		<p>informed if there are no onsite cleaners</p> <ul style="list-style-type: none"> • Response to contravention of H&S Policies – FM Team Leader review within 1 hour. Response and actions to be taken to remedy issue within 2 hours. <p>Measures to monitor performance include -</p> <ul style="list-style-type: none"> • Monthly site audits of Cleaning carried out in conjunction with the Council • Helpdesk reports to FM provider • Quality checks as per agreed schedule • Quarterly reports • Agreed quarterly reviews • 100% of reports to be provided within 10 working days of the period end date
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		<p>only approved specialist materials within any indicated timescales for the removal and treatment of spills.</p> <ul style="list-style-type: none"> • All walls, skirting's, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, Verdi Gris stains, runs, and cobwebs to full height. • The Service Provider shall leave glazing clean, dry and free from smears. There must be no evidence of run marks, Verdi Gris, stains or finger marks on glass, window ledges, sills, paintwork or surrounds. • Adjacent surfaces, including sills, mullions, frames and structural parts associated with the glass, shall also be left free from liquid spillage, smears and cleaning marks. • The Service Provider must ensure that he satisfies himself as to the proper working order of any cleaning access equipment. Where such equipment is not provided by the Council or available on site the Service Provider shall provide the specialist access equipment. The cost of providing such access equipment shall be borne by the Service Provider. • All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents. • All chairs and soft furnishings shall be clean, dry and free from dust. All work stations, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual 		
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		<p>cleaning agents.</p> <ul style="list-style-type: none"> • All fittings shall be free from dust, marks and smears. All signage, including emergency signage and external signage shall be clean and free of stains, marks and dust. • Bins must be empty, clean and dry inside and out, bin-liners replaced where necessary and bins placed in their original locations. • All sanitary ware, including showers, shower heads, sinks, wash hand basins, baths, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. • Walls, doors, cubicle partitions and surfaces in toilets and bathrooms shall be washed by a disinfectant solution regularly. Mirrors must be clean and free from smears. • Shower rooms, if on site, shall be cleaned with disinfectant solution each week and tiles wiped down to avoid the build up of limescale and smears. • Soap dispensers must be filled, operating correctly with clean nozzles, and the external surfaces must be clean dry and free from smears. All toilets, bathrooms and shower rooms shall be kept fully stocked with supplies and shall be made available at all times. Towel holders/dispensers and hand driers must be clean, dry and free from dust, marks and smears, with clean towels fitted. The external surface of hand dryers must be clean, dry and free from smears. Air fresheners shall be operable at all times. Air freshener units must be clean dry and free from smears. 		
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		<p>All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees.</p> <p>The Service Provider shall ensure that he identifies by colour code all equipment and materials used in the cleaning of toilets, bathrooms and shower rooms. He must ensure that all these items are never used outside these areas.</p> <p>The following cleaning standards apply to the periodic cleaning activities:</p> <ul style="list-style-type: none"> • All furniture, fixtures and fittings within the premises included in this Contract are required to be deep cleaned to ensure that all furniture, fixtures and fittings are free of dust, marks and stains. • Walls, ceilings, ventilation diffusers and ceiling light fittings shall be deep cleaned at an appropriate interval to ensure that they are free of marks, stains, dust and smears. • A periodic cleaning regime is to be applied to carpets, carpet tiles, and hard floor coverings following manufacturer's recommendations and best practice cleaning methods. • A deep cleaning regime is to be applied to all Kitchen areas (including fridges and other white goods) following manufacturer's recommendations and best practice cleaning methods to include removing out of date food items and beneath appliances. • All dust, dirt, stains and soiling is to be removed from window blinds and curtains. In the event that the blinds are unstrung during cleaning they shall be restrung, and when curtains are removed from rails they shall be re-hung. • All toilet and other sanitary areas are required to be deep cleaned to ensure the areas are disinfected and free from 	<p>ALL ANNUALLY</p>	
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		dust, grime, hair, scum, scale, marks and smears. The areas shall be dry and clean and no residue of cleaning agent shall be present.		

4. Corporate /Cross Cutting Requirements

These are set out in the Overarching Requirements document.

5. Key Performance Indicators

The following indicators are key performance indicators for this service, that is, they are included in the overall set of key performance indicators used in the operation of the [price performance mechanism] within the [Partnership Services Agreement]

The Council will have the ability, under the [Partnership Services Agreement], to vary the set of indicators at its sole discretion in accordance with emerging priorities and/or to address performance issues

Performance Indicator	ref	Standard Required
Cleaning to be undertaken in accordance with specification, schedules and performance indicators		100% completion

6. Definitions and Glossary

(to be completed when all Councils have inputted into the requirements. This is intended to provide a glossary for acronyms, Council specific applications or processes etc.)

Term	Definition

7. Relevant Information

Information, guidance and policies relevant to the delivery of this service may be found in the Councils' data room.

Document	Filename/Location	Description
HBC cleaning spec document		

This to be completed as the data room is populated