



Rail Accident Investigation Branch

**SPECIFICATION FOR  
CLEANING SERVICES AT  
RAIL ACCIDENT INVESTIGATION BRANCH  
The Wharf  
Stores Road  
Derby  
Derbyshire  
DE21 4BA**

**Contract No: RAIB-21001**

*Department for*  
**Transport**

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## SPECIFICATION

### 1 DEFINITIONS

- 1.1 'The Authority' means the Secretary of State for the Department for Transport. The authority shall be represented by the person referred to in the Department for Transport General Conditions for Services (see section 18) as the "Designated Officer" nominated by the authority to manage the Contractor's overall performance of the Contract.
- 1.2 "Premises" means RAIB, The Wharf, Stores Road, Derby, Derbyshire, DE21 4BA and is described at Annex A to the specification. The site comprises a three-storey office building comprising of office space, meeting rooms, workshop and tech rooms.
- 1.3 Responses to this Invitation to Tender (ITT) should be sent via e-mail to RAIB Finance Manager. The closing date for receipt of is 16:00 hrs on 20<sup>th</sup> January 2021 via email to [RAIBFinance@raib.gov.uk](mailto:RAIBFinance@raib.gov.uk) **RAIB finance manager**.
- 1.4 Access to the premises for tender preparation is to be arrange via [RAIBFinance@raib.gov.uk](mailto:RAIBFinance@raib.gov.uk) in advance.

### 2. Tender Timetable

Description	Date
Start of tender	21/12/20
Close of tender	20/01/21 at 16:00
Tender evaluation	22/01/21
Contract award	25/01/21
Contract start	01/03/21

### 3. CONTRACT PERIOD

- 3.1 The contract shall commence on 1<sup>st</sup> March 2021.
- 3.2 Subject to the contractor's satisfactory performance the contract period shall be for up to one year from the date of commencement. The authority may then exercise an option to extend the contract period.
- 3.3 The extension of the contract shall be subject to the contractor's satisfactory performance and the authority's operational requirements.
- 3.4 The authority reserves the right, by variation of the contract to add to and reduce the premises to be cleaned, and to adjust the charges made accordingly.
- 3.5 The authority reserves the right to bring in additional cleaners and pass the cost onto the contractor in the event of continued unsatisfactory performance.

- 3.6 The authority reserves the right to terminate the contract by giving one months notice in the event of continued unsatisfactory performance.

#### **4. ACCESS RESTRICTIONS**

- 4.1 Access to The Wharf shall only be as agreed with the authority. The contractor is advised that for confidential reasons full details of the security systems have not been detailed in this document. The authority shall decide which of the contractor's staff need to know this information and shall disclose it to them.

#### **5. BUILDING OPERATING HOURS**

- 5.1 The Premises normal office hours are 08.00hrs to 17.00hrs. Cleaning operations are to be carried out after 17:00 hrs and completed before 06:00hrs.
- 5.2 In providing the services, the contractor shall keep business disruption to the authority to the minimum. When cleaning is being done in or around occupied parts of the premises the contractor shall proceed with the minimum of inconvenience to all occupants. Great care shall be taken at all times to ensure that telephones, IT equipment, displays, files and working papers are not damaged or disturbed.
- 5.3 Cleaning will not normally be required on Saturdays, Sundays, Public Holidays or the Department's privilege holidays, unless requested by the authority for special events.

#### **6. SET UP PERIOD**

- 6.1 The contractor shall familiarise themselves with the premises, prepare the necessary documentation and systems in conjunction with the authority and deliver equipment for the period in which they shall provide the services, prior to commencement of the contract.
- 6.2 During the set-up period the contractor shall:
- 6.2.1 Familiarise themselves with the authority's organisation and operation together with the content, structure and fabric of the premises, along with all fittings and equipment installed and matters relating to the cleaning of the premises;
- 6.2.2 Prepare and agree with the authority the following documents: -
- a) A detailed Implementation Plan which shall set out in detail how the contractor will set up and provide the services in the Premises;

- b) A Service Development Plan to show how the services will be developed over the life of the contract and the commitment the contractor and the authority shall each make to the action required to implement the agreed plan. This shall be reviewed and updated at regular agreed intervals;
- 6.2.3 Review the cleaning schedule, and draft suggested amendments in line with their proposed *modus operandi*. All amendments shall be discussed and agreed with the authority prior to the commencement of the contract;
- 6.2.4 Propose service level and quality assurance parameters to be agreed by the authority. The contractor's quality assurance procedures shall be auditable and comply with a recognised quality assurance plan to be agreed by the authority within the set-up period; the plan should detail the level of financial compensation payable to the authority if the contractor fails to comply with the service level agreement;
- 6.2.5 Deliver and store all their own approved equipment necessary to carry out the Services and ensure that all their employees are fully trained in the operation of such equipment prior to the commencement of the contract;
- 6.2.6 Ensure that all their staff used to provide the services, including any reserve staff used to cover absences or meet additional requirements, are fully trained and have received appropriate security clearance from the authority;
- 6.2.7 Submit for approval by the authority a detailed programme showing when the periodic work in the cleaning schedule will be done. The actual days when periodic work is to be carried out shall be agreed with the authority;
- 6.2.8 Prepare and submit to the authority quality assurance plans for ensuring adequate monitoring of the contractor's performance and resolution of poor or non-performance issues. The quality assurance plans will be subject to approval by the authority.

## **7. THE SERVICES**

- 7.1 The contractor shall provide fully managed cleaning services at the premises and shall clean all the areas as detailed in their cleaning schedule. In addition, the contractor shall provide such other cleaning and related services as the authority may require.
- 7.2 The premises are the three-storey building called The Wharf, Stores Road and includes the external carpark area
- 7.3 The authority does not in every case lay down how cleaning is to be done or how often. The contractor shall determine the most effective way of meeting

the standards required and shall follow the manufacturer's instructions (which are to be available at the premises for reference), or best practice.

- 7.4 In providing the services the contractor should take account of the DfT Health & Safety policy which can be found at Annex B.

## **8. MANAGEMENT STRUCTURE**

- 8.1 The contractor shall nominate a Contract Supervisor who has responsibility for the overall management of the contract and performance monitoring and who shall be readily available in the event of the authority wishing to discuss any arising issues.
- 8.2 The contract supervisor shall be fully conversant with the terms and conditions of the contract and shall ensure that they are fully complied with in meeting the requirements of the cleaning schedule.
- 8.3 The contract supervisor shall ensure that all their staff are fully conversant with their complete range of duties. They are to ensure that the staff report all malfunctions found such as blockages, flooding, leaks and other defects immediately to the authority, or the authorities agents.
- 8.4 The contractor will provide appropriate staff to complete the contract to the required standard including a semi-working supervisor to lead the day to day cleaning. Also acting as the main liaison between the authority and the contract supervisor.

## **9. FACILITIES AND WORKING HOURS**

- 9.1 The Authority shall make available to the contractor: -
- 9.1.1 Reasonable storage, to be agreed with the authority;
- 9.1.2 Electric light and 240-volt AC single-phase power, and water supplies, to perform the services.
- 9.2 The contractor shall ensure hours required for completion of the cleaning schedule is within the allocated hours: -
- 9.2.1 The contractor will provide details of the planned hours, along with any changes required to fulfil the contract

## **10. CLEANING EQUIPMENT, MATERIALS AND CONSUMABLES**

- 10.1 The contractor shall provide cleaning equipment, consumables and materials, for the safe and efficient execution of the work. All products used throughout the term of the contract must comply with the latest environment legislation along with any additional requirements the authority implements.
- 10.2 The contractor, in consultation with the authority, should work towards a

recycling programme/action plan where applicable.

- 10.3 The contractor shall be responsible for the maintenance, repair and safe operation of all equipment used in providing the services and shall ensure that all such equipment is correctly maintained and in safe working order at all times. The authority reserves the right to inspect all equipment, consumables and materials used without prior notice.
- 10.4 The authority shall provide secure storage for materials and equipment however, the contractor shall be responsible for the security of all such items, loss or damage, and shall keep all storage areas clean and tidy at all times.

## **11. ENVIRONMENTAL CONSIDERATIONS**

- 11.1 The contractor shall use recyclable items wherever possible.
- 11.2 The contractor shall issue instructions to their employees to ensure that work is carried out in such a way that the use of electric light is kept to a minimum commensurate with safe and practical working and that where possible lights in unoccupied rooms and areas are turned off. All utility services, including electric and water, should be used efficiently and best practice procedures adopted.
- 11.3 In providing the services the contractor shall at all times:
  - a. Comply with legislation governing the controlled tipping of refuse and the disposal of contaminated water;
  - b. Prevent infestation by vermin;
  - c. Prevent any pollution being caused by the execution of the services;
  - d. Take full account of 'green' claims made on the products used under this contract.

## **12. EMPLOYEES**

- 12.1 The contractor shall ensure that all their employees engaged in the provision of the services shall respect and comply with all administrative, confidentiality, security and safety regulations, in force in the premises.
- 12.2 At the beginning of the contract the contractor shall confirm in writing to the Facilities Manager that all employees engaged in the provision of the Services have passed a pre-employment check known as a Baseline Personnel Security Standard (BPSS). The BPSS comprises verification of four main elements:
  - a. identity;
  - b. employment history;
  - c. nationality and immigration status (including the right to work);
  - d. unspent criminal records.
- 12.3 The contractor shall ensure that all persons employed or managed by them,

who may require access to the premises in connection with the services, hold an identity document issued by the authority and clearly display this whenever they are on the premises.

- 12.4 The contractor shall ensure that all persons employed by them have been properly trained in the use of all materials and equipment used to provide the services.
- 12.5 The contractor shall ensure that all staff are trained in the clean up of blood and body fluid spillages.
- 12.6 The contractor shall provide the authority with a schedule of all personnel suitably trained to provide the services and shall advise the authority of any changes to this schedule. The authority reserves the right to refuse suggested changes.
- 12.7 The Authority reserves the right at any time:
  - 12.7.1 To require the Contractor to withdraw from the Premises any employee of the Contractor. The Contractor shall replace such employee promptly with another who has been approved by the Authority;
  - 12.7.2 To interview any proposed on-site employee and to reject any not considered as meeting the minimum standards agreed with the contractor.
- 12.8 Whilst providing the services in the premises, all the contractor's employees shall wear appropriate company clothing that has been approved by the authority, and clearly display a valid photo identification pass.
- 12.9 The contractor shall ensure that whilst providing the services their employees: -
  - 12.9.1 Do not play radios or personal stereos;
  - 12.9.2 Do not smoke, eat or drink whilst on duty, except in the designated areas to be advised by the authority;
  - 12.9.3 Do not bring alcoholic beverages or illegal drugs onto the premises or consume them on the premises;
  - 12.9.4 Do not provide services whilst under the influence of drugs or alcohol.

### **13. QUALITY**

- 13.1 All materials and workmanship is to conform to the current British Standards or equivalent.

### **14. PERFORMANCE MONITORING**

- 14.1 Any issues raised by the authority shall be passed onto the contractor, in



writing, at the earliest opportunity. A meeting shall then be arranged to discuss the issues and the contractor shall confirm in writing as to how the issue will be resolved. Any agreed financial compensation should be issued to the authority within 14 days.

- 14.2 The contractor shall abide by the quality management systems and method statements included in his tender.

## **15. SAFETY, HEALTH AND WELFARE**

- 15.1 The contractor shall comply with all enactments, regulations and working rules relating to safety, health and welfare that are applicable to the services.
- 15.2 The contractor shall ensure that all materials used in providing the services are handled, stored and disposed of in accordance with the Control of Substances Hazardous to Health Regulations (COSHH). Copies of COSHH assessment sheets must be stored at the premises.
- 15.3 The contractor shall ensure risk assessments are completed for all tasks to be carried out as part of the contract. These Risk Assessments are to be made available to the authority as required.
- 15.4 The contractor shall ensure all equipment used throughout the life of the contract complies with the appropriate BS/EN & H&S legislation including test and maintenance regimes
- 15.5 If there is any potential danger to others while cleaning is in progress the contractor shall appropriately erect clear warning signs and barriers.
- 15.6 If the contractor discovers any defects, hazards, or faulty or dangerous equipment, on the premises, they shall not disturb them, but shall report them to the authority immediately.
- 15.7 The contractor shall have an appropriate mechanism for reporting of and investigating accidents, incidents and near misses. These incidents must be reported to the authority by the end of the next working day

## **16. DAMAGE**

- 16.1 In providing the services the contractor shall take appropriate precautions to avoid damage to the premises and its contents. If any of the contractor's employees cause any damage he shall notify the authority immediately and repair, it to the satisfaction of the authority or the owner and bear all costs.
- 16.2 The contractor shall draw their employees' attention to all risks and dangers attendant on providing the services.

## **17. SECURITY OF THE PREMISES**

- 17.1 The contractor shall not endanger the security of the premises or its contents at any time.
- 17.2 The contractor shall not leave any doors or windows unsecured or unlocked where they should be secured between periods of work.
- 17.3 The contractor shall ensure that their staff firmly close and secure all windows or doors opened and unsecured during the course of carrying out the services according to the specification.
- 17.4 On leaving the premises each day the contractor supervisor shall ensure that all access points are secured and locked and the premises alarms are set.

## **18. INVOICING**

- 18.1 The contractor shall submit to monthly invoices in arrears in respect of the services. Each invoice shall be fully itemised, setting out the services delivered during the month and their respective costs. The supplier should invoice for any sundry items separately.
- 18.2 Invoices must be presented in the correct format as specified by the authority on its Purchase Order. The purchase order number must be quoted. Failure to comply will result in a delay to payment.
- 18.3 Invoices should be sent directly to:

Department for Transport  
Shared Service Centre  
Sandingham Park  
Swansea Vale  
Swansea  
SA70EA

A copy of the invoice should be by e-mailed to [RAIBFinance@dft.gov.uk](mailto:RAIBFinance@dft.gov.uk) for receipting and confirmation of service completion.

## **19. TERMS AND CONDITIONS**

- 19.1 The contract is subject to the Department for Transport General Conditions for Services which can be found [here](#)

## **20. HANDOVER**

- 20.1 At the end of the contract, or on its termination the contractor shall: -
  - 20.1.1 Co-operate with the authority and any new contractor, including the provision of TUPE information, to ensure the continued provision of the services in an efficient manner at all times; and

20.1.2 Hand over to the authority such documents and data related to the contractor's duties under the contract as the authority may require.

## 21. ADDITIONAL SERVICES

21.1 The contractor shall provide to the authority such other advice and services in connection with the contract as may be required.

### Evaluation

Primary Criteria	Primary Criteria Weighting (%)	Sub-criteria weighting and description	Individual Sub-Criteria Weighting (%)
Company's appropriate capabilities and quality of fixtures and fitting	70	Company's greening/recycling policy	40
		Staff training programme	25
		Contract management	20
		Customer testimonials	15
Cost	30		
Total = 100%			

Greening/recycling policy – All cleaning products used should comply with the latest EU/BS standards for recycling. Wherever possible no single use non-recyclable products are to be used. All products should be recyclable where possible and exceptions should be raised with the authority including reasoning and suitable green alternative.

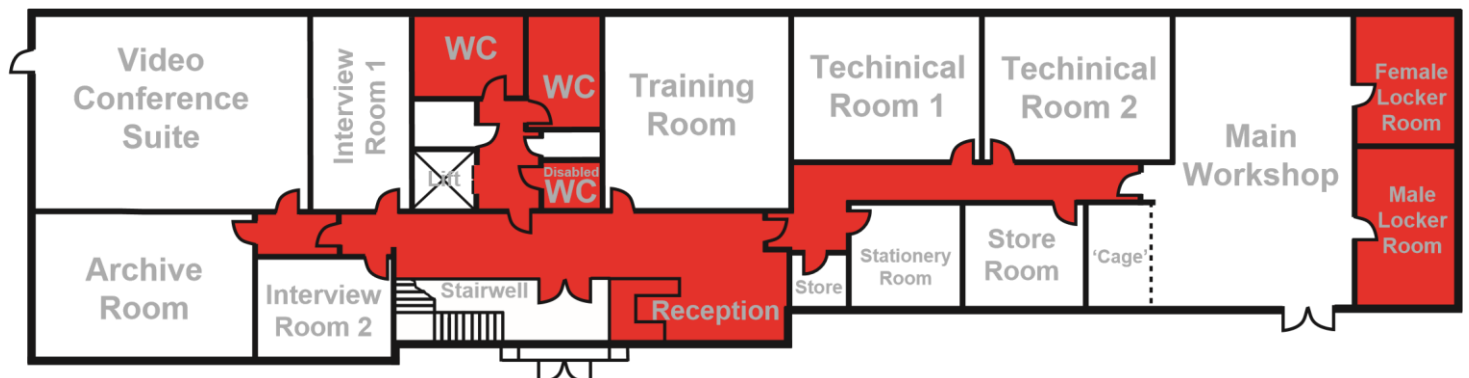
Staff training - What training is in place to ensure that staff are able to implement a less prescriptive cleaning schedule whilst still meeting customer requirements? Higher marks will be given for investment in training which ensures a wide understanding of cleaning procedures and customer service

Contract management - What systems are in place to ensure feedback and complaints are dealt with quickly and transparently? Higher marks will be awarded for systems that keep the amount of time, spent by the Authority, to deal with issues to a minimum.

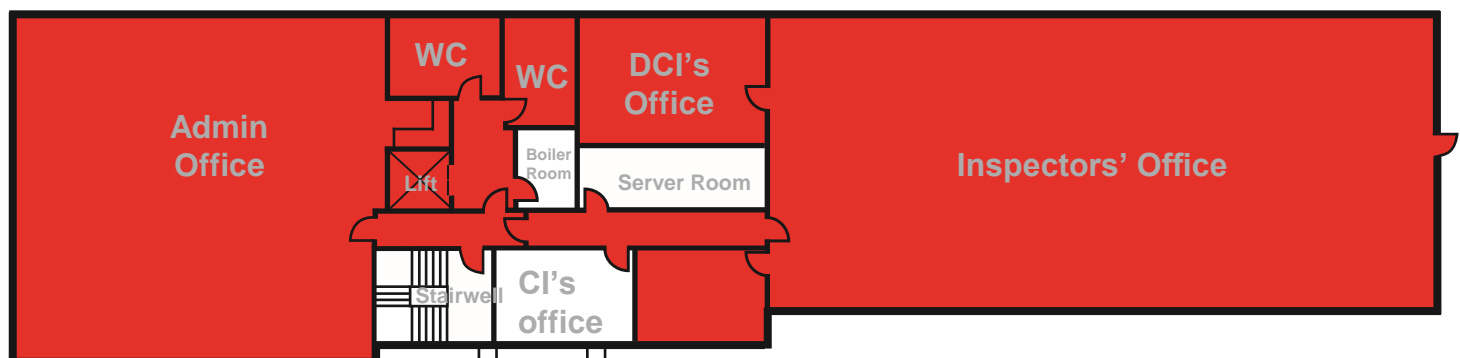
Customer testimonial - Measure satisfaction with the service provided by the contractor. A minimum of 2 should be provided. Higher marks will be given to contractors who can provide more than the minima to a maximum of 10 and can demonstrate how they worked with the supplier to develop a positive working relationship.

## ANNEX A

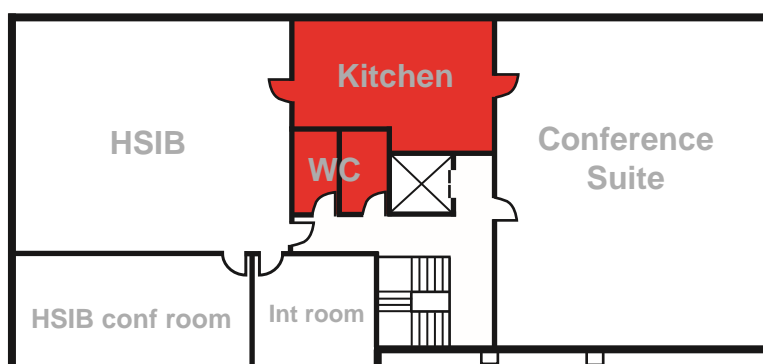
### Ground floor



### 1st Floor



### 2<sup>nd</sup> Floor



Area's marked in red are to be cleaned daily as these are areas of highest traffic

## **ANNEX B**

### **HEALTH & SAFETY POLICY STATEMENT**

In my role as Permanent Secretary I am accountable for health and safety performance in the Department for Transport. I have overall responsibility for the Department to have complete and comprehensive arrangements for occupational health and safety matters.

This Policy Statement applies throughout the Department and I draw this to the attention of all staff. It reflects the importance I attach to the health, safety and welfare of all staff and others that may be affected by our activities. That includes contractors and visitors to our premises.

I require all managers to give importance to these issues in their operational area and when determining local priorities, work programmes and resource allocation. I also recognise the essential role played by Safety Representatives appointed by Trade Unions.

The Department will apply appropriate standards of occupational health and safety management. To achieve this I have made the following commitments:

- The Department will observe health and safety law, follow best practice and aim to continuously improve performance;
- Effective health and safety management systems and arrangements will be established and maintained throughout the Department which can be validated against current British Standards;
- Health and safety responsibilities and competencies will be clearly defined;
- Risks to the health, safety and welfare of staff and others who work at or visit our premises will be properly assessed and effectively managed;
- Competent advice will be available to management and staff to assist them in meeting their responsibilities for occupational health and safety;
- Effective arrangements will be maintained for monitoring and measuring occupational health and safety performance;
- There will be an independent review process to evaluate the effectiveness of the occupational health, safety and welfare arrangements;
- Roles and responsibilities will be clearly defined to ensure effective communication, provision of information, training, and systems for reporting to those with delegated responsibilities;
- An Annual report on Occupational Health and Safety will be produced.

This policy is endorsed by the Department for Transport Board and will be implemented by management throughout the Department.