- Scrub and polish hard flooring materials to manufacturers' recommendations, particularly cleaning edge between floor and wall/upstand/skirting. Weekly (or as necessary) apply non-slip emulsion floor sealer
- Wash clean with detergent solution and leather dry all ledges, skirtings, sills, dispenser equipment, ceramic wall tiles, cubicle assemblies and doors
- Weekly clean and descale shower heads, trays, screens, fixture and fittings
- Monthly deep clean and descale fixtures and fittings, checking water-tightness of all joints and fittings before and after cleaning process
- Check and replenish consumables (soap, towels, toilet paper, sanitary protection supplies, etc.)
- General housekeeping to maintain a high standard of presentation
- Any other reasonable request in keeping with the Service Providers obligations

3.6 Confidential Waste

The Service Provider shall undertake the emptying and replenishing of the confidential waste bins within City Hall.

All confidential bins are to be emptied by two persons, the sacks are to be secured with the provided plastic Ziploc ties and locked in a metal cage in a secure store room. The waste will then be transferred to the loading bay for pickup by the Authority's waste contractor at the agreed times.

3.7 Feminine Hygiene, nappies, sharps and hazardous waste

The Service Provider will ensure that feminine hygiene vending machines are provided and ensure that adequate stocks are available to prevent running out at point of use, currently 6. Vending machines will be placed in each female, unisex and disabled toilet areas. The Authority has no interest in the cost of these consumables or the money collections. The Authority will approve all machines prior to installation.

The Service Provider shall ensure that sanitary bins are provided in each female, unisex and disabled toilet cubicle and changed at least four weekly or more regularly should demand require it. The authority will approve all bins prior to use.

The Service Provider will provide a suitable nappy bin in the disabled toilets with a baby changing facility. A suitable bin will also be provided in the changing places facility suitable for adult incontinency pads. The bins are to be changed at least four weekly or more regularly should demand require it. The authority will approve all bins prior to use.

A bin for clinical hazardous waste and a separate container for sharps, including knives, is to be provided in the first aid room and changed at least four weekly or more regularly should demand require it. The authority will approve these containers prior to use.

The Service Provider shall have the specialist capability to clean and sterilise areas of the Authority's premises covered by this specification that contain or are contaminated with body tissue and fluids following a major trauma incident, for example following a suicide or after a violent attack in the building. Cleaning in these circumstances would be subject to any crime scene being released back to the Authority by the Police. The

staff engaged to perform this specialist service must have appropriate training and support to look after their mental and emotional well-being.

The Service Provider shall have the ability to offer specialist capability to decontaminate and clean areas following an accidental or malicious chemical, biological or radiological incident and provide appropriate certification of decontamination.

3.8 Tea-points

The Service Provider shall at all tea-points (9 at City Hall and 2 at 169 Union Street) undertake the following tasks a minimum of four times per day (except where indicated):

- Pick-up and/or remove all litter including emptying bins and food waste (placing litter in approved receptacles for disposal off site), replace bin liners
- Wash clean and dry basins, zip taps and all preparation surfaces
- Scrub and polish hard flooring materials to manufacturers' recommendations, particularly cleaning edge between floor and wall/upstand/skirting.
- Wash clean and leather dry all ledges, skirtings, sills, dispenser equipment, ceramic wall tiles, cubicle assemblies and doors
- Clean and disinfect the water dispenser.
- Monthly deep clean and descale fixtures and fittings, checking water-tightness of all joints and fittings before and after cleaning process
- Check and replenish consumables (soap, towels, toilet paper, sanitary protection supplies, etc.)
- Load any dirty or used crockery, cutlery and glassware into the dishwasher, including personal items belonging to building occupants and begin cycle and remove and appropriately store items afterwards or when dishwasher is not available, wash and dry crockery, cutlery and glassware by hand.
- Dishwasher filters to be cleaned daily and an empty wash with a descaler once per week
- Clean inside of microwave oven
- On a weekly basis, clean the inside of the fridge disposing of out of date items and notifying the Authority's representative of any medication found.
- Any other reasonable request in keeping with the Service Provider's obligations

3.9 Laundry Service

The Service Provider is to provide a bath towel service for cyclists, runners and other building users at City Hall and 169 Union Street. Clean towels are to be provided on a daily basis and kept in the locations nominated by the Authority's Representative. Hand towels are to be made available on request for toilet areas during special events, as advised by the Authority's representative.

3.10 Carpet Deep Cleans

The Service Provider shall carry out carpet deep cleans at the indicated intervals:

- Open plan areas, offices, staircases and lobbies — Quarterly
- Committee Rooms 1-10 — Monthly
- Meeting rooms — Monthly

- Chamber Monthly

3.11 Spot Cleaning Service

The Service Provider shall provide a spot cleaning service for clearing spillages. The Service shall operate during normal working hours and with a response within 20 minutes of a request to the Authority's help-desk.

The Service Provider shall ensure that any area that has been reported as requiring spot cleaning is immediately cordoned-off until cleaning is complete and any hard surface is dry. Any spillage outside of the Authority's helpdesk operational times shall be treated as part of the daily cleaning regime.

The Service Provider shall include spot cleaning of the internal glazing where another supplier will undertake the window and cleaning façade.

3.12 Periodic Cleaning

The Service Provider will have a programme of planned periodic cleaning at the intervals listed below:

- Floor under and around the revolving doors to be deep cleaned on a six monthly basis (at weekends)
- Dust mats at the entrance of City Hall on a two-weekly basis
- The spiral staircase to be cleaned, stripped and resealed quarterly
- London's Living Room floor to be stripped and resealed quarterly
- City Hall Balcony, outside floor scrubbing six monthly
- On-site archive room to be cleaned six monthly
- Loading bay to be power-washed quarterly (at the weekend)
- The offices of the Mayor and Assembly members to be deep cleaned twice yearly
- Decorative ceiling bars around the perimeter of the office area to be deep cleaned on an annual basis
- Office grills around perimeter of each floor to be deep cleaned 6 monthly
- Ceiling tiles on the Lower Ground Floor corridors monthly
- FM furniture stores x 2 on an annual basis
- Archiving Store on a six monthly basis

The cleaning of plant rooms is undertaken by others.

3.13 O&M Manuals and Manufacturers recommendations

The Service Provider shall comply with all applicable manufacturers' cleaning recommendations where failure to comply with any such recommendation would either cause non-compliance with a statutory duty (by the Service Provider or Authority), or invalidate a warranty or guarantee.

The Authority shall provide the Service Provider with access, where applicable, to the original construction project and fit-out project O&M manuals.

3.14 Porterage

3.15 Room Setting

The Service Provider shall undertake the following tasks in the Chamber, London's Living Room, meeting rooms, committee rooms, cafe and any other space as required:

- Set-up rooms prior to any meeting, event or function either as per plan or to the standard default layouts for the individual spaces
- Prepare trial set-ups of spaces for client approvals and show-rounds
- Following meetings etc. the rooms will be reset and tidied in preparation for the next room users. This includes working with the cleaning team and catering team to remove any detritus that may remain from the previous event.
- Set-up the chamber desks prior to the statutory meetings, including plugging and unplugging all the necessary electrical connections.
- Set-up of electrical and/or AV equipment (microphones, data-projectors etc)
- Removal of any broken or damaged furniture and equipment from rooms and reporting action via the Authority's Helpdesk system.

3.16 Deliveries, stock levels and Movement of Items

The Service Provider will undertake the movement of items around the building, including but not limited to furniture, equipment (including IT equipment), boxes, deliveries and supplies. The Service Provider is required to manage the Authority's stock levels for certain supplies of corporate stationery and equipment. This includes checking the levels of paper situated at all multi-function devices and replenishing as necessary.

The Service Provider will react to any requests given by the facilities management helpdesk to move items from point to point in the building.

The Service Provider may be required to move planning models or display cabinets from time to time, which are both fragile and valuable.

3.17 Office Moves, Churn and Transport

The Service Provider shall support office moves including relocating furniture and equipment, the provision of suitable crates and labels, the movement of crates and reconfiguring of furniture in office layouts.

This will also cover carrying out the basic installation of IT equipment on desks (e.g. PCs, monitors, phones), testing that equipment powers on, the installation of monitor arms and floor to desk cable management.

Where there is no capacity to deliver this requirement using the on-site operatives, without impairing other services and it therefore requires additional labour or has to take place outside of the Service Provider's operating hours for the type of operator required, this will be considered as "Additional Services" as described in section 4.5.

The Service Provider shall have access to a range of suitable vehicle(s) with driver(s) to support small inter-site relocations of furniture, equipment, crates and supplies.

At present this is on an ad-hoc, as required basis, to support office moves, although there may be a requirement to provide a more regular, dedicated service between City Hall and 169 Union Street or other satellite offices in relation to the movement of supplies such as post and stationery.

3.18 Union Street

The service provided at 169 Union Street shall be to the same standard as it is for the Authority's premises at City Hall.

The porterage duties at 169 Union Street are significantly less than they are at City Hall with meeting rooms generally having the same fixed layout. However, unlike City Hall, duties at 169 Union Street include processing incoming and going mail. It is envisaged that some or all of the operative(s) supporting 169 Union Street are likely to be multi-skilled.

The Service Provider shall undertake the following tasks in the Authority's demised area at 169 Union Street:

- Pick-up and/or remove all litter and waste including emptying bins (placing litter in approved receptacles for disposal off site), replace bin liners;
- The emptying and replenishing of the confidential waste bins;
- Vacuum carpeted floors to manufacturers' recommendations, particularly cleaning edge between carpet and skirtings;
- Clean any hard flooring to manufacturers' recommendations;
- Clean and polish all furniture to manufacturers' recommendations to remove marks or scuffs. Clean desk work surfaces only where a 'clear-desk' policy is operated;
- Clean and polish fingerplates, door handles, and any glazing, in doors and partitions to remove marks or scuffs;
- Dust and polish all ledges, skirtings, sills, pictures, fixtures and fittings between floor level and 2 metres above on daily interval, and above 2 metres on a weekly interval;
- Remove marks and stains on vertical or horizontal surfaces due to spillage or other causes;
- Dry dust the screen and top surfaces of all computer equipment, without use of solvent materials;
- Load any dirty or used crockery, cutlery and glassware into the dishwasher at the tea-point and begin cycle and return cleaned items to their designated storage areas;
- Clean and re-fresh meeting rooms after usage and re-set to the standard layouts
- Return office seating / furniture layouts to standby configuration;
- Replenish meeting room stationery as necessary (the stock is provided by the Authority);
- Clean the designated toilet facilities. There are currently two sets of toilets and one disabled toilet;
- Feminine Hygiene, to include;
    - Sanitary bins

  - Vending machines
  - Air fresheners
  - sharps and clinical hazardous waste collection and disposal;
- Spot cleaning services;
- Laundry service for towels;
- Periodic cleaning as follows:
  - Deep cleaning of carpets in open plan areas, meeting rooms and circulation areas on a six-monthly basis
  - Deep cleaning of toilets on a six-monthly basis
  - Deep cleaning of the tea points on a six-monthly basis
- Collect from the building post room, sort and deliver post to designated points, including franking of out-going mail and the ordering of couriers (the cost of franking and couriers is covered by the Authority);
- Keep tidy and clean the central print hub and Multi-Functional Device locations;
- General porterage duties, collecting items to and from the Loading Bay and to and from desks and meeting rooms in the demised area;
- Support office moves and changes including carrying out the basic installation of IT equipment on desks, installation of monitor arms and cable management;
- General housekeeping duties to ensure that the demised space remains safe, neat and tidy. This includes ensuring that circulation space and gangways are not obstructed by materials or equipment;
- Any other reasonable request in keeping with the Service Providers obligations.

3.19 Staff

The Service Provider shall provide sufficient Service Provider's Personnel notwithstanding holiday or sickness absence to ensure:

- The Premises are operated to achieve beneficial occupancy by the Authority in compliance with its business, legal and statutory obligations;
- Reactive / call-out work performed to agreed timescales;
- 24-hour service is provided where determined as necessary.

Staffing levels and the calibre of Service Provider's Personnel are the sole responsibility of the Service Provider. The Service Provider has a duty to match workforce and staffing levels with the contract requirements with any increase in staff numbers or calibre being at no additional cost to the Authority.

It should be noted that due to the variety and nature of porterage tasks covered by this specification the porters are required to be multi-skilled operatives, capable of analysing situations, effectively and efficiently planning their work and resolving practical problems, often under pressure and on their own initiative. They are also required to communicate confidently and clearly with clients.

The Service Provider is responsible for the training of their staff and any sub-contractors to ensure that they are competent in all aspects of their duties, including the correct use of equipment and substances.

Staff attending the Premises must on request produce bona fide identification to the Authority.

The Service Supplier is responsible for ensuring that their staff and any sub-contractors engaged in the delivery of this specification have the right to work in the United Kingdom and visas are checked on a regular basis to ensure they are still valid.

The Service Supplier shall comply with the Authority's security procedures and arrangement at all sites. This includes staff being subject to searches.

Staff attending the Authority's premises must wear in a conspicuous manner an identity badge issued by the Authority. The Authority's badge must be returned to the Authority if the person ceases to provide any part of the Service.

The Service Provider shall ensure that their staff are presentable at all times and where practicable and appropriate be uniformed.

The Service Provider will ensure that no staff working on this contract are employed on a 'Zero Hours Contract'. This includes any staff brought in to cover short term vacancies.

The Authority shall have the right to require the Service Provider immediately on receipt of notice in writing to remove any of his employees from site who have in the opinion of the Authority been guilty of misconduct, negligence or incompetence, and such persons shall not be employed again on the site without the permission of the Authority.

The ability to converse at ease with staff and members of the public and provide advice in accurate spoken English is essential for all members of the Service Provider's site based staff.

When not engaged in performing specific tasks in a public area the Service Supplier's staff should as far as practical avoid travelling through the public areas of the building when the building is open to the public or during events. The service should as far as practical be invisible.

The Service Provider is advised to consider the impact of potential increases in the London Living Wage on the future years pricing, particularly in relation to the differential between operatives, supervisory staff and managers.

3.20 Consumables and Equipment

The Service Provider shall provide all equipment, uniforms, personal protective equipment and consumable items required in the delivery of the Contract.

The Service Provider shall be responsible for the upkeep and maintenance and safety of all equipment required in the delivery of the Contract.

The Service Provider should have access to storage crates, wrapping materials and specialist removals equipment as required.

The Service Provider shall obtain consumable supplies from the most cost effective source. The supplies shall be of a quality that is acceptable to the Authority and in accordance with the Authority's Sustainability Policy. The Service Provider shall provide

data sheets with environmental product information for all products used at the Authority's sites.

The Service Provider shall ensure that all materials used in the Contract are environmentally safe and shall obtain approval from the Authority before acquisition or use of any substances as per section 5 of this specification.

The Service Provider shall invoice the Authority for consumables delivered to the premises in volumes commensurate with recorded consumption, and bone fide receipts shall support each invoice.

The Service Provider shall annually (within twelve months of the Commencement Date and twelve monthly thereafter), check prices of consumables to ensure the best price. Price checking shall be in compliance with the Authority's procurement policies.

The Service Provider shall ensure that all storerooms are kept in a tidy state, contain COSHH and other data sheets as required and are kept locked when not in use.

The Service Provider is responsible for ensuring that it holds sufficient stock of materials, spare parts, components, replacement equipment and consumable materials to ensure effective provision of the service to meet the requirements of the Contract.

All materials and equipment selected, bought and held in stock shall be fully detailed on an inventory listing describing not only its technical information but also the location of storage. At all times these items remain the property of the Authority and the inventory shall be updated and presented to the Authority Representative at each and every Contract Review Meeting. Such items must be clearly labelled as 'Property of the Greater London Authority' at all times.

The Service Provider shall be responsible for the correct storage, maintenance and other costs of holding stock items. The Service Provider shall be responsible for the security and insurance against loss of the stock items until they are installed.

All materials, components and Equipment shall meet or exceed the relevant National/International Standards and be supplied in accordance with the Authority's environmental policy.

Materials supplied or installed by the Service Provider, which in the reasonable opinion of the Authority Representative do not meet the requirements of the Contract, shall be removed and replaced with acceptable materials by the Service Provider at no extra cost to the Authority. If the Service Provider is unable or unwilling to replace any unsuitable materials, then the Authority may arrange their replacement at the Service Provider's cost.

All Service Provider's materials shall be of merchantable quality, fit for the intended purpose (as defined under the Trades Description Act 1968, the Sale of Goods Act 1979, or the Sale of Goods & Services Act 1982) and be supplied in accordance with the Authority's environmental policy.

Any guarantees for Replacement Materials, or any works, shall pass to and be vested in the Authority.

Dosage instructions must be present on a packaging if the product is intended for manual dosage.

3.21 Emergency service

The Service Provider shall provide an emergency call-out service out of hours as requested by the Authority's representative. The response shall be within 2 hours of the call to the service provider's emergency responder.

The Service Provider must ensure that a competent member of the Service Provider's Personnel take responsibility for emergency and business continuity situations during and outside normal working hours to provide direction and coordination of Services. The Service Provider will advise the Authority Representative of any emergency or breakdown situations as soon as they arise.

3.22 Waste Management

The Service Provider's on-site personnel shall act as the operational contact with the Authority's third party waste management supplier. This will require the Service Supplier to follow the Authority procedures. This will entail co-ordinating the collection of waste and the delivery of waste receptacles, such as skips and the completion of the Authority's documentation in relation to waste management procedures.

4. Quality Assurance and Performance Standards

4.1 Quality Matters

Maintaining high levels of quality and presentation is of paramount importance to the GLA. The Service Provider must ensure appropriate arrangements are in place to ensure that a quality service is delivered.

The Service Provider's Representative shall ensure that the Authority Representative is informed of all defaults in service within 2 hours of awareness by the Service Provider.

The Service Provider's Representative (or an Approved deputy) shall walk through the entire Premises and verify service quality at a minimum of once per 24 hours (Monday to Friday).

4.2 Key Performance Indicators (KPIs)

The Service Provider shall complete the GLA's monthly Key Performance Indicator (KPI) tables that are used to monitor the performance of this contract. The separate table will be used for each site, currently [redacted] The KPI tables will be periodically reviewed and updated to accurately reflect the service issues that are being encountered. The starting [redacted] KPIs are attached at **Appendix 1**.

The Service Provider will be required to self-assess their performance and complete the table on a monthly basis. The KPI report shall be submitted to the Authority Representative by the 5th of the month for the previous calendar month. Failure to submit the monthly KPIs on time will be deemed as a KPI failure. The completed KPI table will be discussed and reviewed at the monthly and quarterly meetings.

A failure to deliver one of the service elements in the KPIs will be deemed as 'red', a service element that has been delivered below the required standard is 'amber' and an element that is acceptable or exceeds the required standard will be 'green'.

If a score of 2 "reds" in one month, or any 3 "ambers" are achieved for 2 consecutive months the Service Provider will be required to rebate 5% of that month's net profit, which must be credited in the following month's invoice.

If the Service Provider fails to meet the required KPI standard 3 months in a row or any 6 months in a rolling 24-month period, they will be required to provide an improvement plan to bring the service up to the required standard. A further failure against the KPIs for a subsequent month will result in the early termination of the contract.

4.3 Performance measures

The Service Provider shall perform the cleaning and porterage services to the following performance measurements.

- Both the cleaning and Porter service is carried out to acceptable standards

- Service compliant with applicable legislation
- Service does not cause harm or injury to recipient
- Consumables available at all times and correct products used by cleaning team
- All portable electrical appliances to be tested in accordance with legislation
- Areas shall be protected from access where hazardous operations occur
- All reports, material records, sales data and financial accounting actions are accurate, up-to-date, and provided to the Authority to Approved schedules.
- All security procedures are followed.
- Other Service Providers are not impeded from operating to agreed times and with agreed facilities.
- No negative comments are received from customers, both internal and external.

4.4 Response Priorities

The Service Provider shall respond to reactive jobs within the following timescales:

Priority	Activity	Response time during business hours	Response time outside business hours
1	• Prestige area cleaning • Toilet cleaning	5 minutes	n/a
2	• Tea point cleaning • Consumable replenishment • Additional set-up requirements	15 minutes	n/a
3	• Litter • Bin emptying	30 minutes	n/a
4	• Emergency incident e.g. spillages on floors, leaks from plumbing, blocked access routes	5 minutes	2 hours
5	• All other activities	24 hours	n/a

For clarification, the response time shall mean:

- Time taken for initial attendance to the problem and effecting immediate cleaning where required to return area to beneficial occupancy, and
- Providing an estimate of time required to effect permanent cleaning where temporary cleaning is employed to return area to beneficial occupancy.

4.5 Additional Services

When the Authority requires Additional Services to be carried out, that are outside the standard hours of service and/or outside the scope of the baseline specification set out in this document, it may in its absolute discretion notify the Service Provider of its

requirements. For example, this may be dedicated cleaning to support an event at City Hall or additional hours to support office moves at weekends.

The Service Provider shall provide a quotation for the provision of the requested additional services within 7 days of the receipt of the requirement.

On receipt of the quotation the Authority may reject or accept the quotation. The Authority is under no obligation to accept the quotation and reserves the right to seek alternative prices from other service providers for the Additional Services.

Where the duties required for the Additional Services are the same as those provided as part of the core service e.g. cleaning and porterage, the baseline charge per hour for labour shall be at the same rate as set out by the Service Provider in the Pricing Schedule.

Appropriate enhancements for overtime may be added in accordance with the Service Provider's policy for such payments. Enhanced payments, chargeable to the Authority, do not apply for services that are specifically included in this contract, e.g. periodic carpet cleaning.

The Authority will confirm acceptance of the quotation through the issuing of a purchase order.

The Service Provider shall provide a report for all Additional Services carried out during the period at the next Quarterly Contract Review Meeting.

4.6 Value Added Services

The Service Provider shall identify what value-added services it is prepared to offer the Authority as part of the Contract but at no extra charge to the Authority. This is an opportunity to demonstrate innovation and or social value.

5. Health and Safety

5.1 Legislation and Standards

Without prejudice to any other provision of this Contract:

The Service Provider shall ensure that all works, operating procedures and actions carried out pursuant to the contract and all equipment, plant, machinery and apparatus used shall comply with relevant statutory instruments and regulations, the requirements of health and safety legislation, Health and Safety Executive guidelines, Approved Codes of Practice, British Standards or equivalent, and industry best practices. These include, but are not limited to the following:

- Health and Safety at Work etc. Act 1974.
- Control of Substances Hazardous to Health Regulations.
- Environmental Protection Act 1990.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.
- The Workplace (Health, Safety and Welfare) Regulations.
- Management of Health and Safety at Work Regulations.
- Personal Protective Equipment Regulations.
- Manual Handling at Work Regulations.
- Provision and Use of Work Equipment Regulations.
- Current British Standards and Codes of Practice.
- Current HSE Guidance Notes and ACOPs.
- GLA policies and procedures.
- Noise at Work Regulations 1989.
- Local noise prohibition notices around the Premises.
- Bribery Act 2010.
- Modern Day Slavery Act 2015.

The Service Provider and its Service Provider's Personnel shall, at all time, comply with the emergency procedures in place for the Premises (copies are available to the Service Provider and its Subcontracted Service Provider's personnel on request).

5.2 Competent Person

The Service Provider shall nominate a competent person responsible for ensuring health and safety compliant with applicable legislation.

The Service Provider must ensure that a competent member of the Service Provider's Personnel takes responsibility for emergency situations during and outside normal working hours to provide direction and co-ordination of services. The Service Provider will advise the Authority Representative of any emergency or breakdown situations as soon as they arise.