STFC Tender Document

LOT 1

RUTHERFORD APPLETON LABORATORY, HARWELL CAMPUS

Term Service Contract

3 + 1 years

For

COMMERCIAL CLEANING SERVICES, SPECIALIST CLEANING, FEMININE HYGIENE UNITS, DUST MATS, SITE WINDOW AND CLADDING CLEANING

At The

Rutherford Appleton Laboratory and Associated Sites

1. Introduction

1.1 Description of portfolio

The Science and Technology Facilities Council, (STFC), part of UK Research and Innovation (UKRI), ("the Client"), invites you to submit a tender for the execution of a Term Service Contract to provide commercial cleaning services up to £6,000,000 excluding VAT, in accordance with the terms and conditions specified.

UKRI is an independent non-departmental public body that brings together the seven Research Councils (AHRC, BBSRC, EPSRC, ESRC, MRC, NERC, and STFC) plus Innovate UK and a new organisation, Research England. UKRI operates across the whole of the UK and has a combined budget of more than £8 billion. For more information, please visit: www.ukri.org

STFC is a world-leading multi-disciplinary science organisation. Their research seeks to understand the Universe from the largest astronomical scales to the tiniest constituents of matter, yet creates impact on a very tangible, human scale. For more information, please visit: www.stfc.ukri.org

1.2 Context

UKRI has launched its first environmental sustainability strategy (for reference only this is located in Appendix 11). As part of this, STFC is committed to renewing and developing its approach to *'embed sustainability in everything we do',* from enhancing our overall environmental performance, to phasing out avoidable single-use materials and reducing waste generation. The Client is looking for a commercial cleaning service that not only delivers value for money and quality, but also delivers and supports sustainable environmental improvements and innovation required by STFC's growing site.

Currently, cleaning and waste services are provided through a 'bundled' contract of which cleaning, and waste services are one lot. In support of its approach to continuous service improvement and sustainability, STFC has decided to separate the two elements of the current contract to secure a more focussed and effective approach. STFC seeks to work in partnership with a modern and forward-looking provider who has the capability and capacity to meet the site's needs, providing expertise to guide developments, providing cost efficiency and ensuring compliance.

1.3 Contract Terms

The Client wishes to appoint one Contractor for a period of three plus one years. The legal form of the contract will be NEC4 Term Service Contract. It is for the Contractor to ensure they are literate on this form of contract.

The cleaning services within the scope of this procurement are subject to TUPE. Window cleaning, feminine hygiene and dust mat services are not subject to TUPE.

1.4 Site Details

The STFC estate comprises a portfolio of old and new buildings, comprising a diverse range of space/accommodation types including offices, reception, communal and amenity areas, laboratories and clean rooms.

The primary scope encompasses the Rutherford Appleton Laboratory (RAL), which is at the heart of the Harwell Campus in Oxfordshire, England. Approximately 1,200 staff at RAL support the work of more than 10,000 scientists and engineers, chiefly from the university research community. RAL's pioneering research in areas such as energy, security, healthcare and the environment addresses important challenges facing society.

The RAL site is approximately 35 hectares and there are currently around 71 buildings on it. Please refer to Appendix 1 for details of the buildings site plan currently included in scope of the tender.

- In addition, there is a laboratory at Chilbolton near Stockbridge that consists of 8 buildings. Contractors should note that these areas are also in scope.
- Bidders should note, some buildings may change (be extended, removed or added) during the contract, or building uses (and therefore contractor services) change over the life of the contract.

1.5 Contacts

Any queries relating to the tender process are to be raised using the Message facility within the Delta e-procurement tool. The manager of this e-procurement is: UK Shared Business Services Ltd.

The Client's representatives known as 'Service Manager' will be:

(Head of Support Services, Estates Services, RAL)
(Soft FM Service and Contracts Manager, Estates Services, RAL)

Rutherford Appleton Laboratory
Harwell Oxford
Didcot
Oxfordshire
OX11 OQX Tel: 01235 445324

The Client may appoint any other person as Service Manager from time to time and will notify the Contractor of that change.

2 Specification

2.1 The overall requirement is for a fully integrated and seamless commercial and specialist cleaning service incorporating management of window and cladding cleaning, provision and servicing of feminine hygiene units and dust mats.

2.1.1 Appendices to refer to:

Appendix 1 – Site map and building list

Appendix 2 – Space data for cleaning contract

Appendix 3 – Supply of Labour Cleaning specification per building

Appendix 4 - Window Cleaning Schedule

Appendix 5 - Dust mat detail

Appendix 6 - Feminine hygiene schedule

Appendix 7 - Equipment list

Appendix 8 – Consumable Specification

Appendix 9 – TUPE data as at 21.02.21

Appendix 10 – Chilbolton – for general information

Appendix 11 – KPI (Draft version for agreement during mobilisation)

Appendix 12 - *Information only - UKRI Environment & Sustainability Strategy*

Appendix 13 – Non-disclosure Agreement

2.2 The site has a growth plan which the contract is required to respond to. Changes in buildings may include new, extended or buildings that are removed. Therefore, the contract services will change over the life of the contract. Appendix 1 details the current buildings and indicates new buildings that will be coming online during the life of the contract, the associated costs will be agreed.

2.3 The Contractor is required to acquire an awareness and understanding of the site and associated areas within the scope of the contract. Provide capability and capacity that is directly accessible at a local level so that the contract can be proactively managed and supported. This capability and expertise will need to include human resource professionals and senior representation that is both visible and available to the contract on a frequent basis. The Contractor will provide industry expertise on innovations, environmental sustainability, benchmarking and provide expert opinion on how to innovate and professionalise the service.

2.4 General Introduction to the Service Requirements:

2.4.1The cleaning service requirement has three distinct functional elements which are discussed in more detail within the specification:

- **Routine cleaning** – daily janitorial service and out of hours cleaning, currently includes a Covid 19 specification, office, communal space, external signage cleaning (low level) and facilities (kitchens, toilets, showers etc.,).
- **Supply of Labour** – Cleaning staff are placed in a department to perform specific tasks/specialist cleaning for a specific number of hours (generally in laboratories and workshops).
- **Waste Porterage** – The Cleaning Team have office, welfare and storage space in R24 which is the site waste compound. The Cleaning Team manage movement of waste on site (using STFC owned containers) which includes but is not limited to cardboard and confidential waste, storage and onward use of excess office furniture, disposal of fridges and waste furniture.

2.4.2 Other services include provision of feminine hygiene, dust mats and window and external cladding cleaning, specialist cleaning and consumables:

- **Window & Cladding Cleaning** – Appendix 4 attached providing detail of requirements for window cleaning per building. There will be additional requirements throughout the year and also there should be a provision for external cladding cleaning which can be included through the window cleaning or separated as appropriate
- **Dust mats** – Appendix 5 management of supply and regular servicing of all dust mats
- **Feminine Hygiene** – Appendix 6 management, supply and regular servicing of all sanitary units
- **Consumables** – Appendix 8 details the standard of consumables to be provisioned, these may only be substituted with authorisation to a product of the same standard and quality. There are varying requirements across the site and STFC seeks to consolidate the requirements to reduce and streamline.
- **Deep Cleaning & Specialist cleaning** including floors, soft furnishing areas, cleaning specialist equipment, and as required bio-hazardous cleaning.

2.5 Cleaning Services Standard

2.5.1 The Contractor shall ensure cleaning is to be carried out using cleaning methods which will achieve a good standard of cleaning, leaving the asset free from dirt, marks and smears, and preserving the original condition and appearance of the asset, given due consideration of its age and condition.

2.5.2 The Contractor shall provide Staff that are trained and accredited to deliver to the British Institute of Cleaning Science Standards 2020 (BICS) and are competent in their duties. As well as introducing an opportunity for the Contractor to use their skills and judgement to achieve cost effective and efficient Services, an outline of the standards of cleaning has been defined in the below *Table 1 - Cleaning Standards.*

2.5.3 The Contractor shall provide a cleaning service that is delivered in a safe and efficient manner as per the required *Cleaning Standards* set out by the Client and ensure that:

- The required Standard is in evidence at the start of each working day.
- As far as is reasonably practicable they specify and use cleaning materials and practices that are environmentally preferable or as specified by the Client.
- All general cleaning activities shall take place during the times set out by the Client or agreed otherwise.
- All Contractor staff shall wear formal corporate attire at all times including building/identification passes.

Table 1 Cleaning Standards

Type		Standard
Routine	The general or normal Service level. Typical for all occupied or generally accessed areas including common access spaces and general office areas.	All areas subject to regular routine cleaning activities should be free from loose debris, dust, fluff and lint on completion of the cleaning task for that area. There should be an overall even appearance and be odour free.
Prestige	The highest Service level. Typical for prestige and high visibility areas. This is classed as exceptional and should only be required in very rare circumstances	All areas subject to regular routine cleaning activities should be free from loose debris, dust, fluff and lint on completion of the cleaning task for that area. There should be an overall even appearance and be odour free. This standard would be above and beyond the norm expected for general office spaces and public accessible areas.
Specialist (Supply of Labour)	A bespoke or very specific service level. Typical for highly sensitive or specialist areas such laboratory facilities, data centres etc.	Areas subject to this standard will be specified as requiring a bespoke or unique approach to cleanliness. The standard will be specified as will frequency of Service.
General requirements:		
The following legislation, standards or guidance shall apply: • Adherence to STFC's Safety, Health and Environment Codes (see section 3.22) • British Institute of Cleaning Science (BICS) 2020; • Health and Safety at Work Act 1974 and Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply' • Control of Substances Hazardous to Health (CoSHH); • The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations)); • The Environmental Protection Act 1990 (the "EPA"); • Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations).		

2.6 Routine Cleaning and Daily Janitorial Cleaning

2.6.1 Cleaning in offices, communal areas and facilities generally takes place each evening between 4.30pm and 9.30pm Monday to Friday staff working a 4-hour shift. Further consideration should be given to the operational requirements to understand whether reducing the number of cleaning staff, by increasing the length of individual shifts, would improve or reduce productivity.

2.6.2 In some areas staff will be lone workers and Risk Assessments will be required. STFC Security supply a monitored lone worker device to those staff lone working following staff training on the device which is a mandatory system for the contract.

2.6.3 All requirements for additional work, reactive cleaning etc. are carried out by the daily janitorial team, they will be logged by internal customers or Estates staff on the Helpdesk (STFC run

their own Helpdesk for all work covered by the Estates function) and the requests will be forwarded to the Cleaning Team to action within three hours.

2.6.4 The janitorial team are equipped with spill kits to deal with on an ad hoc basis reports of urine or vomit incidents. More extensive bio-hazardous spillages to include sewage would be dealt with by specialist provision.

2.6.5 It will be the responsibility of the Cleaning Team to notify the Helpdesk on completion or status of tasks using the Client's CAFM Technology Forge system so that their Helpdesk can be updated.

2.6.6 Additionally, it is important that all cleaning staff (routine and daily janitorial) are vigilant as they move around the site and when they see something that is clearly not acceptable, they resolve it as part of their normal duties. These additional items should be reported to the Client's Helpdesk.

2.7 Covid-19 Specification

Throughout the Covid19 pandemic we have introduced additional cleaning requirements, these will remain in place until further notice:

- Routine cleaners to thoroughly clean all toilets, kitchens and touchpoints out of hours
- Daily janitorial team – carry out a second daily toilet, kitchen and touch point clean
- Top up and maintenance of hand sanitiser stations at main entrances to all buildings (x100)
- Top up of all sanitising wipe stations across site (x100)
- Lunch time sanitising and refresh of 7 x meeting rooms (3 x 1st floor R68, 2 x GF R68, 1 x R112 visitor centre, 1 x R75 GF meeting room)

2.8 Prestige Cleaning

2.8.1 The Visitor Centre (R112), STFC HQ (R71) ISIS Visitor Centre, CLF and Main Reception (R75) are the areas that require "prestige" cleaning. These areas are highly visibly by site visitors and are used for high profile guests and should be more regularly maintained in line with the cleaning standards set out. As the site develops additional areas of buildings may be added to prestige cleaning.

2.9 Supply of Labour

2.9.1 SOL cleaning is provided in addition to Routine Cleaning in many of the buildings and its purpose is to provide cleaning operatives who meet higher standards in terms of skills and experience, who often require PPE and operate specialist cleaning equipment. SOL cleaners work under the direction of the specialist staff in the labs and workshops. Nearly all of the SOL areas will require specialist training provided by the Departments in conjunction with

Contractor-led training. Existing and new staff must demonstrate competencies before working in a particular environment.

2.9.2 In order to help the Contractor understand the nature of the work, there is a description for each area that requires SOL cleaning at Appendix 3. This is only provided as a guide specification as the cleaning operatives will be expected to undertake tasks at the direction of the STFC staff in the area.

2.9.3 Historically the SOL has been operated independently to the routine cleaning operation. Although the SOL operation is a separate element there is a requirement for improved oversight and co-ordination as part of the supervisory and management resourcing of the contract. The Contractor and Service Manager will liaise closely to develop and manage improved relationships with site customers to meet their respective needs.

2.9.4 The Contractor will be responsible for ensuring that the work is carried out to the satisfaction of the Service Manager or their representative responsible and where this is not achieved or delivered (within reason) to the required standard, the Contractor shall put in place remedial action to resolve the situation. Such remedial action may include additional supervision for a period, training or the replacement of the cleaning operative.

2.9.5 It is the responsibility of the Contractor to cover the hours set out in the table below at all times and to have fully trained and skilled staff who are familiar with STFC and are able to cover both planned and unplanned absences. If the hours are not covered this should be agreed with the Contractor and not charged for.

Table 2:

Department	Contracted weekly hrs
ISIS Main Hall	119.5
ISIS Chargehand	40
R115	20
MNTC	62
Space Science R25 G132	35
CLF	70
Micro Lab Space Science R25	4
R12 Workshop	12
Computer Rooms R89 & R26	7
R2 ISIS	2
R9 Metrology	2
R2 Ground Floor lab G11U	2
R25 G134 and G138	2
TS2 R80 ISIS	39
R1 C Pulker	1
R9 C Pulker	1
R100 Clean rooms	44
R100 Charge hand	20
R92 RCaH	14
R113 RFI	10
Total Hours	**506.5**

2.10 Waste Porterage

2.10.1 Waste porterage is resourced and provided for through the cleaning contract, this function supports the collection of waste streams such as cardboard, batteries, printer cartridges and confidential waste and provides for the segregation of non-hazardous metal, furniture, and WEEE and other waste streams. Before any of these segregated waste materials leave the building compound, and this requires direct liaison between the Cleaning Team with the health reassurance monitoring activity contact to provide clearance. The porterage function will need to develop further in line with site growth and the increase of new waste streams. The function will interact directly with the waste contractor to arrange collections of waste for onward disposal and processing. Service plans should cover holiday, sickness absence cover for this role.

2.10.2 Office and storage space are provided in the STFC waste compound at R24. The waste porter function is responsible for responding to reactive jobs through Technology Forge of STFC requests for STFC owned skips, collection of skips and segregation of waste streams. Currently directed by the Contractor's Account Manager, however, the Client would like this responsibility to transfer more fully to the waste porterage function. This function is required to discharge compliance in the segregation of materials. The porterage function must have fully trained staff to operate fork lift trucks and comply with STFC's SHE health check regime. Training should be organised by the Contractor in order to comply with three-year FLT refresher and annual medical check requirement. Currently one of the Waste Porters is FLT qualified.

2.11 Feminine Hygiene

2.11.1 A sanitary unit should be provided in every female, unisex and accessible toilet on site. Currently these units are serviced 13 times annually. Appendix 6 attached for detail.

2.12 Dust mats

2.12.1 Dust mats are provided in entrance areas and should be service regularly. All 48 mats are carbon graphite with no personalisation and are exchanged 13 times annually. Appendix 5 attached for detail and *table 3* below for a summary:

Table 3:

Number of mats	Mat dimensions
22	115 x 180
22	85 x 150
2	85 x 300
2	85 x 75

2.13 Window and external cladding cleaning

2.13.1 Appendix 4 is the schedule for annual window cleaning. Generally it is an annual internal and external clean using a reach and wash system for external.

Some areas require further cleans throughout the year and these are listed on the schedule and will treated as reactive additional work. There will be additional ad hoc requirements and quotes should also be submitted for external cladding cleaning which will be at the discretion of the Client to proceed.

2.13.2 Some areas may require additional equipment for access and it is noted that this equipment will have additional costs. Full Risk Assessment Method Statements will be required to sign off these areas prior to works starting in accordance with STFC's SHE Codes. We have identified the following areas as having potential reduced access:

- R100/R92/R89 have solar fins making cleaning difficult.
- R22/R75/R112/R78/ have windows that are accessible only with a mansafe.
- R1 has lower roofs, so *access is required through building* onto roof that has a guardrail all around

2.14 Consumables

2.14.1 The Client requires a formal system for stock control and rotation which must be reported on a monthly basis. A list of consumables is provided (see Appendix 8). Detail should be submitted of standard products available alongside their environmental credentials. The specification must be maintained and updated and like for like substitutes must be authorised.

2.14.2 The Contractor shall retain a stock of agreed standard soap dispenser units, toilet roll holders and paper towel dispensers (Lab hand wash areas) and toilet brushes, and provide samples of alternatives as required for non-standard buildings.

2.14.3 The Contractor shall work with the Client to identify ways to minimise the cleaning activities impact on the environment and as far as is reasonably practicable the Contractor should specify and use cleaning materials and practices that are environmentally preferable.

2.15 Deep & Specialist Cleaning

2.15.1 <u>Deep Cleaning (Periodic)</u>

Currently there is no scheduled carpet cleaning in place. In year 1 the Contractor will work with the Service Manager to agree a deep cleaning schedule to reflect heavy use flooring areas. This should then be submitted annually, each February to the Service Manager.

2.15.2 Deep Clean (Reactive)

The Contractor shall provide deep cleaning activities as part of its janitorial day time services following safe working procedures in accordance with all current relevant legislation

2.16 Specialist Cleaning

On request the Contractor shall carry out specialist cleaning activities following safe working procedures in accordance with all current relevant legislation. The Contractor shall provide the Client, for approval all health and safety documentation for example method statement and risk assessments, prior to any work being carried out. Examples of requests, but not limited to are, bio-hazardous clean ups, heavily soiled soft furnishings and working at height cleaning of cranes/equipment. Quotes for specialist cleaning are required within 3 working days of the request. It is at the Client's discretion to instruct these works and issue a task order through the contract management system.

2.17 Cleaning Service Response

The following service responses are required:

- Undertake routine cleaning daily in all areas on an output specification between 4.30pm and 9.30pm Monday to Friday (excluding bank holidays). If staff do not attend and are not replaced this must be reflected and clearly accounted for.
- Daily janitorial requirements and Covid Specification until further notice
- Fulfil all hours required under the SOL agreements.
- Arrange for the response to CAFM - Technology Forge reactive jobs within 3 hours of receiving a request from the Service Manager
- Arrange for a quote for ad hoc requirements to be received within 3 working days of receiving a request from the Service Manager. Provide full RAMS and details of the third party and make sure their access is arranged and that they are escorted, managed and supervised in accordance with the site procedures.
- Have sufficient plans for business continuity in particular to inclement weather
- Formalise the out of hours emergency response, providing an "on call" contact which isn't reliant on the goodwill of the onsite team i.e. manned out of hours supplier helpdesk to respond to urgent out of hour requirement. Example of urgent requirement sewage spill within a building.

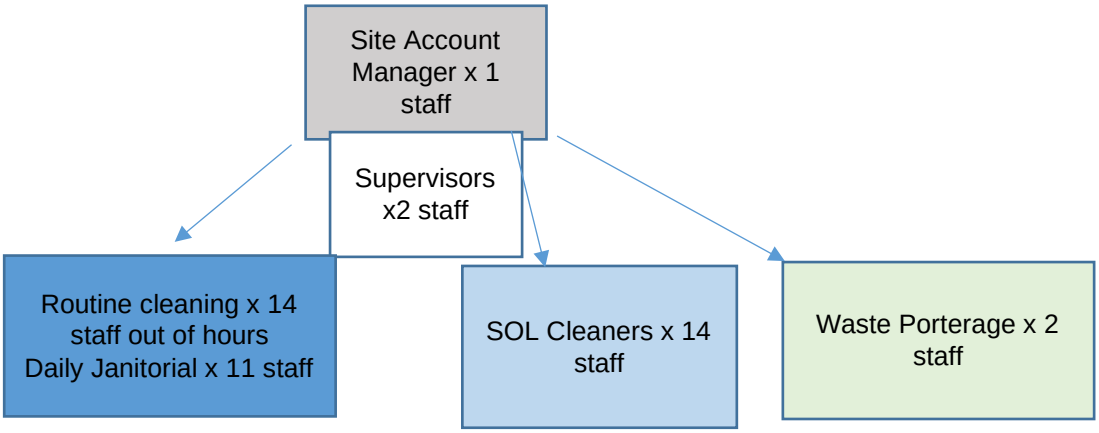
2.18 Quality & Audit

2.18.1 The Cleaning Team will arrange to audit areas of all buildings on a monthly basis to monitor standards and ensure that operatives are working effectively to include cleaning cupboards. The team should audit an area of every building each calendar month.

2.18.2 The Contractor will use the audit tool provided by the Client's CAFM system (Technology Forge). On a monthly basis the Client through their Soft FM Team will undertake a joint audit of scheduled areas of the site's buildings, with the aim of covering an area of all of the site's buildings throughout the year.

2.19 Cleaning Team Structure and Staffing

2.19.1 RAL site wide cleaning underwent a restructure in October 2020. This was delivered in response to an increasing number of departments requesting out of hours cleaning as a direct result of the pandemic. This new regime has resulted in an improved clean as staff are able to access areas for cleaning without disturbing staff. Where it is not possible for staff to access certain spaces out of hours, the cleaning will be provided through the Supply of Labour process. The below diagram provides an overview of the current cleaning team.



2.19.2 The restructure resulted in a small number of voluntary redundancies with options for staff to support day-time janitorial or out of hours and required new recruitment of out of hours staff. The restructure did not affect the supply of labour roles. This was the first fundamental change to the contract since it was outsourced (approximately 15 years ago). The contract requires an urgent review of the management and supervision structure to provide effective day to day oversight and respond to requirements, to include regular monitoring and interaction with the Chilbolton cleaner.

2.19.3 There is currently an Account Manager and two supervisors working on the contract. One of the supervisors has been given more administrative and co-ordination responsibility, but

also covers for holiday and staff absence which can reduce their capacity to consistently provide and discharge effective administration and supervision. The management staffing onsite has been consistent for a considerable period but as part of the new contract approach needs to be strengthened and professionalised to deliver improved quality and workforce management. Bidders will be required to identify how they will respond to delivering improved and consistent site management and this will form part of *a Contractor and Mobilisation Plan* to be agreed following Contract Award.

2.19.4 For information, a high proportion of staff rely on public transport to access site. This limits flexibility on the working hours and may limit future recruitment opportunity. The restructure allowed STFC to increase hourly rates above the Real Living Wage Foundation. The Contractor will need to take account of this and develop recruitment and retention strategies accordingly.

2.19.5 Currently STFC closes on the Tuesday after August bank holiday Monday and the three days between Christmas and New Year, in addition to the statutory annual bank holidays. The Client seeks to work with the Contractor to ensure that staff make the provision for these closures. Currently there are a minority of staff who have interpreted legacy conditions through custom and practice that they have 1.5 days extra (See TUPE information Appendix 9). This is an area that the Client seeks to resolve and harmonise, and is committed to support the provision of 1.5 days pro-rata to all staff which can then be taken towards the four days of site closures in conjunction with their recognised formal terms and conditions.

2.20 Workforce Management & Human Resource Management

2.20.1 The Contractor will provide effective workforce management support through its site management team as well as through their HR professional, and senior representation. This should be visible and accessible for the immediate benefit of the contract.

2.20.2 STFC require that all staff are screened to Baseline Personal Security Standard (BPSS) standard which include DBS. STFC Security team currently use Agenda Screening for this process. We require the Contractor to ensure this standard is put in place from Day One for all new appointments. The Client will reimburse all actual costs. Cost per BPSS check is currently around £150. This service must be transparent and verified.

2.20.3 A comprehensive and accessible staff handbook should be provided to all staff outlining the expectations and providing information that helps with their on boarding and induction as part of their employment and state any relevant conditions.

2.20.4 STFC requires that all new staff and contractors attend the STFC induction on site on the first Monday of their arrival on site (in usual times not during COVID). The Client requires supporting evidence of the induction attendance for all new starters.

2.20.5 An annual training budget will be agreed (not included in the staff hourly rates) which should be transparently managed, and evidence accredited external training that takes place to develop the onsite team. In house task-specific training should be carried out as required by the supervisory and management team. All training records should be documented and available for inspection as required, and all staff should receive BICS training.

2.20.6 Competencies and professional standards for the Account Manager and Supervisory team will need to develop further through recognised and accredited training e.g. ILM level 3-5 or equivalent for Account Manager and level 2 for supervisors or equivalent.

2.20.7 Demonstration of staff appraisals systems or personal development plans are required. The Contractor will be required to have efficient systems which support performance management actions, recording of, sickness absence and workforce data.

2.20.8 Reporting on formal performance issues, sickness will be provided by the Contractor.

2.20.9 The Contractor should have adequate systems for managing the deployment of workforce and efficient systems for covering planned or unplanned absence to ensure service continuity.

2.20.10 The Contractor will be required to provide a biometrics clocking in system or equivalent to support time management. The current incumbent contractor utilises hardware at three locations at the RAL site. The Contractor should consider the most effective way of provisioning this system. Bidders will be required to detail how this can be supported.

2.20.11 Staff terms and conditions should be supplied to the Client for visibility. Staff reward and recognition schemes and incentives should also be visible and available for staff, these should be identified and included for consideration and approval for this contract, so they are reviewed for affordability and efficacy. There is an opportunity on an annual basis for the Contractor and Client to review specific budgets for training and recognition schemes.

2.20.12 The current approach to staff engagement is informal. There are no documented meetings that review working practices or encourage staff engagement by the team. The Client requires a review to formalise staff engagement to secure employee voice, feedback and commitment. The Client requires this to be initiated as part of mobilisation and secured in year 1 of the contract. This should be identified in the Contractors Plan which will then be agreed post contract award.

2.20.13 Staff welfare on site includes access to subsidised restaurant. R24 provides facilities for the cleaning team and there is planned work to improve this area to support supervision meetings. With advance notice, larger meeting rooms on site can be booked to support staff training or 'town hall' meetings.

2.21 Technology and Communication

2.21.1 The Client will provide access and training to the Contractor's Account Manager and nominated cleaning team to its CAFM system. This system will be used by the Cleaning Team to interact with the Helpdesk and respond to, and close down reactive jobs.

2.21.2 The Contractor will be required to supply and support electronic customer satisfaction surveys, targeted or site wide in agreement with Service Manager.

2.21.3 The Contractor is required to ensure that the Site Account Manager is able to respond and provide professional interactions with the diverse range of departments who are customers.

2.21.4 The Client provides a networked PC with an STFC email account so that the Cleaning Team can interact with the Client's communication platforms. All other hardware or software should be provided for by the Contractor.

2.21.5 The Contractor should provide communication devices or other technology using up to date operating systems that supports excellent and timely communication between the Cleaning Team and enables the use of the CAFM Application to receive and complete instructions from the Client.

2.21.6 Additional work required to be executed under the Contract shall be ordered in writing by means of a written Task Order or an Instruction from the Contract Management System. These Task orders are administrated and managed by contracting parties through NEC Contract Management software. This software will be set up to include all relevant clauses, early warning processes, compensation events, task orders, etc. The Contractor is responsible for adopting this system to communicate contractual change, cost etc. The Contractor is to only accept instruction through the NEC Contract Management system and/or the CAFM system. These processes will be confirmed as post contract award.

2.21.7 The Contractor should provide communication devices or other technology that supports excellent and timely communication between the Cleaning Team and enables proactive responses.

2.21.8 On a quarterly basis communicate and update Risk and Opportunity plans.

2.22 Health & Safety

2.22.1 The Contractor shall demonstrate a strong commitment to Health and Safety throughout all aspects of its organisation, this shall be particularly important in relation to the provision of robust record management and auditing processes so as to ensure statutory and best practice compliance. The Service shall be carried out in accordance with all legislative and environmental compliance requirements and relevant STFC Safety, Health & Environment (SHE) Codes. https://www.she.stfc.ac.uk/pages/home.aspx

2.22.2 All incidents, near misses and injuries (whether of a major or minor nature) shall be reported to Service Manager within 12 hours, or within 2 hours if the incident is major who reports to a H&S SHE Assure system. In the event of an incident, injury or near miss the Contractor must report to the Service Manager.

2.22.3 The Client H&S representative may investigate such reports and request specific remediation action in direct relation to the H&S key performance indicators.

2.22.4 The Contractor is responsible for ensuring that the COSHH Regulations are complied with in full by their employees or sub-contractors in the performance of this Contract. COSHH information and appropriate PPE must be provided in each of the designated cleaning store areas and must demonstrate that each and every employee or sub-contractor has been trained and has signed to say they have done so. This shall include annual refresher training.

2.22.5 The Contractor shall provide all measures, which under the Health and Safety at Work Act 1974, or the working rules of any industry, the Contractor is required to take in connection with Health, Safety and Welfare.

2.22.6 The Client's Occupational Health facilities are for the use of Contractor's personnel only in emergency. First Aid equipment and other facilities for dealing with minor injuries shall be provided by the Contractor.

2.22.7 All Contractors' employees and their subcontractors working on the Client's sites have to attend a Health and Safety Induction course, which lasts about one hour. The Contractor is to keep records of those who have attended. During Covid-19 there are additional induction requirements which are provided on-line.

2.22.8 The Contractor shall ensure that their operatives, including those of his sub-Contractors, comply at all times with the safety measures required by the Client's Safety, Health and Environment Codes. The contractor is responsible for ensuring all site operatives including sub-contractors are fully inducted into the site safety operations, management of contractors SHE

code 15. The Client' SHE Codes are available on the following website: https://www.she.stfc.ac.uk/pages/home.aspx

2.22.9 The Contractor shall inform the Service Manager of the name of their nominated In-House Safety Officer; regular attendance by the Safety Officer is required and a Health and Safety report is to be included in reporting.

2.23 Compliance and Audit

The Contractor will be subject to audit including benchmarking by the Client, or their appointed agent, as regards performance, costs, quality and statutory compliance measures against the KPIs. Consequently, the Contractor shall be required to facilitate collaborative audit activities and supply supporting documentation when requested at no additional cost.

2.24 Exit Management

2.24.1 On the request of the Service Manager the Contractor updates the Contractors Plan to include for the transition of the service to a new Contractor. The Contractor provides details on:

- The demobilisation of the Contractors staff and equipment, including any specific requirements for the transition of the Contractors staff and equipment to the Client or Others;
- The provision of work in progress reports on any Task Orders that may not be completed prior to the end of the service period;
- The handover of documentation required for the continuation of the service (including but not limited to risk and method statements), including information held electronically where reasonably required;
- The cessation of access to the Affected Property, including the return of site specific access passes; and
- An asset register detailing the title and condition of assets used in the provision of the service.

2.24.2 At the request of the Service Manager the Contractor attends meetings or workshops with the Service Manager and a new Contractor to agree the day to day transition of the service (if required) prior to the end of the service period. The Service Manager issues a transition schedule to the Contractor and new Contractor to confirm agreed actions.

2.25 Subcontractors

A subcontractor will be deemed any person, entity or company, which provides services similar to this Specification or might be described as a waste or disposal business. With prior notice, subcontractors may be used by the Contractor for the supply of services. Details must be provided to the Client as part of its tender response and thereafter for any new subcontractors. The Contactor manages and controls the service provided by the subcontractor exactly as they would his/her employed staff and to the requirements of this Specification.

2.26 Site Rules

2.26.1 Personnel

The Contractor shall ensure all operatives deployed on site conduct themselves in a reasonable manner, are not under the influence of alcohol, recreational drugs or sensory impairing medication etc.

Each member of their workforce shall wear the required Personal Protective Equipment (PPE) necessary to carry out their work.

The Client (whose decision shall be final and conclusive) shall have full power to require the Contractor to cease to employ, on site, any person under their employment whom the Client may consider:

1. Negligent in the execution of any work
2. Incompetent
3. Misconduct

The Contractor shall forthwith comply with any such requirement.

2.26.2 Vehicles

Any vehicles supplied by the Client and used within the Establishment shall be insured by STFC and operated as though they were on the highway and subject to the Road Traffic Acts. This is in addition to any other insurance, which the Contractor deems necessary to cover their liabilities and responsibilities under the Contract. Attention is drawn to the fact that a Public Highway (Fermi Avenue) separates the main RAL site from some of the Client's other buildings. Drivers of the vehicles owned by the Client shall hold a current driving license and are subject to the STFC permit to drive system.

The Contractor shall ensure that their sub-Contractors operating their own vehicles are familiar with site rules and observe this regulation. No vehicles except those owned by the Client are to be left on site overnight. Maintenance and road worthiness of the Client owned vehicles will be provided by the Client.

2.26.3 Site Access

Access to Site for the Contractor's traffic, including that of his sub-Contractors and workpeople, will be via the main entrance of the Establishment. STFC RAL site closes from 24th December and reopens 2nd January. The site closes on bank holidays.

The Contractor will be permitted to use such roads and paved areas as are authorised by the Client. They shall keep them thoroughly clean and limit the weight and class of vehicles

as directed. They will be held responsible for all damage, including damage by subcontractors and Contractors, which, in the opinion of the Client, is occasioned by non-compliance with the Client's instructions or is not due to fair wear and tear. Site speed limits must be observed. Operatives who do not comply with the site speed limits may be removed from site.

Obstruction of roads and paved areas will not be permitted unless notice has been given in writing and approval obtained. The Contractor should note that all persons and vehicles entering or leaving the Client's sites are liable to be searched.

2.26.4 **Restricted Areas**

The Contractor will be informed of restricted areas and all employees, agents and sub-Contractors of the Contractor will have to obtain permission from the Service Manager to enter any restricted area. Permits for Work where required for access to certain controlled areas of site, must be obtained prior to work commencing via the Estates Helpdesk –the Client will advise on this system and process as part of mobilisation.

Permission granted will be in the form of a permit which will give the date and time. In addition, the permit will give details of work to be performed and of any other specific requirement. Where the restricted area is a Radiation Controlled area the permit system will also include the issue of a radiation-monitoring device to check for exposure. The SHE Code 29 applies to work in restricted areas.

2.26.5 **Utilities**

All utilities shall be provided free of charge to the Contractor. The Contractor shall ensure this facility is not abused and ensure that it is used safely and all procedures are adhered to ensuring consumption is controlled and offers value for money to STFC.

2.27 Reporting & Management information

2.27.1 It is vital that the cleaning services that are discharged and provided to STFC are verified and evidenced through robust quality and assurance processes.

2.27.2 The monthly reporting regime required by the 15th working day of each month will include:

- Routine staff hours & SOL Staff hours
- Staff Training – mandatory training – STFC or Contractor delivered, and externally accredited training
- H&S near misses and incidents
- Staff attendance and sickness and absence reporting – hours worked

    - Management of cover
    - Sign off for SOL staff
    - Performance issues report
    - BPSS report
- Building cleaning audit report
- Stock reports on consumables including uniform supply and maintenance
- Helpdesk reactive report
- Lifecycle maintenance and equipment report
- Delivery of KPI report and invoice submission

2.27.3 Monthly meetings will be established to ensure good lines of communication and as a means to progressing and developing the service delivery in line with the requirements and requests. Minuted actions will be progressed within agreed timescales.

2.27.4 Quarterly review meetings will be set up to include representation from Senior Representatives including the HR Professional. The Contractor will be required to submit annual budgets and prepare annual reports.

2.28 Contract Management

2.28.1 The Contractor shall, in agreement with the Client, appoint one senior member of their staff (known as the 'Account Manager') to provide effective liaison between all sections of their organisation and the Client for this Contract. The Account Manager will be contactable during office hours, Monday to Friday, 9am to 5pm. Absence will need to be appropriately covered.

2.28.2 The Account Manager will be responsible and accountable for all service performance and will be required:

- To attend monthly and quarterly service review meetings with the Service Manager during the mobilisation period and produce minutes;
- To provide timely submission of all management information in the required format;
- To provide timely performance (KPI) reports in the agreed format;
- Report on key industry innovations or government changes
- To manage any service changes that the Client may require;
- To manage any complaints; and
- To address any invoicing queries.

2.28.3 The Contractor shall work collaboratively with the Client to promote excellence, innovation and best value. The Contractor shall work collaboratively with the Client when establishing their operational delivery plan and shall focus on the use of technology, data and analytics to develop, maintain and improve provision.

2.28.4 Additional work required to be executed under the Contract shall be ordered in writing by means of a written Task Order. These Task orders are administrated and managed by contracting parties through NEC Contract Management software. This software will be set up to include all relevant clauses, early warning processes, compensation events, task orders, etc. The Contractor is responsible for adopting this system to communicate contractual change, cost etc. The Contractor is to only accept instruction through the NEC Contract Management system. All project, and account information will be managed within the CAFM/NEC contract management system. No account will be made of any Early Warning Notices, Compensation Events, and Verbal instructions etc. that are outside of this system.

2.28.5 The Contractor, upon request by the Client, shall cooperate with any investigation into alleged poor performance, conduct or any other complaint received. Failure to cooperate may result in the Contractor not meeting key performance indicators.

2.29 Key Performance Indicators, Performance and Remediation Mechanisms

Service Credits

2.29.1 The KPIs will be confirmed post contract award. The Contractor shall report on a monthly basis against all of the KPIs (detailed Appendix 11 Draft KPI), providing supporting evidence relating to the 5 criteria:

- Quality of Service
- Client Satisfaction
- Human Resources
- Financial and Health & Safety Reporting
- Third Party Supplier Management

The Contractor will identify areas of non-performance against all KPIs, and apply penalties as appropriate. Improvement by remediation plan is required to be submitted within the corresponding monthly reporting period.

2.29.2 Each calendar month 6% of the monthly contract value (fixed costs) is at risk, split evenly across the 5 criteria listed above. For clarity, KPI's will be applied monthly in arrears (e.g., January performance would be deducted from February's invoice).

2.29.3 Any corrections to a deduction for non-performance will be made in the following calendar month.

Ratchets for "Consecutive or Repeated Failure

2.29.4 Ratchets will be applied where there are repeated or frequent failures against individual KPI service lines.

2.29.5 A ratchets of 1.5 will be applied to the service line where performance has failed the KPI for two (2) consecutive months. The ratchet will apply to the service credit for the second month.

2.29.6 A repetition ratchet of 1.75 will be applied to the service line where performance has failed the KPI for three (3) consecutive months the ratchet will apply to the service credit for the third month.

2.29.7 A repetition ratchet of 2 will be applied to the service line where performance has failed the KPI for four (4) consecutive months the ratchet will apply to the service credit for the fourth and subsequent month, where there is continuous failure.

Bedding in Period

2.29.8 The Key Performance Indicators and all service credits will not be applied until the start of Month four (4) of the contract, to allow appropriate time for familiarisation and mobilisation (The first of the month).

2.29.9 The KPI's should be administered by the Contractors Account Manager on a monthly basis for agreement with the Client.

Remediation Plan

2.29.10 The Contractor will identify and supply in the monthly reporting regime, performance which falls below the key performance target level(s).

2.29.11 An agreed target(s) for performance improvement and a date for review will be set and communicated by the Client. Client has the option to seek a service from another provider and apply for service compensation.

2.30 Finance and Invoicing

2.30.1 Note, due to the organisational structure of the site there may be a requirement of the Contractor to issue a small number of bills to collaborator organisations directly. However, the Contractor will at first issue all invoices by the 15th of each month to the Client for assessment purposes. The Client will assess and once validated will then provide these to UK SBS finance team for payment, and approve and forward bills for direct payment.

For the avoidance of doubt, UKRI is fully responsible for the approval and payment of all invoices and is the sole Client.