

**Contract for:**

**The Provision of Window Cleaning Services**

**Client: Your Homes Newcastle**

**Request for Quotation**

**Appendix 1 - Specification and Scope of Work**

**Background, Specification and Scope of Works**

**1. Introduction:**

Your Homes Newcastle (YHN) was established in 2004 to manage homes on behalf of Newcastle City Council. As an Arms-Length Management Organisation (ALMO), YHN is owned and controlled by Newcastle City Council but operates at arms-length, with its own business plan, governance structure, workforce, operational procedures and premises.

Your Homes Newcastle (YHN) currently manages almost 27,000 general needs properties: approximately 26,300 on behalf of Newcastle City Council (NCC), and almost 700 which are owned by Leazes Homes. YHN also manage approximately 1,500 leasehold properties on behalf of Newcastle City Council.

As well as being one of the largest ALMOs in the country, YHN are one of the most diverse in terms of the range of services we deliver. YHN employ over 850 staff.

Our statement of purpose:-

* Delivering great services, enabling people to thrive in great communities, supporting a great city

Our vision for 2020:-

* We will be high performing, innovative and focussed on providing quality housing management and support services. We will make the money deliver across everything we do while continuing to create positive outcomes for our customers

Our objectives:-

* Keep the housing stock decent, and neighbourhoods clean and safe
* Collect the rent and let properties efficiently
* Promote health and wellbeing and support vulnerable people to enjoy independence

Our structure:-

* In October 2015 we established a new company structure. Asfaleia Limited is our charitable subsidiary and Abri Trading Limited is our trading subsidiary

Further information about Your Homes Newcastle can be found at our website [www.yhn.org.uk](http://www.yhn.org.uk)

**2. Specification and Scope of Works:**

This Contract will be for an initial period of 24-months (2-years). An additional 2 x 12-month periods will be discussed and hopefully agreed but, these will depend upon the performance of the successful Contractor(s) during the initial Contract term.

The proposed Contract will be divided into the following ‘Lots’:-

* Lot 1 – YHN House
* Lot 2 – Various Identified Your Homes Newcastle Properties
* Lot 3 – Various Identified Leazes Homes Properties
* Lot 4 – Tree Top Village

Your Homes Newcastle plan to appoint one Supplier for each of the ‘Lots’ identified. However, depending upon the final evaluation of each Lot, this could be the same Supplier. This being the case, Suppliers are welcome to apply for one or more of the ‘Lots’ identified.

Because of the different location addresses, if there were different Suppliers identified as successful for each of the Lots identified above, this would not cause any work-related issues. These Suppliers would not be sharing any sites.

This specification details the provision of window cleaning requirement for both Your Homes Newcastle and Leazes Homes, for identified properties, citywide throughout Newcastle upon Tyne.

All Work is to include all materials, labour, tools, transport and insurance required to complete the works. Details of the properties and areas to be included in the works are shown in the attached Appendix 3 ‘Pricing Schedule’.

**The Requirements:**

Tenderers will need to meet all of the requirements detailed below and the submission of your tender will be taken as confirmation that you can do so. Further information may be requested to demonstrate compliance with the specification, and failure to provide this information on request may result in your tender not being considered.

Glazing (including, but not limited to, windows, doors, internal partitions and balustrades) shall be washed cleanand free of streaks, smears and visible soap residue. Accumulated dirt, paint specks, or other foreign debris must be removed from windows. Frames shall be cleaned to remove all dried dirt, insects, debris and other materials so as to be considered clean by the specific building representative at each location. Adjacent surfaces shall also be left free from liquid spillage, smears and cleaning marks. All debris and waste produced by the contractor must be removed from site prior to departure and can not be deposited or left on site.

**General Window Cleaning Requirements:**

The Contractor shall clean all glazing internally & externally. The Pricing Schedule appendix (Appendix 3) will provide information in relation to glazing at the premises which should be supplemented by a site visit. The following cleaning standard shall be applied:-

* All floors and furniture are to be adequately protected before the commencement of work.
* All glazing throughout the premises shall be cleaned. Glass shall mean both sides of glass of every description, including, but not limited to, exterior glazing and exterior windows including external glazed doors and high level glazing accessible from roofs.
* The Contractor 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 Contractor must ensure that they satisfy themselves as to the proper working order, of any cleaning access equipment. Where such equipment is not provided by the Customer or available on site the Contractor shall provide the specialist access equipment. The cost of providing such access equipment shall be borne by the Contractor.
* The Contractor must ensure that all Staff carrying out this work are aware of and comply with, ‘Working-at-Height’ Regulations. Risk assessments must be carried out and a site specific policy statement must be submitted and agreed with the Customer prior to the commencement of service.
* All work must be signed-off by a nominated Your Homes Newcastle or Leazes Homes Representative (dependent upon the actual site). Where possible the responsible staff name will be confirmed prior to the commencement of the Contract. A work satisfaction note must be submitted for signature on site prior to the contractor operative leaving the site after the required work has been completed. Should the work not meet the agreed quality standard, any remedial works will be carried out, without any additional charge, within 48 hours of initial attendance.

**High Level Cleaning Requirements:**

The following cleaning standard shall be applied:-

* The supplier(s) will undertake high level cleaning at some sites, please refer to Appendix 3 - Pricing Schedule.
* The recognised and approved industry standard method of high level cleaning must be operated.
* The methodologies for completion of the high level cleaning will need to be completed by the contractor and presented prior to any commencement of works being undertaken, highlighting detailed methodologies.
* For safety reasons, all contractor employees will report to the main building reception upon arrival and no works will commence until authorisation has been given to begin. All contractor employees must sign in / sign out in accordance with our building security procedures.
* Our Your Homes Newcastle / Leazes Homes Health & Safety Manager will be asked to check qualifications to ensure that all contractor employees engaged in the high level cleaning service provision are suitably trained and experienced to conduct and complete the operation tasked.
* In accordance with recognised industry standards, the contractor will ensure that all staff deployed to undertake the high level cleaning have received the requisite training and are suitably qualified.
* All high level cleaning services will be co-ordinated via the Your Homes Newcastle Health & Safety Manager.
* Checks of completed works must be conducted by the successful contractor to ensure the required standard has been met in compliance with this contractual agreement. Spot checks will be carried out at random locations during the contract period by Your Homes Newcastle and Leazes Homes representatives to ensure industry standards are being met and maintained.

Depending upon the type, location and height of the areas to be cleaned, a variety of cleaning methods may be used. Generally, these will consist of one of the following methods, however an independent assessment will need to be completed prior to the commencement of operations to ensure Health and Safety legislation compliance as well as fabric and fixture protection.

Using dry dust, vacuum or damp wipe cleaning methods to remove dust and clean surfaces which are high level using the correct extendible cleaning aids or approved access equipment where applicable. These surfaces should be cleaned free from dust, cobwebs, debris and any foreign objects.

**Health & Safety (High Level Cleaning):**

All high level cleaning staff should have company ID badges and wear a company uniform, as well as been issued by the sub-contractor a full set of relevant Personal Protective Equipment. These items include (as a minimum requirement):-

* Safety Helmet (to BS EN 397:2012+A1:2012 standard where applicable)
* Safety Footwear (to BS EN ISO 20345:2011 standard where applicable)
* Chemical / Liquid Resistant Gloves (to BS EN ISO 374-1:2016 standard where applicable).
* Overalls.
* Hi-Viz, waterproof vest
* COSHH
* All equipment should be in compliance with ‘PPE at Work’ Regulations 1992.

**Gutter Cleaning (where requested):**

* The contractor must make sure that they are in possession of both a ladder gutter support and a ladder foot plate
* The contractor must take care not to damage the property guttering with their ladder and make sure that the guttering is not used to support the ladder weight.
* The contractor must check the condition of guttering and report back to the client on any issues discovered.
* The contractor must clean all debris from inside the gutters into a suitable refuge bag and, remove this debris from the site.
* The contractor must leave each site clean and tidy when they finish each job.

**Training:**

In accordance with recognised industry standards, all relevant contractor staff will have received training in the following tasks:-

* Cradle Work.
* Manual Handling.
* Working at Heights
* COSHH
* Safe Working with a Mobile Elevated Working Platform.
* Safe use of Portable Ladders / Step-Ladders in accordance with all current Health and Safety Codes of Practice
* Awareness of the Construction (Design and Management) Regulations 2015 and, the implications for the safe use of ladders.

**Health & Safety (Window Cleaning):**

The Contractor must ensure that all Staff carrying out this work are aware of and comply with, ‘Working at Height’ Regulations. Post-tender, risk assessments must be carried out and a site-specific policy statement must be submitted and agreed with Your Homes Newcastle and Leazes Homes prior to the commencement of service provision. A separate appendix (appendix 4) is available for completion, relating to Health & Safety.

**Risk Management:**

All access equipment, cleaning equipment and products used in the delivery of high level cleaning services must comply with the Health and Safety Codes of Practice and must receive Periodic Recorded Inspections.

Due to the nature of the works to be carried out a specific site Risk Assessment will need to be conducted post tender and produced prior to the commencement of any service activities.

**Other Requirements:**

* Any remedial works will be carried out, free of charge, within 48 hours of initial attendance.
* Quality checks will be carried out at random over the term of the contract and monitored accordingly.
* All equipment required to carry out and perform the contract is to be provided by the contractor.
* The contractor shall ensure that cleaning products harmful to the environment shall be used as a minimal and, that no product shall contain phosphorus or APEO (or its derivatives EDTA / NTA).
* Following the award of this contract the successful contractor will be required to undertake a pre-visit in order to familiarise themselves with accessibility issues in relation to the internal cleaning requirements of this contract.
* Where window cleaning is required outside of normal business hours (not the normal requirement for this Contract), the contractor will report to the nominated point of contact (to be identified after the contract award).
* Ad-hoc window cleaning to our properties may be required from time-to-time (ie after refurbishment works, etc). On these occasions, the works will be scheduled after prior agreement between all parties.
* The contractor must ensure that all their staff / operatives engaged in the contract are regularly trained to carry out specific duties in relation to the contract (staff training records shall be made available if requested).
* The contractor shall be responsible for the conduct of their staff / operatives at all times, at all properties in relation to the contract.
* Due to the various specific residential requirements in this Contract the contractor shall be responsible for ensuring that all staff / operatives have been the subject of an "enhanced with lists" check by the Disclosure and Barring Service (DBS). The Contractor must have in place a policy for the secure storage, handling, use, retention and disposal of DBS Certificates and Certificate information and be able to provide this information to the Client on request.
* Any problems (ie, access, non-attendance) should be notified to the relevant contact officer within 24 hours.
* Any damage or breakages of windows or other items which occur as a result of the cleaning services being carried out MUST be made good by the relevant supplier.
* Your Homes Newcastle and Leazes Homes operate a smoke-free policy, including e-cigarettes and vaporisers throughout its premises. The successful Contractors’ operatives will be required to adhere to this policy whilst employed on any of our sites.

Due to an on-going internal property review at Your Homes Newcastle and, current property refurbishment programmes, tenders should note that whilst the proposed schedule for this Contract is 2 years with the option to extend for up to a further 2 years, there is no guarantee that this schedule frequency will remain the same during its lifetime.

**Contract Management and Performance Monitoring:**

Your Homes Newcastle and Leazes Homes will undertake regular contract monitoring processes to ensure continued contract standards are met, to evaluate contractor performance and to consider / identify any areas for improvement.

Contractor monitoring and review meetings will take place as agreed throughout the Contract period. The meetings will include representatives from the successful Supplier(s), Your Homes Newcastle, Leazes Homes and the Procurement team.

The following will be discussed, but not limited to :-

* + - Monthly statistics
    - Production and communication of scheduled forward plans of premises to be cleaned.
    - Any improvements to the Contract and the quality of service provision.
    - Changes in personnel, method of operation etc
    - Added value proposals
    - Key Performance Indicators ( KPI`s )

The Supplier(s) may be required to provide monthly reports, in electronic format, showing the products supplied to each establishment, which may detail:-

* + - Quantity of waste material generated and information concerning how it is dealt with (e.g. re-used, re-cycled; disposed of)
    - Complaints raised
    - Payment issues
    - Credits raised

Additional information and reports may be requested throughout the duration of the

Contract as and when a requirement is identified.

Important Note:- When claiming payment the Contractor must provide an invoice and a staff-signed work satisfaction note, clearly identifying the location, the work carried out for each separate location, the date of the work and, the clearly identified name of both the operative and the YHN / Leazes Homes approving Officer from the relevant site.

**4. Quotation Submission:**

When you are submitting your quotation electronically by means of Your Homes Newcastle’s e-tendering system (Pro-Contract), the quotation should be submitted in accordance with its conditions as stated within RFQ Part –‘Instructions to Companies’ document.

**5. The Contract:**

YHN will contract only on the accompanying terms and conditions. The work and services will be charged and paid against the prices submitted and agreed in the pricing schedule, for the initial Contract term. Any options to extend this Contract will be discussed at a later date and, the decision communicated to the successful Contractor.

Contractors should submit one electronic copy of their quotation via the web portal [**https://procontract.due-north.com**](https://procontract.due-north.com), which is compatible with Microsoft Office 2010 or Acrobat/PDF. Your quotation submission should be uploaded onto the portal **no later than 12.00pm, noon on Thursday 31st May 2018.**