

Attachment 3 - Requirements Specification

[Insert Buyer Name & Procurement Title]

Further Competition under RM6130 Building Cleaning Services

[Guidance: Use this template as a guide. Headings and pre-populated text are examples you may choose to use. Delete any sections or text that are not applicable. Delete any guidance and remove any yellow highlighting prior to publication.]

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1. **Introduction**

[Guidance: You could give a brief introduction to your organisation, a brief summary of your requirements, and the reason behind your procurement in order to put your requirements into context. You could include the type of work your organisation conducts. You could include brief details on your current cleaning arrangements. You could include a link to your website.]

* 1. Text
  2. Text
     1. Subtext

1. **Definitions**

[Guidance: List any acronyms or jargon used in this document along with their definition.]

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| PPE | Personal Protection Equipment |
| CoSHH | Control of Substances Hazardous to Health |
| CCS | Crown Commercial Service |
| TUPE | Transfer of Undertakings (Protection of Employment) Regulations |
| DBS | Disclosure Barring Service |
| KPIs | Key Performance Indicators |
| Buyer | [Your organisation] |
|  |  |

1. **Scope of the Requirement**

[Guidance: You could give a broad overview of what you require. What types of cleaning are required? Where do you need it (e.g. national/certain area(s))? When do you need it (e.g. daily/weekly/ad hoc)?]

* 1. Text

**Locations and Buildings**

[Guidance: What are the locations, types of buildings, quantities of buildings by location in question, number of people per building? You could include site overviews. You could include an appendix of detailed information, including a full list of locations with addresses. Other helpful information for the appendix could be building area sizes, occupancy, floor plans, information on parking cost and availability.]

* 1. Text
     1. Subtext

**Operating Days and Hours**

[Guidance: When do you need the service to operate e.g. days of the week, weekends, weeks of the year, Bank Holidays? Are there any specific hours of the day that cleaners need to use? When are the buildings in use? This information may help to inform your Pricing Matrix.]

* 1. Text

1. **The Requirement**

[Guidance: What are the specifics of what you require? What needs cleaning? What floor types are in each area? What tasks need carrying out e.g. removal of bin waste to outside bins? You could include a detailed cleaning task list (and task frequencies) for each building/area/room as an appendix.]

* 1. Text

**Equipment**

[Guidance: Who will be providing the equipment e.g. vacuum cleaner, brushes, mop and bucket (the supplier or yourselves? If both, who provides what?)? Where will it be stored? Is the storage place lockable?]

* 1. Text

**Cleaning Materials**

[Guidance: Who will be providing the cleaning materials e.g. Cloths, sponges, chemicals? Where should it be stored? If the storage place is lockable?]

* 1. Text

**Consumables**

[Guidance: Who will be providing the consumables e.g. hand towels, toilet roll, hand soap, refuse sacks? Who replenishes the consumables? What consumables are required? What are the expected volumes of each consumable? Where should consumables be stored? Is the storage place lockable?]

* 1. Text
     1. Subtext

**Personal Protective Equipment (PPE)**

* 1. [Example: The Supplier shall provide PPE for all of its cleaners in line with the following government guidance: [insert relevant PPE guidance].]
  2. [Example: The Supplier shall ensure safe disposal of all PPE and other waste used by its cleaners, as per the following government guidance: [insert relevant guidance].]
  3. Text

1. **Standards**

[Guidance: If relevant, you could list any specific standards of cleaning required. *Refer to ‘DPS Schedule 1 – Specification’ for examples.*]

* 1. Text

1. **Health and Safety**

[Guidance: You could insert any Health and Safety requirements you need the supplier to follow. You could include that suppliers may conduct site visit(s) if they wish in order to conduct risk assessments.]

**Risk Assessments and Method Statements**

* 1. [Example: No less than [5 days] prior to the contract start date, the Supplier shall provide, for review by the Buyer, copies of all method statements and risk assessments relating to the work to be carried out.]
  2. Text

**Covid-19**

* 1. [Example: The Supplier shall ensure its cleaners adhere to all current Covid-19 guidance or guidance relating to any future pandemic, including social distancing, face mask wearing, hand washing.]
  2. [Example: The Supplier shall carry out cleaning using as a minimum the recommended methods and practices set out in: [input links to any relevant guidance e.g. [COVID - 19 Cleaning in non-healthcare settings](https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings), the BEIS [‘COVID-19 secure’ guidelines](https://www.gov.uk/government/news/new-guidance-launched-to-help-get-brits-safely-back-to-work) on getting back to work].]
  3. Text

**Incident Reporting**

* 1. [Example: The Supplier shall record and investigate all accidents, incidents, dangerous occurrences and near misses involving their staff.]
  2. [Example: Following such an incident, the Supplier shall notify the Buyer immediately and follow up with a written report within [24 hours], which shall include suggestions to prevent future incidents.]
  3. Text

1. **Security**

[Guidance: Is security clearance required e.g DBS check, and at whose cost? Does uniform need to be worn? Are ID badges are required and if so, who provides them? Do staff need to sign in and sign out? Does each cleaner need to provide proof of identity before starting work? Are building passes required? You could mention that mobile phones/photography equipment is not permitted, if applicable. Are personal storage lockers to be provided to cleaners? It’s important to be clear on what is required of the supplier, what actions they need to take, things they need to consider, what they need to provide and any likely costs they are likely to incur.]

* 1. Text

1. **Implementation, Mobilisation and Exit Management**

[Guidance: Implementation/mobilisation of staff. Exit management. Staff transfer.]

**Implementation**

* 1. [Example: The Supplier shall work with the Buyer and incumbent supplier on suitable handover activities to ensure continuity of service.]
  2. [Example: The Supplier's full-service obligations shall formally be assumed on the service start date as set out in ‘DPS Schedule 6 - Order Form’.]
  3. Text

**Mobilisation**

* 1. [Example: The Supplier shall mobilise staff so they are ready to start work by the contract start date.]
  2. Text

**Exit Management**

* 1. [Example: The Supplier shall cooperate as part of an exit management plan with the Buyer and any new supplier to ensure continuity of service, as per ‘DPS Order Schedule 10 - Exit Management’.]
  2. [Example: The Supplier shall agree to work on any handover to a replacement supplier, with relevant reports and management information to be supplied.]
  3. Text

**TUPE**

* 1. [Example: The Supplier shall be responsible for staff transfer in line with the terms set out in ‘DPS Order Schedule 2 - Staff Transfer’.]
  2. Text

1. **Performance Measurement and Reporting**

**Service Levels (KPIs)**

[Guidance: How are you going to measure the Supplier’s performance e.g. attendance, time taken to respond to reactive cleaning requests? What are the consequences for not meeting targets e.g. service credits as a percentage of invoice amount (up to a maximum), additional contract management meeting triggered? Are the consequences proportionate? Are your targets fair and do they reflect the business need? Generally, stricter Service Level (KPI) Targets lead to higher prices from suppliers. It is best practice for service level measures to be SMART (Specific, Measurable, Achievable, Relevant, Time bound). *Once you have your final Service Levels (KPIs), either duplicate them in ‘DPS Order Schedule 14 – Service Levels’ or move the table from here to DPS Order Schedule 14, directing suppliers to that Schedule.]*

* 1. [Example: Service Levels (KPIs) shall be managed in accordance with ‘DPS Order Schedule 14 - Service Levels’.]
  2. [Example: Supplier performance shall be monitored each [month] using the following Service Levels (KPIs). Failure to meet any Target in any month leads to the corresponding Missed Target Result.]

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **KPI** | **Description** | **Measure** | **Target** | **Missed Target Result** |
| 1 | Attendance on contracted shifts | Shift attendance as a percentage of total contracted shifts | X% |  |
| 2 | Attendance at agreed times | Quantity of shifts started within [X minutes] of the agreed start time, as a percentage of total contracted shifts | X% |  |
| 3 | Completion of all tasks as a minimum to the required frequency and standard |  |  |  |
| 4 | Reporting requirements met in accordance with this Contract. |  |  |  |

1. **Quality Assurance**
   1. [Example: The Supplier shall monitor staff attendance on a daily basis.]
   2. [Example: The Supplier shall complete work quality audit/inspections every [insert time frame] to ensure work is being completed to the required standard.]
   3. [Example: The Supplier shall record any complaints and issues. The Supplier shall work to resolve any complaints and issues.]
   4. [Example: In the event the Buyer is not satisfied with the quality of work or Service Level performance, the Supplier shall be required to attend a meeting with the Buyer at a mutually agreed location (physical or virtual) and at no cost to the Buyer, in addition to regular contract management meetings, to discuss issues and agree a resolution. If there is no improvement after a mutually agreed timescale, the Buyer has the right to escalate to CCS.]
   5. [Example: The Supplier, upon request by the Buyer or CCS, shall cooperate with any investigation into alleged poor performance, conduct or any other complaint received.]
   6. Text
2. **Contract Management**

[Guidance: How are you going to manage the contract? How are you going to keep in contact with the supplier? How are you going to monitor performance and address any issues that arise? Do you want supplier staff to attend an induction or any training e.g. housekeeping, behaviour expectation setting, housekeeping?]

**Correspondence**

* 1. [Example: The Supplier shall provide a single point of contact, including email address and phone number, to the Buyer upon contract award.]
  2. [Example: The Buyer shall provide a single point of contact, including email address and phone number, to the Supplier upon contract award. All correspondence shall go through this single point of contact, unless otherwise instructed.]
  3. Text

**Start-Up Meeting**

* 1. [Example: The Supplier shall attend a start-up meeting as arranged by the Buyer in advance of the contract start date, to cover for example introductions, expectation setting, and housekeeping.]
  2. Text

**Contract Management Meetings**

* 1. [Example: The Supplier shall attend contract management meetings [once a month] as arranged by the Buyer, unless otherwise requested by the Contracting Buyer.]
  2. [Example: The Supplier shall provide the Buyer with completed copies of the following documents, [3-5 working days] prior to each meeting:
* Work quality audits/inspections
* Attendance records
* Complaints and issues resolution log
* Service Level reports]
  1. Text

1. **Environment, Sustainability and Social Value**

[Guidance: Do you require eco-chemicals to be used? Do you have any chemical-free cleaning requirements? Do you require the supplier to have any measures in place to address modern slavery? Do you require the supplier to have any measures in place to address carbon footprint reduction? *Refer to ‘Joint Schedule 5 - Corporate Social Responsibility’. These requirements could inform your Quality Questions.*]

* 1. Text
     1. Subtext

1. **Payments and Invoicing**
   1. [Example: The Supplier shall submit invoices [monthly in arrears].]
   2. [Example: The Supplier shall submit invoices to a nominated email address, to be confirmed upon contract award.]
   3. [Example: The Supplier shall ensure each invoice includes a breakdown of work completed and the associated costs by hour, by staff, by site.]
   4. [Example: Any ad hoc services shall be [invoiced separately/added as a separate line on the regular invoice].]
   5. [Example: The Supplier shall not invoice for any shifts or part-shifts not attended.]
   6. Text
2. **Title**
   1. Text
      1. Subtext
3. **Title**
   1. Text