

UKCEH SPECIFICATION FOR GOODS OR SERVICES

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1. Introduction

The UK Centre for Ecology and Hydrology (UKCEH) is a world-class research organisation focussing on land and freshwater ecosystems and their interaction with the atmosphere.

In our science we cover:

- Natural hazards
- Water resources
- Pollution & environmental risk
- Soil
- Sustainable land management
- Natural capital
- Monitoring and observation systems
- Environmental informatics
- Ecological process and resilience
- Biosphere-atmosphere interactions.

UKCEH works with businesses, policy-makers and environmental practitioners across the globe to develop innovative products and services from cutting edge science. We nurture robust multidisciplinary, national and international research collaborations as well as engaging society with our research.

UKCEH's mission is to undertake world-class research of terrestrial and freshwater ecosystems that underpins evidence-based decisions and innovation by policy-makers and business, and engages with people, supporting sustainable development and improving society's environmental legacy.

UKCEH operates four sites in the United Kingdom, the largest of which is based at Wallingford and is also the primary location housing the central functions.

Our Edinburgh site is based at Bush Estate, Penicuik.

2. Background

The current contract for cleaning services at the Edinburgh site is due to come to end on the 31st of December 2020, therefore UKCEH is looking for a long-term partner to provide cleaning at its Edinburgh site.

The Edinburgh site is open from Monday to Friday 08:00-17:00 is managed by the Site Manager.

The Edinburgh site is made up of individual and multi-occupancy offices, meeting rooms, laboratories, workshops, communal areas, a reception area and storage areas.

For the purposes of this specification communal areas are any areas where access is granted to most of UKCEH staff such as corridors, eating areas and open plan offices...etc.

3. Scope of the Contract

The successful bidder shall provide cleaning services at our Edinburgh site on a scheduled (regular activities agreed between the Contractor and UKCEH), planned (additional activities requested by the Site Manager in advance) and reactive request (unplanned events) basis as required to meet service standards.

The scheduled service shall apply to all areas as identified within FO109-20 05_UKCEH Edinburgh Site Floorplan.

The services shall consist of:

- Scheduled cleaning as proposed by the bidder and accepted by UKCEH
- Planned additional cleaning where required for specific areas or events
- Reactive cleaning as instructed on an ad-hoc basis by the Site Manager

- Local waste collection including domestic and recycling
- Provision by the Contractor of all equipment, materials and consumables
- Quarterly deep cleans of corridors

The services shall not consist of:

- Management and disposal of off-site waste
- Cleaning of monitors, wall-mounted screens or telephones
- Provision of waste and recycling bins
- Cleaning of any laboratory instruments or mobile laboratory benches
- External areas including windows

4. Detailed Requirements

Functional Requirements

Communal areas must be treated as high-risk and include frequent daily cleaning of high touch areas, including:

- Hand rails and bannisters
- Communal seating and tables
- Communal doors
- Bathrooms
- Meeting rooms including free-standing furniture
- Reception area including free-standing furniture
- Open-plan offices including free-standing furniture
- Communal printers
- Kitchens and fridges
- Shower room

For individual offices the Contractor must instruct staff to clean on a weekly basis where the office is designated as in-use.

The Contractor shall procure, receipt, safely store, distribute, control and use in a safe manner all equipment, materials, consumables and chemicals required to deliver the Commercial Service. The Contractor will also be responsible for ensuring inventory levels adequately meet demand, including weekly/yearly service peaks and troughs. This includes the management of bathroom consumables such as foam and liquid soap, sanitising lotions/gel, air freshener products and toilet rolls but does not include toilet roll holders, soap dispensers, hand towel dispensers and hand dryers, but these must be cleaned/wiped down and any excess water in the drip trays emptied. The Contractor must log all faults with the Site Manager in a timely manner.

The Contractor shall collect waste from communal areas to the site central waste holding facilities ensuring that waste is packed in suitable containers and transferred to suitable containers for waste transportation, which is compliant with legislative and UKCEH guidelines. Waste bags should be kept out of sight, except where being transported. Any accidental spillages must be cleaned immediately. Internal bins must be disinfected inside and out monthly.

Where additional activities are requested by the Site Manager the Contractor shall scope, cost, project manage and deliver these only when authorised to do so by the Site Manager.

Responsibilities Framework

These are the minimum cleaning frequency requirements under BICSS as amended by UKCEH. All parts of the element should have a visual appearance of being free of dirt and stains. Where receptacles are required to be emptied, these should be checked daily and not allowed to overflow and where replenishment is required these should not be allowed to run out during a normal working day:

Element		Responsibility	Frequency (Weekly) – Wallingford
02.	Walls	Contractor	✓ Spot clean
03.	All Glass Doors	Contractor	✓ One full clean daily
05.	Floor - Hard	Contractor	✓ Wet mop once a week ✓ Dust, mop, spot mop 4 x weekly
06.	Floor – Corridor & Lab Floors	Contractor	✓ Wet mop one full clean daily ✓ Machine clean once weekly
07.	Floor – Soft	Contractor	✓ Spot clean 4 x weekly ✓ One full clean per week
08.	Offices/Fixtures & Fittings (See BICS)	Contractor	✓ One check clean daily
09.	Hand Dryers	Contractor	✓ Check cleans Daily
11.	Waste Receptacles (All areas inc. Labs)	Contractor	✓ Daily check cleans ✓ Damp wipe weekly
12.	Dishwashers	Contractor	✓ Empty each morning
15.	Kitchen Cupboards/Drawers	Contractor	✓ Daily spot check & wipe down
16.	Microwaves	Contractor	✓ One full clean weekly with daily spot check cleans
17.	Shower Rooms	Contractor	✓ Spot clean daily ✓ Full clean x 1 weekly
18.	Toilets	Contractor	✓ Full clean daily
19.	Replenishment	Contractor	✓ Once daily
20.	Sinks	Contractor	✓ Once daily
21.	Laboratory Benches	Contractor	✓ Spot clean daily ✓ One full clean weekly

Performance Requirements

The Contractor must undertake an audit every three months in collaboration with the Site Manager to determine areas for improvement or to redirect services to other areas.

The contract must provide a means for its staff to identify areas of risk or concern, including where health and safety of themselves or our staff could be at risk, to be fed back to the Site Manager.

Mandatory Requirements

Cleaning must be undertaken to British Institute of Cleaning Science (BICSc) standards and monitoring frequencies, including any new legislation or changes that should occur over the duration of the contract.

In relation to office areas only, the Contractor shall ensure that the standards provided and methodologies used comply with the outputs agreed by UKCEH and are in accordance with the office accommodation standards defined within the third edition 2009 of the BICSc as amended

The Contractor must comply with all current and future legislation, regulations and guidelines. UKCEH will require the Contractor to ensure that it notifies and advises of all relevant current/future legislation,

regulation and guidelines in order to ensure that UKCEH meets its duty of care as stipulated in the Environmental Protection Act 1990.

The Contractor must ensure that Local Waste Collection is carried out in a manner that complies with the requirements of this specific service specification and relevant statutory legislation including but not limited to: The Hazardous Waste Regulation 2005; The Waste Regulation 2011; and The Environmental Protection (Duty of Care) Regulations 1991.

Cleaning staff must be provided during the core hours given in the Schedule and a staff complement must be maintained throughout the duration of the contract to achieve the agreed Scheduled Cleaning levels.

The Contractor must submit to the Site Manager by no later than the 31st of March 2021 a full and detailed check-list of activities to be undertaken. On the anniversary of each year the Contractor shall resubmit this to the Site Manager for review and approval.

The Contractor shall monitor staff attendance and undertake any remedial actions required where attendance is not within the core hours.

All cleaning equipment, materials and chemicals must be stored safely and COSHH information must be available where required and where designated for a specific location must be marked accordingly. No chemicals must be left unattended at any time.

5. Service Levels and Key Performance Indicators (KPIs)

The Contractor shall:

- Achieve a high level of environmental cleanliness throughout the site
- Provide a quality driven Cleaning Schedule which achieves an optimum standard of cleaning for all buildings and areas of the site appropriate to their use
- Provide cleaning service, which is held in high regard by all service users.
- Deliver a standard of service that helps to provide a positive image of UKCEH
- Ensure that standards of comfort and cleanliness stay high and that any reduction in the quality of service is recognised and corrected.
- Deliver the service in an environmental and sustainable manner.
- Ensure that the cleaning service is provided in a flexible and accommodating manner at all times within working areas
- Ensure that all personnel are supported, trained and competent to deliver the service required
- Ensure all documentation / safety sheets / risk assessments / training information and any other information required to deliver this service, is available and up to date at any given time.
- Ensure all personnel are provided with the correct PPE for all given tasks.
- Ensure a robust stock ordering system is in place
- Develop SLA's (for each site) which are transferred onto an auditable quarterly check sheet and ensure any actions resulting from these audits are completed within set timeframe as agreed with client
- Attend Quarterly Contractor Meetings to ensure good working relationship, discuss finances, audits, personnel and other relevant topics as per agenda set out by client
- Ensure all equipment is maintained within regulations/legislation and kept in safe and good working order
- Replace any equipment within an agreed timeframe (maximum 3 working days)

Scheduled and Planned Activities

Scheduled Cleaning

Due to the nature and healthcare requirements of the service users, Contractors may be required to clean carpets, floors, furnishings, labs and toilets on a more frequent basis than those indicated in the BICSc Cleaning Specification.

Planned Cleaning

Contractors may be required to clean carpets, floors, furnishings, labs and toilets on a more frequent basis than those indicated. The Contractor shall note that deep cleans and specialist cleans are not a substitute for regular scheduled routine cleaning which meets the organisations requirement for a clean environment.

Where high levels of risk are identified due to an epidemic or other such outbreak the Contractor shall liaise with the Site Manager to determine a remedial solution. In such cases the Contractor shall respond to the Site Manager's request to focus on a particular area or location as a matter of urgency. Where additional hours are required over and above the agreed Schedule the Contractor shall quote for the service to be undertaken and only undertake that service by written approval of the Site Manager.

Cleaning Type	Element/ Area	Frequency
Deep Cleans	Corridors	4 times per year
Periodic Cleans	Agreed locally as part of a Service Level Agreement	Agreed locally as part of a Service Level Agreement
Epidemic Response	Agreed locally as part of a Service Level Agreement	Agreed locally as part of a Service Level Agreement

Scheduled/Planned Cleaning Completion Times

Category	Scheduled	Completion Time
Low Risk	Daily	Within 2 hours of planned/scheduled time
	Weekly	Within 1 day of planned/scheduled time
	Fortnightly	Within 2 days of planned/scheduled time
	Monthly	Within 2 days of planned/scheduled time
	Quarterly	Within 2 – 3 weeks of planned/scheduled time
	Yearly	Within 4 – 5 weeks of planned/scheduled time

Scheduled / Planned Local Waste Collection Completion Times

Category	Scheduled	Completion Time
Local Waste Collection	Various	Within 20 minutes of planned/scheduled time

Call Categorisation, Attendance and Completion Times

Category	Definition	Attendance Time	Completion Time
Urgent	A fault that shall cause operational problems if not attended to quickly, or which may develop into an emergency if not remedied or a reactive request which requires attendance quickly to	20 minutes	4 hours or in any event by the end of the same day in which the call was made whichever is the sooner.

Category	Definition	Attendance Time	Completion Time
	avoid operational problems or an emergency if not remedied.		
Reactive	A fault that shall cause operational problems if not attended to, or a reactive request which requires attendance quickly to avoid operational problems.	30 minutes	6 hours or in any event by the end of the same day in which the call was made whichever is the sooner
Routine	Matters of a routine nature. No significant short-term effect on the delivery of science.	45 minutes	8 hours or in any event by the end of the same day in which the call was made whichever is the sooner.

The following assumptions shall be made regarding attendance times and completion times:

- All attendance times and completion times will commence from the time that the task is reported.
- All attendance times and completion times to run concurrently;
- Attendance times shall include attendance and make safe but not completion of the reactive request;
- The Contractor, whenever possible should attempt to complete reactive requests on the first visit i.e.;
- Completion times assume full completion of the reactive request;
- Should the Contractor fail to attend or complete within the times and completion times specified above, UKCEH shall be entitled to employ another contractor to perform the service task, at the Contractor's expense.

Waste Standards

This table provides the list of minimum Waste Standards that the Contractor is required to meet.

Waste Type	Service Standard
General	<ul style="list-style-type: none"> • Appropriate protective clothing is worn as per Risk Assessments • Manual handling adhered to at all times and bag weight limits are observed and not exceeded • Staff are instructed to only conduct tasks they are trained and competent to carry out

Waste Collection and Storage

Location	Service Standard
Internal Internal collection and storage is defined as within the facilities to the site central waste holding facility.	<ul style="list-style-type: none"> • Waste bags shall not exceed $\frac{3}{4}$ full at any time and/or be within the weight limit that is within the cleaners' manual handling limits • Type, size and number of containers is adequate for the activities undertaken in the area • Waste types are kept separate at all times • Lockable, dedicated trucks, trolleys or wheeled containers with the following characteristics should be used <ul style="list-style-type: none"> -Clean and free from residual dirt or water; -Leak free;

Location	Service Standard
	<ul style="list-style-type: none"> -Easy to load/unload; -Do not offer harbourage for insects or vermin; and -Are kept in good repair. -Containers shall be waste type-specific, labelled accordingly and used only for storage and transportation of that waste type;

The following assumptions shall be made regarding attendance times and completion times:

- All attendance times and completion times will commence from the time that the task is reported.
- All attendance times and completion times to run concurrently;
- Attendance times shall include attendance and make safe but not completion of the reactive request;
- The Contractor, whenever possible should attempt to complete reactive requests on the first visit i.e.;
- Completion times assume full completion of the reactive request;
- Should the Contractor fail to attend or complete within the times and completion times specified above, UKCEH shall be entitled to employ another Contractor to perform the service task, at the Contractor's expense.

Contractors handling/moving UKCEH non-hazardous waste to collection points

UKCEH will conduct regular checks via their Contract Management Meetings on the movement of their Waste to ensure that the below points (not inclusive) are being met during the length of this contract.

- Waste is being kept to a minimum by doing everything reasonably practical to prevent, reuse, recycle or recover waste. For example, consolidating bin contents to avoid daily replacement of bin bags. We would support further recommendations from the contractor on measures to help influence staff behaviours to reduce general waste.
- Records of bin bag weights being recorded on a weekly basis
- Waste is being appropriately stored and segregation of waste streams is undertaken, where reasonably practical to do so.
- Waste is placed correctly within the mechanical aid (container / transporter) used to move around site
- Securing waste to ensure against;-
 - Accidental leakage / spillage of waste e.g. overfull bins
 - Waste falling from containers / blowing away during transport around site
 - Unpermitted access by others (Scavenging / Fly-tipping)
- No Waste products are placed down any drainage without prior permission
- Report any corrosion or wear of storage containers / transporters (e.g. bins / carts / skips)
- Risk Assessments / Toolbox talks are to be in place to ensure non-hazardous waste is handled, stored and correctly managed by competent personnel as per legislation/guidance

Contractors handling/moving UK CEH hazardous waste

UKCEH will conduct regular checks via their Contract Management Meetings on the movement of hazardous waste to ensure the below points (not inclusive) are being met during the length of this contract.

The points above for non-hazardous waste should be noted along with;-

- Hazardous cleaning substances stored on site must be kept in non-flammable, leak-proof containers, with accompanying COSHH Assessments provided to UKCEH.
- Any liquid wastes should be stored in a suitable container and these containers kept in a secure, bunded area prior to disposal. Permission must be obtained from UKCEH prior to utilising the UKCEH hazardous waste disposal route for such items.
- Risk Assessments / Toolbox talks are to be in place to ensure hazardous waste is handled, stored and correctly managed by competent personnel as per legislation/guidance

6. Contract Management and Review

The Contractor shall provide to UKCEH a monthly report detailing the following information:

- Staff attendance including billable hours and sickness
- Volume and cost of equipment and materials used in the delivery of the services including those that have been purchased as replenishment
- Quarterly review meeting with the Site Manager
- An invoice broken down by costs to be paid by UKCEH within 30 days

7. Sustainability

UKCEH takes it's environmental responsibility seriously and expects all its Contractors to do the same.

UKCEH welcomes suggestions from its Contractors so that both parties may reduce their environmental impact.

8. Contract Period

The Contract Period shall not exceed 4 years in length and will be reviewed after year 2 and each subsequent year.

9. TUPE

Due to the current staff on site, the Contractor warrants to undertake all TUPE obligations with the current supplier and shall co-operate with them and UKCEH to transfer all current staff onto their enrolment procedure before the Contract commences.