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**Contract for:**

**THE PROVISION OF BUILDING CLEANING SERVICES TO VARIOUS IDENTIFIED EXTRA CARE UNITS AND SUPPORTED ACCOMMODATION UNITS OWNED BY LEAZES HOMES LIMITED.**

**ITT Schedule 1**

**Client: Leazes Homes Limited**

**Nominated Representative: Your Homes Newcastle**

**Specification and Scope of Work**

**Background, Specification and Scope of Works**

**Appendix 1 – Background, Specification and Scope of Works**

**1.0 Background:**

Leazes Homes is a registered charity and, a registered social housing provider. Leazes Homes is committed to providing affordable homes for rent in Newcastle upon Tyne, predominately through our new build programme but, also through the acquisition and refurbishment of properties.

Leazes Homes currently own almost 750 properties across the City, offering a range of high quality, attractive properties for families, accommodation for older people and homes for some of the most vulnerable people in our communities.

All housing management services to Leazes Homes tenants are provided by Your Homes Newcastle.

Your Homes Newcastle (YHN) was established in 2004 to manage homes on behalf of Newcastle City Council. As an Arms-Length Management Organisation (ALMO), YHN is owned and controlled by Newcastle City Council but operates at arms-length, with its own business plan, governance structure, workforce, operational procedures and premises.

Your Homes Newcastle (YHN) currently manages almost 29,000 general needs properties: approximately 26,500 on behalf of Newcastle City Council (NCC), and almost 750 which are owned by Leazes Homes. YHN also manage approximately 1,500 leasehold properties on behalf of Newcastle City Council.

As well as being one of the largest ALMOs in the country, YHN are one of the most diverse in terms of the range of services we deliver. YHN employ over 850 staff.

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Leazes Homes seeks to establish a contract, with ‘one’ Contractor, for the provision of building cleaning services, to ten (10) ‘extra care’ units and ‘supported accommodation’ units located at throughout Newcastle upon Tyne. This building cleaning service provision would be carried out on a ‘**five-days per week’ basis (Monday to Friday) and, between the hours of 8.00am and 5.00pm (the actual time slot would be left to the discretion of the successful Contractor as long as they informed us of this in their tender response). Leazes Homes will not be requiring a cleaning service during Bank Holidays**.

Leazes Homes therefore invites expressions of interest and completed tenders from any parties wishing to be considered to provide these Services and, enter into the contractual agreement with the company. The contract will be for an initial period of five (5) years (60 months), with an option to extend for two (2) further periods of one year (12 months), subject to an annual performance review.

Tenderers will be expected to make site visits before submitting their tenders. This will be on (Day to be confirmed – June 2019). To arrange site visits, all interested Tenderers should contact Sharon Freed, Leazes Homes Contract Manager on telephone **0191 278 8781** or, **sharon.freed@leazeshomes.org.uk**. Additional details can be found on the Appendix 1 document.

Further information about Leazes Homes can be found at our website [**www.leazeshomes.org.uk**](http://www.leazeshomes.org.uk)

Further information about Your Homes Newcastle can be found at our website [**www.yhn.org.uk**](http://www.yhn.org.uk)

**2.0 Specification and Scope of Works:**

1. **Areas to be cleaned**

All communal areas and office space to be cleaned. Apartments are not included and, are not to be cleaned. In summary, the communal areas and offices include:

Communal Lounge (including tea station)

Quiet Room

Library Area

Café Area

Electric Scooter Store

Lobby Spaces

Staff Offices

Staff and visitor WCs

Staff rest areas

Laundry area

Corridors, Stairwells and Lifts.

1. **Frequency / Areas / Service Requirement:**
2. **Daily Cleaning Service**

**Communal Lounge, Hairdressing Room, Breakout spaces:**

Remove finger marks from entrance doors

Vacuum carpeted floor areas

Damp mop hard floor areas

Damp dust all ledges and skirtings

Empty all waste bins into client refuse sacks.

Spot clean light switches

Spot clean glass doors

**Dining Room, Lobby Area, Buggy Store and Laundry Area:**

Remove finger marks from entrance doors

Vacuum carpeted floor areas

Damp mop hard floor areas

Damp dust all ledges and skirtings

Spot clean light switches

Spot clean glass doors

**General Offices:**

Empty waste bins

Empty recycle bins

Dust all furniture (including. desks, chairs, tables)

Spot clean desk tops

Dust mop resilient & hard floors or vacuum carpeted floors in traffic lanes only

Spot clean light switches

Spot clean glass doors

Clean passenger lifts door & lifts interior

Clean mats

Damp dust handrails

Dust furniture, ledges, cabinets & skirtings etc to height of 6ft

Spot clean carpets

**Assisted Bathroom, Toilet & Staff Facilities:**

Clean & sanitize all vitreous fixtures (including toilet bowls & wash-hand basins)

Clean all glass & mirrors

Low dust all horizontal surfaces below 3 ft (including sills, moulding, ledges, shelves, frames, ducts etc)

Sweep/damp mop & sanitize hard floors

Polish chrome/stainless steel fittings

Damp wipe both sides of cubicle doors

Replenish toilet facilities

Empty all waste bins

Sweep/damp mop & sanitize hard floors to shower room

Damp wipe wall partitions & doors

Damp wipe fixtures & fittings

**Staff Kitchen Area & Staff Facilities:**

Damp clean table tops, seats & backs of chairs

Empty all waste bins

Empty all recycle bins

Spot clean doors, frames, light switches, kick & push plates & handles

Low dust (below 3 ft) & high dust (above 6 ft) all horizontal surfaces

Spot clean refrigerator, cooker & microwave

Polish chrome/stainless steel fittings

Wipe down & disinfect unit fronts & wash floor

**Additional Areas:**

Polish chrome/stainless steel fittings

**Daily Cleaning Schedule**

1. Waste paper bins to be emptied and rubbish removed to a suitable disposal point.
2. All carpeted areas must be thoroughly vacuumed.
3. Toilet areas must be thoroughly cleaned and disinfected with particular attention paid to the following: -

a. All insides of basins and sinks are to be cleaned using an approved cleaning agent, to remove surface stains etc. The outside of the fittings, taps, etc are to be washed down with a hot germicidal solution. All Mirrors are to be cleaned.

b. Cleaning of WC's. The inside of the toilet pans are to be washed with a brush, particular attention being paid to the trap. Surface stains are to be removed with an approved cleaning agent. The outside of the pans on both sides of the seat is to be washed down with an approved cleaning germicidal solution and properly dried, particular attention to the base of the pan and seat hinges. Flush pipes, cisterns and fittings to be wiped down with a hot germicidal solution.

c. Cleaning of urinals. All glazed surfaces of urinals to be washed down with a hot germicidal solution. Surface stains are to be washed using an approved cleaning agent. Debris to be removed from drain grills. Flush pipes, cisterns and fittings are to be washed down with a hot germicidal solution.

1. Any hard surface floors are to be cleaned, as required. The equipment required for this task will be provided where necessary.
2. All ledges, sills, radiators, fire extinguishers etc to be wiped down and kept free of dust.
3. Fingermarks on light switches and around door handle areas to be removed as necessary.
4. Desks and other office furniture, to be dusted and polished as necessary using suitable furniture polish.
5. Pictures, paintings etc to be dusted and kept free from finger marks.
6. Filing cabinets to be dusted and finger marks removed.
7. All plinths and skirting boards are to be dusted and kept free of marks.
8. **Weekly Cleaning Service**

**Communal Lounge, Hairdressing Room, Dining Room:**

Damp wipe inside/outside waste paper bins

Dust all exposed bookcases & shelves

Dust all horizontal surfaces to hand height (6ft)

Dust all artwork

Vacuum clean upholstery

**General Offices:**

Damp wipe inside/outside waste paper bins

Dust all exposed filing cabinets, bookcases & shelves

Dust all horizontal surfaces to hand height (6ft)

Dust mop resilient & hard floors or vacuum carpeted floors in their entirety

Vacuum clean upholstery

**Toilet & Staff Facilities:**

Spot clean all walls & partitions

Hand dust above hand height all surfaces

Chemically de-scale wc's

Wash down wall partitions, doors

**Staff Kitchen Area & Staff Facilities:**

Damp clean pedestals or legs

Damp wipe internal & external surfaces of appliances

**Additional Area Requirements:**

Damp dust handrails (external)

Sweep and clean 1st and 2nd floor external walkways (Jubilee Court ONLY)

**Weekly Tasks**

1. Toilet pans to be thoroughly scoured, using a suitable compound.
2. Telephones to be disinfected, using a product specially manufactured for this task.
3. **Monthly Cleaning Service**

**General Offices:**

Vacuum clean furniture

High dust above hand height (6ft)

**Toilet & Staff Facilities:**

N/A

**Kitchen & Staff Facilities:**

Clean inside of cupboards

**Other**

**All Spaces:**

Spot clean spills & stains on carpeted & resilient floors (as required)

Wash & disinfect wc tiles & partitions (3 weekly)

Wash & disinfect waste bins (3 weekly)

**Toilet & Staff Facilities:**

N/A

**Kitchen & Staff Facilities:**

Clean refrigerator interiors (3 weekly)

**Additional Area Requirements**

Deep hygiene clean to ceiling height all toilet areas (annually)

1. **Annual Cleaning Service**

**All Buildings (except Jubilee Court):**

Annual, professional clean of all communal carpets and chair / settee upholstery

**\*\*\* Please see Appendix 2 - Room Cleaning Schedule - for additional details \*\*\***

**Additional Contract Requirements**

* The successful Contractor is responsible for providing all cleaning equipment, cleaning machinery and cleaning chemicals.
* The successful Contractor is responsible for cleaning risk assessments, COSHH assessments, method statements, machinery PAT testing and insurance.
* The successful Contractor will be responsible for the time and attendance of cleaning staff on site. This must be monitored and recorded on a daily basis. This information must be made available on request.
* The successful Contractor is responsible for all staff training, relief cover and, appropriate arrangements during all holiday and sickness periods.
* All cleaning staff must have an up-to-date, valid, enhanced ‘Disclosure and Barring Service’ (DBS) check (this replaced the CRB check).
* All cleaning staff must be provided with a suitable, identifiable uniform and, be provided with a photograph identification badge that must be worn and ‘on show’ at all times.
* The Client is responsible for providing secure, lockable storage of cleaning machinery, equipment and chemicals.
* It is desirable (although not essential) that the successful Contractor is an up-to-date member of the ‘Cleaning and Support Services Association (CSSA).

**Sundry Items**

In addition to the above services, the Contractor is required to source and supply the following sundry items, (or the closest equivalent brand), as part of the contract. Prices for these items should be included in the pricing schedule.

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| **Item** | **Quantity per Unit** | **Price per Unit** |
| Black Refuse Sacks (180 Gauge) | 200 per box | tbc |
| Black Refuse Sacks (200 Gauge) | 200 per box | tbc |
| White Bin Liners | 1000 per box | tbc |
| Washing Up Liquid | 5 Litres | tbc |
| C Fold, 1-Ply, Blue Hand Towels (310mm x 225 mm) | 2880-3000 per box | tbc |
| Buttermilk Bar Soap | 72 per pack | tbc |
| Simple Anti-Bacterial Handwash (Pump Action) 250ml  | 6 per pack | tbc |
| Purell Hygienic Hand Rub (Pump Action) 350ml  | 12 per pack | tbc |
| Swarfega (Pump Action - if available) | 2 x 4 litre pack | tbc |
| Simple Body Wash / Shower Gel (Pump Action) 500ml | 6 per pack | tbc |
| Ebiox Essence Anti-Bacterial Hand Rub (Alcohol-Free) 500ml | 12 per pack | tbc |
| Tork Elevation Auto-Shift Compact Toilet Paper Roll | 27 rolls per box | tbc |

**Service Provision**

Please provide a pricing schedule (see ITT Schedule 6) for the provision of the building cleaning services, for the initial 2-year term of the Contract. This initial 2-year term price will be fixed and non-negotiable once agreed. This building cleaning service provision would be carried out on a ‘five-day per week basis (Monday to Friday) and, between the hours of 8.00am and 5.00pm (the actual time slot would be left to the discretion of the successful Contractor as long as they informed us of this in their tender response). We will not be requiring a cleaning service during any Bank Holidays.

**3.0 Tender Submission:**

When you are submitting your Tender electronically by means of Leazes Homes and Your Homes Newcastle’s e-tendering system, the Tender should be submitted in accordance with its conditions.

**4.0 The Contract:**

YHN will contract only on the accompanying terms and conditions. The work will be called off against the prices submitted in the pricing schedule

Tenderers should submit one electronic copy of their Tender via the web portal [**www.qtegov.com**](http://www.qtegov.com) , which is compatible with Microsoft Office 2010 or Acrobat/PDF. Your tender submission should be uploaded onto the portal **no later than 12.00pm, noon on Friday 5th July 2019.**

**All building floor plans, with measured areas, are included separately in the attached appendices (Appendix 3).**