

Specification for Window Cleaning

1. The cleaning of windows will be required both externally and internally where shown on the schedule of establishments (see PP 15046 - Schedule of Rates). Upon conclusion of each cleaning operation the glass will be smear and mark free including the removal of foreign objects. The service must also include the wipe down of each window sill (where accessible), removing all excess water. All marks, dirt, smears and grease shall be removed so that the surfaces can be polished to provide a visibly clear and clean surface. Particular cleaning attention shall be paid to the corner areas of the glazing as well as the edges and corners where equipment is located, to safeguard against any dirty deposits gathering.
2. On ledges and sills all water runs to be removed and the sills and reveals dried on completion
3. Providers must submit with their tender response a complete suite of site specific risk assessments together with a comprehensive method statement for the cleaning of windows (including external elevations of High rise blocks) and the removal of foreign objects, along with a programme of works on how you would operate the contract.
4. All water residue resulting from the window cleaning operation to be mopped/removed from walls, windows sills, surrounding areas and floors to maintain the safety of officers/residents at all times
5. Requirements may vary from time to time, of which notice will be given to the successful provider in advance of any cleaning.
6. Windows on domestic properties such as blocks of flats or maisonette's, are only to be cleaned in communal areas, i.e. main entrance doors, windows and corridors etc. All windows found on commercial buildings such as offices, libraries, day centres etc., are to be cleaned.
7. Providers are recommended to visit locations prior to the closing date of the tender; these visits should be arranged directly with the Service Group using the contact list provided in the schedule of rates. This is to enable providers to submit accurate sustainable prices for evaluation.
8. Prices submitted at tender stage will be fixed for 12 months from the commencement of the contract.
9. During the above visits, providers should satisfy themselves that access is available to all windows and where appropriate, safety fittings provided to enable the safe cleaning of windows. Some buildings may only be accessible externally and from ground floor level. Providers must therefore be able to offer a safe system of working on this contract considering these factors. Providers unable to offer a viable and safe solution to complete this contract may be rejected at the tender stage. Should further information be required during the evaluation period providers will be contacted to demonstrate or clarify their proposal.
10. The tender document gives estimated requirement figures for guidance purposes only and should not be taken as a guaranteed level of business, establishments may open or close during the contract period and be added or deleted from the contract.

11. The Schedule gives frequencies for the cleaning required for each establishment. At the end of each clean a signature must be obtained for confirmation that the work has been carried out satisfactorily. A copy must be left with the establishment(s).
12. The successful provider will be responsible at all times for the safety of their employees and at all times should comply with the current Health and Safety Legislation including, Work at Height Regulations 2005 and BS 8213: Part 1: 1991. The successful provider must at all times check the safety of buildings prior to cleaning. If it is not safe their employee(s) should inform their officer in charge and not proceed with the clean. The officer in charge shall notify the service user immediately.
13. Provision of any and all equipment required to carry out the whole of this service is the responsibility of the provider.
14. During the period of the contract, it may be necessary for the customer to require one off cleans, for which the successful provider will be requested to provide a written quotation. This may be added to the contract schedule if required.
15. The successful provider must ensure that correct safeguards are taken to prevent danger to children and any other person(s) whenever their vehicles, equipment and cleaners in progress are on the Wolverhampton City Council or Wolverhampton Homes premises.
16. All windows will be returned to a closed and/or locked position upon conclusion of the cleaning operation
17. Representatives of the successful provider must carry, at all times, identity cards in a form approved by the Council and make such cards available for inspection on request by any officer of the Council. The provider shall ensure that all employees are properly attired and presentable in identifiable uniforms and travel in liveried vehicles.
18. Any complaints from Service Groups will be investigated directly by the provider within 24 hours of receiving the complaint, followed by a report back to the Service Manager detailing the steps that were taken to resolve the issue within 5 working days. All correspondence must be concluded in writing. Initial reporting of the complaint maybe by telephone.
19. Detailed monthly timetables stating the day the service will take place are to be provided 2 weeks in advance of the commencement of each month.
20. All window sills must be wiped down, removing all foreign objects and excess water.
21. The provider must have a process in place whereby they will inform residents residing in high rise accommodation that windows in their communal areas have been cleaned on that day. (Wolverhampton Homes only)
22. Any identified hazards or repairs the provider notices throughout the operation of this contract must be notified immediately by telephone and backed up with an email at the end of each working day. This will be to the nominated contact in the cleaning schedule or the contract manager detailed separately in the contract.
23. Wolverhampton Homes is exploring the possibility of a future service requirement for an ad-hoc service. The details of the service are shown separately in the evaluation templates. The requirement will not form part of this contract or be evaluated. Rates provided at this point will be for information only to Wolverhampton Homes.

24. The successful provider will complete a customer satisfaction survey in the eleventh month of the first year the contract is running. A selection of service groups nominated and selected by the Council and Wolverhampton Homes will take part. Details of the survey requirements to be agreed once the contract award has been made. Findings and recommendations of the survey will be agreed and implemented. in subsequent years of the contract.