



## **FO107-20 Lot A: CLEANING SERVICES SPECIFICATION - WALLINGFORD**

# Contents

1	Overview	3
2	Key Objectives	4
3	Scope of Service	5
4	Specific Requirements	7
5	Exclusions	13
	Appendix A - Area Categorisation	14
	Appendix B - Scheduled and Planned Activities	15
	Appendix C - Call Categorisation, Attendance and Completion Times	16
	Appendix D - Waste Standards	17
	Appendix E - Responsibilities Framework	18
	Glossary	

# 1 Overview

- 1.1 The Contractor shall provide a Domestic Service to deliver the following:
  - a. All Domestic Services to the Facilities on the Site.
  - b. Local Waste Collection duties internally within the Site.
- 1.2 The Domestic Service shall apply to all areas of the Sites as identified within the Wallingford Site Plans
- 1.3 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 British Institute of Cleaning Science (BICSc) as amended.
- 1.4 The Domestic Service shall be provided in accordance with the property operational hours as defined within Appendix A – Site Opening Hours
- 1.5 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.
- 1.6 The Contractor shall provide and operate a flexible system of responding to peaks and troughs in demand throughout the day/year as appropriate in a proactive manner.
- 1.7 As part of the Domestic Service delivery, the Contractor shall provide Local Waste Collection from offices, labs & canteen area to the site central waste holding facility.
- 1.8 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.

## 2 Key Objectives

### 2.1 The Contractor shall:

- a. Achieve a high level of environmental cleanliness throughout the facilities within the Site.
- b. Provide a quality driven Domestic Service which achieves an optimum standard of cleaning for all buildings and areas of the Site appropriate for their use.
- c. Provide Domestic Service which is held in high regard by all service users.
- d. Deliver a standard of service that helps to provide a positive image of UKCEH.
- e. Ensure that standards of comfort and cleanliness stay high and that any reduction in the quality of service is recognised and corrected.
- f. Deliver the service in an environmental and sustainable manner.
- g. Ensure that the Domestic Service is provided in a flexible and accommodating manner at all times within working areas,

## 3 Scope of Service

- 3.1** The Contractor shall comply with all requirements set out
- 3.2** The Contractor shall provide the Domestic Service on a scheduled, planned and reactive request basis as maybe required to meet the service standards and waste standards.
- 3.3** The Domestic Service consists of:
- a. General requirements.
  - b. Scheduled cleaning.
  - c. Planned cleaning.
  - d. Reactive cleaning.
  - e. Local Waste Collection.
  - f. General domestic duties.
  - g. Equipment, Materials & Consumables.
- 3.4** The Contractor shall be responsible for the cleaning of all office areas as identified in Appendix A - Area Categorisation of this Specific Service Specification, to the standards and monitoring frequencies as defined in BICSc.
- 3.5** **With the exception of office areas**, the Contractor shall be responsible for the cleaning of all functional areas as identified in Appendix A - Area Categorisation of this Specific Service Specification, to the standards and monitoring frequencies as defined in BICSc.
- 3.5.1** Within office areas, the required service levels are as follows:
- 3.5.1.1** Low-Risk Areas:
- i. Standards should be maintained through regular and frequent cleaning with spot cleaning in between.
  - i. Audited at least every three months, more frequently if required standards are not maintained.
  - ii. Areas adjoining low-risk areas should be treated as having the same risk levels of cleaning.
- 3.6** Within the Site areas, the Contractor shall be responsible for cleaning to the agreed standards of all elements within each of the functional areas as so defined within this specific service specification.

- 3.7** The Contractor must adhere to any new legislative change in the event that the BICSc are modified or changed at the cost of the contractor.
- 3.8** 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 Domestic Service. The Contractor will also be responsible for ensuring inventory levels adequately meet demand, including weekly/yearly service peaks and troughs.
- 3.9** The Contractor shall provide, manage, maintain and re-stock bathroom consumables. Washroom consumables shall include but not limited to:
- i. Foam and liquid soap.
  - ii. Toilet rolls.
  - iii. Sanitiser.
  - iv. Paper towels.
  - v. All cleaning consumables.
- 3.10** The Contractor will be required to undertake a benchmarking exercise at the start of the contract to acquire best value for money on bathroom consumables and cleaning products.
- 3.11** The Contractor is required to provide and maintain, toilet roll holders, paper towel dispensers and sanitisers. The Contractor is free to use the existing dispensers on site if required. The hand dryers are the responsibility of the Facilities Team.
- 3.12** The Contractor is to provide and maintain hand sanitisers at all main entrances and intersections within the site. Locations to be confirmed during mobilisation
- 3.13** UKCEH has installed hand dryers across the Site. Where hand dryers have been installed the Contractor will not be required to provide paper hand towels within these area, but shall be required to wipe down & soak up any excess water in the drip trays as well as to log all faults to the Facilities Management Team on Site.
- 3.14** The Contractor shall provide Local Waste Collection, encompassing the following stages in the Waste management cycle:
- a. Waste collection and transportation from point of use such as office, canteen to the site central waste holding facility, ensuring that:
    - i. Waste is packed in suitable and adequate containers (waste bags, etc. as described in Appendix E - Waste Standards of this Specific Service Specification.
    - ii. Collected waste is transferred to containers suitable for waste transportation (wheelie bins, etc.) compliant with legislative and UKCEH guidelines and taken to the site central waste holding facility.
- 3.15** Waste must be left out of sight of the general public (e.g. the Contractor shall not leave waste bags on top of bins or on the floor in corridors).

## 4 Specific Requirements

Table 2: Specific Requirements

Ref	Performance Parameters	Remedial Period	Monitoring Method
<b>General Requirements</b>			
01	Within one month of the start of the Commencement Date, and annually thereafter, the Contractor shall produce for review, comment and ultimate agreement by the Site FM a fully and detailed check list of activities to be instigated. The check list which will be put into operation will be used by the Contractor to check that all the appropriate tasks have been enacted.	1 day	Contractor to make available agreed and current check list.
02	The Contractor shall submit to the Site FM prior to the Commencement Date, a cleaning protocol defining the interface between the Site FM Team and the Contractor's management/supervisory team.	1 week	Agreed and current cleaning protocol in place.
03	The Contractor shall undertake a quarterly review of the cleaning protocol following the Commencement Date.	1 week	Quarterly review undertaken, and agreed cleaning protocol in place.
04	The Contractor is to comply with the agreed cleaning protocol.	1 day	Determined by default.

Ref	Performance Parameters	Remedial Period	Monitoring Method
<b>Scheduled Cleaning</b>			
05	<p>The Contractor shall submit cleaning schedules per facility to the Site FM for approval prior to the Commencement Date and undertake a quarterly review of these schedules thereafter to ensure they continue to support UKCEH's activities.</p> <p>The cleaning schedules will be developed into Service Level Agreements with Site FM and updated accordingly to reflect any property specific requirements prior to the Commencement Date.</p> <p>The Contractor shall ensure that scheduled cleaning is undertaken in accordance with the - Property Operational Hours as defined within Appendix A.</p>	1 week	Schedules in place. Quarterly review undertaken.
<b>Planned Cleaning</b>			
06	<p>The Contractor shall agree the requirements for planned cleaning with the Site FM one month prior to the Commencement Date and undertake a quarterly review of this activity to ensure they continue to support UKCEH's activities.</p> <p>The Contractor shall ensure that planned cleaning is undertaken in accordance with the - Property Operational Hours as defined within Appendix A</p>	1 week	Planned Activity programme in place. Quarterly review undertaken.
07	In accordance with Appendix A - Area Categorisation of this Specific Service Specification, the Contractor shall ensure that planned cleaning activities have been completed in accordance with the Attendance Times as identified within Appendix C – Call Categorisation Attendance and Completion Times of this Specific Service Specification.	As completion time.	Determined by default.



Ref	Performance Parameters	Remedial Period	Monitoring Method
<b>Reactive Cleaning – Site Specific (See Appendix C)</b>			
08	<p>The Contractor shall respond to reactive requests for cleaning requirements in accordance with Appendix C - Call Categorisation Attendance and Completion Times of this Specific Service Specification.</p> <p>Reactive requests shall include but will not be limited to:</p> <ul style="list-style-type: none"> <li>• Spillages /spoiling (internal and external);</li> <li>• Replenishment of Materials/ disposables/Consumables, e.g. toilet tissue, hand towels, hand cleanser etc. as required to deliver the Domestics Service;</li> </ul>	-	-
09	Urgent reactive requests for cleaning duties are completed in accordance with the service standards, agreed service method statement and Appendix C - Call Categorisation Attendance and Completion Times of this Specific Service Specification.	As completion time.	Helpdesk records. Determined by default.
10	Routine reactive requests for cleaning duties are attended in accordance with the service standards, agreed service method statement and Appendix C - Call Categorisation Attendance and Completion Times of this Specific Service Specification.	As attendance time.	Helpdesk records. Determined by default.
<b>Local Waste Collection</b>			
11	The Contractor shall ensure that any accidental spillages of waste are cleaned in accordance with a procedure approved by the UKCEH	30 minutes	Determined by default.
12	The Contractor shall ensure local waste movements are undertaken in accordance with UKCEH Policies and waste standards, Centralised points emptied daily.	1 hour	Monthly review of procedures.

Ref	Performance Parameters	Remedial Period	Monitoring Method
13	The Contractor shall ensure that all internal bins/receptacles are wiped clean upon each use, and disinfected inside and out monthly.	30 minutes	Monitored by regular audit by the Contractor's Domestic Service Managers and Supervisors.
14	<p>Prior to the Commencement Date, the Contractor shall submit a review of routes, including contingency routes and resilience plans, for all waste movements for UKCEH approval.</p> <p>For the avoidance of doubt; all routes shall be reviewed on an annual basis or at the point of any major change to the Site.</p>	1 week	Annual review undertaken.
15	The Contractor shall ensure waste movements only occur within the routes agreed by UKCEH.	1 hour	Determined by default
<b>General Domestic Duties</b>			
16	<p>To support governance and compliance the Contractor shall provide to UKCEH a monthly written report in the agreed format, quality and standard, providing the following information:</p> <ul style="list-style-type: none"> <li>• Staff attendance, hours, sickness and turnover on a facility-by-facility basis; and</li> <li>• Volume and cost of equipment and materials used in the delivery of the Domestic Service including those that have been purchased, detailing the make and model of each item.</li> </ul>	1 week	Monthly report submitted to UKCEH by due date.

Ref	Performance Parameters	Remedial Period	Monitoring Method
<b>Equipment, Materials, Consumables and Chemicals</b>			
17	The Contractor shall ensure that all cleaning equipment, materials and chemicals used in the delivery of the Domestic Service are securely and safely stored to avoid any disruption to UKCEH activities, or harm to service users when not in use and where appropriate ensure that COSHH information is available for inspection. All need to be approved by the Facilities Manager prior to use.	1 day	Measured monthly using departmental checklists. Monitored by regular recorded random checks by the Contractor's Domestic Managers and Supervisors.
18	The Contractor shall ensure that cleaning equipment, materials and chemicals designated for use in specific locations are clearly marked and used only in those specific locations.	1 hour	Determined by default.
19	The Contractor shall make sure that all cleaning equipment, materials, and chemicals are never left unattended.	1 hour	Monthly inspection of records.
20	The Contractor shall ensure that all cleaning and waste trolleys are secure whilst cleaning activities take place. For the avoidance of doubt all trolleys must be stored in a safe and secure area when not in use.	1 hour	Monthly inspection of records. Monitored by regular Audit by the Contractor's Domestic Service Managers and Supervisors.
21	The Contractor shall ensure that adequate levels of washroom consumables are available to service users throughout the Site operational hours and shall provide a top-up service to ensure adequate levels are maintained throughout these ours.  Within one month of commencement date the Contractor will supply sanitisers to main entrances and intersections as agreed with site FM.	1 week	Monthly inspection of records.

Ref	Performance Parameters	Remedial Period	Monitoring Method
<b>Additional Activities</b>	<p>The Contractor shall scope, cost, project manage and deliver all requests for Additional Activities and shall carry out the services only when authorised to do so by the UKCEH Facilities Team.</p> <p>All Additional Activities must be accompanied with full signed authorisation by the Facilities Manager who has budget holder responsibility for the spend.</p>		<p>Measured monthly using departmental checklists.</p> <p>Monitored by regular recorded random checks by the Contractor's Domestic Managers and Supervisors.</p>

## 5 Exclusions

- 5.1** For the avoidance of doubt the following are not part of the Domestic Service:
- a. Management and disposal of waste off-site.
  - b. The cleaning of monitors, wall-mounted screens & telephones.
  - c. Providing receptacles and bins for the Domestic Service, with the exception of waste bins / receptacles associated with the Contractors own service.
- 5.2** For the avoidance of doubt the Contractor shall not clean, or move to enable general cleaning, items of equipment so identified by UKCEH unless in agreement with the Facilities Team. This shall include but not be limited to:
- a. Lab instruments.
  - b. Mobile laboratory benches.
  - c. Department based computers (including tower monitors and keyboards).
  - d. Equipment that is plugged in for recharging.
  - e. Personal belongings of Staff.

# Appendix A - Area Categorisation

Functional Areas across the Site have been categorised in accordance with BICS. The Functional Areas (To include office space, laboratories, canteen, meeting rooms, corridors & other) have been provided in the form of floor plans for each site.

- Areas identified as “N/A” do not require to be cleaned by the Contractor; and
- Areas identified as “FM Contractor” relate to areas which will be under the control of the Contractor and therefore the cleaning of these areas will be the responsibility of the Contractor.

## SITE OPENING HOURS

Wallingford – Monday to Friday 07:00 – 17:30, Saturday upon Request.

## Appendix B - 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.

**Table 5: Planned Cleaning**

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

**Table 6: 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

**Table 7: Scheduled / Planned Local Waste Collection Completion Times**

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

## Appendix C - Call Categorisation, Attendance and Completion Times

### 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 avoid operational problems or an emergency if not remedied.	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.
Reactive	A fault that shall cause operational problems if not attended to, or a reactive request which requires attendance quickly to avoid operational problems.		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.	30 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.



## Appendix D - Waste Standards

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

**Table: Waste Standards**

Waste Type	Service Standard
General	<ul style="list-style-type: none"> <li>• Appropriate protective clothing is worn at all times when handling waste.</li> <li>• Bag weight limits are observed and not exceeded.</li> </ul>

**Table: Waste Collection and Storage**

Location	Service Standard
<b>Internal</b> Internal collection and storage is defined as within the facilities to the site central waste holding facility.	<ul style="list-style-type: none"> <li>• Waste bags shall not more than 3 quarters full at any time;</li> <li>• Type, size and number of containers is adequate for the activities undertaken in the area;</li> <li>• Waste types are kept separate at all times;</li> <li>• Lockable, dedicated trucks, trolleys or wheeled containers with the following characteristics should be used:               <ul style="list-style-type: none"> <li>• Clean and free from residual dirt or water;</li> <li>• Leak free;</li> <li>• Easy to load/unload;</li> <li>• Do not offer harbourage for insects or vermin; and</li> <li>• In good repair.</li> </ul> </li> <li>• Containers shall be waste type-specific, labelled accordingly and used only for storage and transportation of that waste type;</li> </ul>

## Appendix E - Responsibilities Framework

Note: These are the minimum cleaning frequency requirements under BICSc, as amended by UKCEH.

Table: Minimum Cleaning Frequency Requirements

Element		Responsibility	Frequency (Weekly) – Wallingford	Standard
01.	Walls	Contractor	✓ Spot clean	All parts of the element should have a visual appearance of being free of Dirt and Stains.
02.	All Glass Doors	Contractor	✓ One full clean daily	All parts of the element should have a visual appearance of being free of Dirt and Stains.
03.	Floor – Hard	Contractor	✓ Wet mop once a week ✓ Dust, mop, spot mop 4 x weekly	All parts of the element should have a visual appearance of being free of Dirt, Stains or scuff marks
04.	Floor – Corridor	Contractor	✓ Wet mop one full clean daily ✓ Machine clean once weekly ✓ Vacuumed once weekly	All parts of the element should have a visual appearance of being free of Dirt and Stains.
05.	Floor – Lab Floors	Contractor	✓ Dry mopped daily ✓ Wet mop one full clean weekly	All parts of the element should have a visual appearance of being free of Dirt and Stains.
06.	Floor – Soft	Contractor	✓ Spot clean 4 x weekly ✓ One full clean per week	All parts of the element should have a visual appearance of being free of Dirt and Stains.
07.	Offices/Meeting Rooms/ Fixtures & Fittings (See BICS)	Contractor	✓ One check clean weekly	All parts of the element should have a visual appearance of being free of Dirt and Stains.
08.	Hand Dryers	Contractor	✓ Check cleans Daily	All parts of the element should have a visual appearance of being free of Dirt and Stains. Containers & Dispensers should be kept replenished
09.	Waste Receptacles (All areas inc. Labs)	Contractor	✓ Daily check cleans ✓ Damp wipe weekly	All parts of the element should have a visual appearance of being free of Dirt and Stains. Receptacles should be emptied daily and not allowed to overflow.
10.	Kitchen Cupboards/Drawers	Contractor	✓ Daily spot check & wipe down	All parts of the element should have a visual appearance of being free of Dirt, Stains or food debris (Contractor)
11.	Microwaves	Contractor	✓ One full clean and one check cleans weekly	All parts of the element should have a visual appearance of being free of Dirt, Stains or food debris.
12.	Fridges	Contractor	✓ One Full Clean Monthly ✓ Dispose of any out of date food products (Details to be confirmed)	All parts of the element should have a visual appearance of being free of Dirt and Stains.
13.	Shower Rooms	Contractor	✓ Spot clean daily ✓ Full clean x 1 weekly	All parts of the element including shower curtain should have a visual appearance of being free of Dirt, Stains, soap scum or lime scale.
14.	Toilets	Contractor	✓ Full clean daily	All parts of the element should have a visual appearance of being free of Dirt and Stains or food debris

Element		Responsibility	Frequency (Weekly) – Wallingford	Standard
15.	Replenishment	Contractor	✓ Once daily	There should be plenty of all Consumables and soap.
16.	Sinks	Contractor	✓ Once daily	All parts of the element should have a visual appearance of being free of Dirt and Stains, soap scum or lime scale. Plugholes and overflow should be free from build-up of hairs and debris
17.	Laboratory Benches	Contractor	✓ Spot clean daily ✓ One full clean weekly	All parts of the element should have a visual appearance of being free of Dirt and Stains.
18.	Gro-dome	Contractor	✓ Entrance area only – 2 x weekly brushed, mopped and sinks cleaned	All parts of the element should have a visual appearance of being free of Dirt and Stains.
19.	Engineering Workshops	Contractor	✓ Wet mop one full clean weekly	All parts of the element should have a visual appearance of being free of Dirt and Stains.
20.	Lab Coats	Contractor	✓ Washing to be carried out on site using Client facilities after autoclaved by Client	

Glossary

The Contractor	Contractor awarded contract
Domestic Service	Cleaning Service to include but not limited to sweep; mop; wipe down; wash areas identified
Local Waste Collection	Removal of waste items from offices; shared spaces; laboratories; meeting rooms and recycled waste collection bins throughout the Site
Property Operational Hours	Site opening hours
UKCEH	UK Centre for Ecology & Hydrology
BICSc	British Institute of Cleaning Science
Commencement Date	Date contract is deployed and Contractor commences work in line with the contract specification
Service Level Agreement	Contract between a service provider (Contractor) and a customer (UKCEH), it details the nature, quality, and scope of the service to be provided.
Additional Activities	Cleaning/Waste activities outside of the normal schedule of activities to be agreed by UKCEH contract manager and Contractor