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**COMMUNITY HEALTH PARTNERSHIPS**

**and**

**SUPPLIER**

**Provision of Soft FM Building Services**

**REF: RM6232**

**Lot 3C**

**Call-Off Schedule 20 (Call-Off Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

## REDACTED TEXT under FOIA Section 43, Commercial Interests

1. General Cleaning – Key Objectives

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| **Key objectives** | **Performance Standards** | **Measurement Criteria and Process** |
| Provide a cleaning and waste disposal service to the specified Contract standard at each Premises and Location. | 1. Provide a standard of cleaning in accordance with the National Standards of Healthcare Cleanliness 2021(as amended from time to time). 2. Respond to all customer complaints and resolve all issues within agreed response and resolution times. | Monthly contract management meetings.  Monthly cleaning audits. |
| Operate a schedule of routine cleaning appropriate for each area/unit consistent with its function and usage, supplying all consumables. |
| Ensure all domestic and sanitary consumables at all Premises and Locations are replenished regularly. |

1. Cleaning Services specification
   1. **Scheduled Cleaning - (Deliverables Matrix reference - Routine cleaning (Standard A))**
      1. Scheduled planned cleaning, in accordance with the Cleaning Specifications approved by CHP. Scheduled Cleaning will include:
         1. Full clean – cleaning all elements using an appropriate method to remove all visible dust, dirt, marks, and contamination, leaving the item in accordance with the required performance parameters
         2. Spot clean – cleaning specific elements using an appropriate method to remove all visible dust, dirt, marks, and contamination, leaving the item in accordance with the required performance parameters
         3. Check clean – a check to assess if an element meets the performance parameters. If it does not, a full or a spot clean should be undertaken (in line with the above) to bring the element up to the performance parameter level
   2. **Ad Hoc Cleaning – including Rapid Response - (Ad Hoc Cleaning – including Rapid Response - (Pricing Matrix – Billable Works – Schedule of Rates (Buyer Specified))**
      1. The Supplier shall respond to requests for Ad-Hoc cleaning and Rapid Response requirements. For Rapid Response requests, the Supplier shall provide a rapid response team which will ensure a response time of 4 hours or less to a request for rapid response cleaning (where there are no cleaning or janitorial staff on site).
   3. **Periodic Cleaning - (Deliverables Matrix reference - Deep (periodic) cleaning services)**
      1. This shall include a full clean of an item at a set interval as part of routine environmental maintenance where daily or weekly activity is not required. This becomes periodic; fortnightly, monthly (four weeks), quarterly (12 weeks), six-monthly or annually.
   4. **Infection Control Cleaning - (Deliverables Matrix reference - Infection Control / Touchpoint cleaning)**
      1. events may increase the resources that the cleaning services require, for example to manage Infection Prevention and Control and during outbreaks.
2. **Service Requirement**
   1. **Cleaning**
      1. The cleaning of:
   * Floors
   * Walls
   * Partitions (including internal glazed partitions)
   * Doors including glazed panels
   * Spot cleaning of internal windows
   * Iron mongery

Skirting boards

* + Ceilings
  + Light Fittings
  + Trunking and piping
  + Ventilation intake and extract grilles (including high level ventilation intake and extract grilles)
  + All high-level surfaces, where accessible
  + Desks
  + Telephone handset and base
  + Cabinets
  + Radiators
  + Windowsills
  + Blinds
  + Dishwashers (exterior only) where they are in staff rooms
  + Refrigerators, if cleared, where they are in staff rooms
  + Microwave ovens where they are in staff rooms
    1. There is a 2m limit to the height to which cleaning standards apply.
    2. Carpet, hard floor, barrier matting and dust matting (where applicable) (i.e., shampooing/steam cleaning).
    3. Cleaning of bodily fluid spillages in shared areas where no clinical staff are on site.
    4. Unpack, stock check and store cleaning materials.
    5. Removal of all waste to appropriate collection points (including clinical waste when correctly packed and tagged).
    6. Supply (where applicable – to be determined site by site) and replenishment of toilet rolls, paper hand towels, hand soap, hand sanitiser gel, and dispensers of the same.
    7. Removal of expired, damaged, or soiled cubical curtains and the fitting of new cubical curtains.
    8. Where applicable, removal of linen cubical curtains and window curtains to be sent for laundering and the fitting of newly laundered curtains.
    9. Where applicable, quotation(s) for specialist cleaning such as HPV fogging, or ozone decontamination as required by CHP.
    10. The Supplier shall provide a helpline telephone number to include an emergency email address and out of hours contact number. The details of such helpline telephone number shall be provided to CHP.
    11. The Supplier shall undertake all cleaning activities without obstructing, disrupting or otherwise impeding the activities of CHP’s tenants. CHP will provide the appropriate protected cleaning time as required.
    12. The Supplier shall undertake Scheduled Cleaning within agreed access hours. Where Scheduled Cleaning must be undertaken outside of these hours it will be subject to CHP’s prior approval. Where the Supplier delivers Scheduled Cleaning outside of the agreed access hours without CHP’s prior approval, CHP will be entitled to recover any additional costs from the Supplier.
  1. **Waste Disposal**
     1. The Supplier shall regularly monitor waste bins at the Premises and Locations to prevent overfilling of containers and the prolonged presence of food and food packaging and fruit peel.
     2. The Supplier shall ensure that all waste bins are emptied with the lining bag being replaced, and the bin maintained in a clean and hygienic state, at least once each day on the days the relevant room or area is used.
     3. Internal waste bins cleaned once a week. Waste containers are to be regularly cleaned to ensure that they remain free of impacted or congealed waste matter.
     4. The Supplier shall transport all waste to the allocated waste disposal point and correct waste stream for collection by CHP’s appointed waste disposal contractor.
     5. The Supplier shall always keep waste disposal areas clean and tidy, including the removal debris when waste bins are removed from waste disposal areas by others.
     6. The Supplier shall secure waste into external waste containers in such a manner as to prevent access to vandals, pests, and rodents and to prevent litter being created by wind.
     7. The Supplier shall ensure that all clinical waste which is securely bagged and tagged in the designated clinical waste bags or containers is transported by the Supplier and stored safely in the clinical waste containers for collection by CHP’s appointed clinical waste contractor
  2. **Additional Requirements (the 'Billable Works' tab in Attachment 3 Annex 4 – Price Matrix contains the table headed 'Schedule of Rates (Bidder Specific)'. This should be completed by Bidders with the Direct Labour Trade Name or Subcontractor hourly rates that would be used to deliver any additional service requirements)**
     1. Where applicable, and if requested by CHP, the Supplier shall ensure that taps (both hot and cold) in accessible and little used outlets with sinks are flushed twice each week by running the taps(s) (both hot and cold) for a minimum of two (2) minutes. For the avoidance of doubt, the 2 minutes required for running taps shall not be added to any times for cleaning the room(s). Where a tap is a mixer tap it should be run for two (2) minutes in both the fully hot position and two minutes in the fully cold position
     2. The Supplier shall follow CHP requirements, forms and templates if this service is required and will also attend Water Safety Groups.
     3. Where applicable, and if requested by CHP, the Supplier shall, undertake localised duties such as opening and/or closing Premises and Locations as part of the early morning or late evening access.
     4. Where applicable, and if requested by CHP, the supplier will provide litter picking services within the immediate area of the entrance of the building.
  3. **Service Standards**
     1. The National Standards of Healthcare Cleanliness 2021 provides details of standards of cleanliness required and recommended frequencies for cleaning areas based on Functional Risk categories.
     2. The Supplier shall be responsible for the cleaning of all Functional Areas, to the standards and monitoring frequencies as set out in the National Standards according to the Functional Risk category of each room/area.
     3. The specification is focused on outcomes rather than the method by which they are achieved. The Supplier shall be responsible for ensuring the National Standards are met and shall be responsible for the means by which they are met, unless otherwise agreed with the CHP.
     4. The Supplier shall provide CHP with Cleaning Specifications, in accordance with the National Standards, with detailed information about how cleaning will be carried out (pattern, frequency and times of cleaning, equipment demarcation and methods of work for each task and area) and how the Supplier will achieve, maintain, and monitor standards. The Supplier shall incorporate infection prevention control systems into its cleaning methods to current standards.
     5. The Supplier shall prominently display in public areas of all Premises and Locations documentation as detailed in the National Standards. The Supplier shall ensure that ‘cleaning in progress’ warning signs are displayed at all times and in all areas where cleaning is taking place.
     6. The Supplier shall ensure all floors are cleaned in accordance with flooring manufacturers’ guidance, and by manufacturer approved products or approved alternatives without exception, as set out in the Operational and Maintenance Manuals held at each Premises and Location.
     7. The Supplier shall report maintenance defects which affect cleanliness standards to CHP.
     8. The Supplier shall provide a site manual including Control of Substances Hazardous to Health (“COSHH”) breakdowns for all cleaning materials and safe systems of work (SSoW).
  4. Equipment, Materials and Consumables
     1. The Supplier shall provide without exception all equipment and machinery required to undertake the Contract and will keep all these items in safe condition and undertake all maintenance and replacement of such items.
     2. The Supplier shall comply with the national colour-coding system for cleaning equipment and materials (as defined in the National Standards) and shall implement this at all Premises and Locations.
     3. All consumable items supplied and used by the Supplier shall conform to CHP requirements.
     4. The Supplier shall replace any dispensers in the event of failure or damage rending the item inoperative.
     5. The Supplier shall periodically replace batteries in battery operated dispensers for items listed above to ensure the dispenser does not fail in operation due to batteries becoming exhausted.
     6. When notified that any of consumables are exhausted, the Supplier shall replenish the exhausted items immediately whilst Supplier Personnel are on site. If all Supplier Personnel have left a Premises or Location, then the item will be replenished when Supplier Personnel next attend that site without fail.
     7. The Supplier shall supply and maintain an appropriate and suitable emergency spill kit (including in respect of bloods and body fluids) and all other items necessary to enable the swift and safe resolution of any spills