

LOT 5: CLEANING: EXECUTION VERSION

SCHEDULE 1: Detailed Terms

Contract Reference Number:	TfL-00929
Supplier Reference:	TfL
Commencement Date:	21 ST JULY 2017
Services Commencement Date:	17 September 2017
Expiry Date:	16 September 2022
Supplier's Representative: Address for service of notices: Telephone: Email:	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Company's Representative: Address for service of notices: Telephone: Email	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Additional applicable standards under Clause 5.2(E):	Please refer to Specification.
Specification:	See Schedule 3 (Specification)
Site:	Please refer to Specification.
Contract Price:	See Schedule 2 (Payment)
Security required pursuant to Clause 54.1 Bond:	No

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Parent company guarantee:	Yes
Interest Rate pursuant to Clause 21:	2% above the Bank of England base rate.

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SCHEDULE 2: Payment

1. Introduction

- 1.1 This Schedule 2 sets out the Contract Price for the delivery of the Services by the Supplier, and the performance of the Supplier's other obligations, under or in connection with this Contract.
- 1.2 The Contract Price shall be inclusive of all costs and expenses of whatsoever nature and howsoever incurred by the Supplier in the provision of the Services and the performance of the Supplier's obligations in accordance with this Contract.

2. Definitions

In this Schedule 2, the following definitions shall have the following meanings:

"Associated Rates" means the rates set out in the columns headed National Insurance, Pension, Sickness Allowance, Holiday Allowance, Total Vehicle Allowance, Mobile data charges, PPE, Expenses, Medical Benefit and Others in Matrix 1 of the Pricing Matrix for the relevant year.

"Costs" means all the costs set out in Matrix 2 and Matrix 3 of the Pricing Matrix for the relevant year.

"Hourly Pay Rate to Operative" means the rate set out in the column headed Hourly pay rate to operative in Matrix 1 of the Pricing Matrix for the relevant year.

"Payment Application Date" means the last day of each Period for the duration of the Contract.

"Pricing Matrix" means the Pricing Matrix set out in Appendix 1 (Pricing Matrix) of this Schedule 2 (Payment).

"Rates" means the Hourly Pay Rate to Operative and the Associated Rates.

3. Contract Price and Payment Applications

- 3.1 The Contract Price is as set out in Matrix 1, Matrix 2 and Matrix 3 of the Pricing Matrix and calculated in accordance with this Contract.
- 3.2 The Contract Price shall remain fixed for the duration of this Contract save for Variations agreed between the Company and the Supplier in accordance with Clause 15 (Variations and Additional Works) and Schedule 6 (Contract Variation Procedure and Additional Works) and adjustment further to paragraphs 4 (CPI Adjustment) and 5 (London Living Wage Adjustment). The amounts paid to the Supplier further to Clause 18 may be reduced by Abatements calculated in accordance with Schedule 12.
- 3.3 Payment Applications may only be submitted on a Payment Application Date.

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3.4 Any Variation further to Clause 15 (Variations and Additional Works) and Schedule 6 (Contract Variation Procedure and Additional Works) will be priced in accordance with:

- (A) in the case of Variations, Matrix 1, Matrix 2, Matrix 3 and Matrix 4 of the Pricing Matrix; and
- (B) in the case of Additional Works, Matrix 5 of the Pricing Matrix.

4. CPI Adjustment

4.1 Subject to paragraph 4.3, on 01 April 2018 and 01 April in each subsequent Contract Year, each of the Rates and the Costs will be adjusted by calculating any percentage difference between:

- (A) the CPI for March in the immediately preceding Contract Year; and
- (B) the CPI for March in the Contract Year immediately preceding the Contract Year referred to in paragraph 4.1(A),

and if (A) shall be higher than (B), increasing each of the Rates and the Costs by that percentage or if (A) shall be lower than (B), reducing each of the Rates and the Costs by that percentage.

4.2 Following each adjustment of the Rates and the Costs further to paragraph 4.1, the Contract Price will be adjusted to reflect the adjusted Rates and the Costs.

4.3 In respect of any 01 April, any adjustment further to paragraph 4.1 shall not apply to any of the Rates that are to be adjusted further to paragraph 5 (London Living Wage Adjustment) on the same 01 April.

5. London Living Wage Adjustment

5.1 The Contract Price and the Rates will be adjusted to take account of revisions to the London Living Wage.

5.2 On 01 April 2018 and 01 April in each subsequent Contract Year:

- (A) any Hourly Pay Rate to Operative that is less than the revised London Living Wage that is to apply with effect from such date, shall be adjusted to be equal to such revised London Living Wage; and
- (B) any Associated Rates, in respect of an Hourly Pay Rate to Operative that is adjusted further to paragraph 5.2(A), shall be adjusted by a percentage equal to the percentage adjustment to such Hourly Pay Rate to Operative further to paragraph 5.2(A).

5.3 Following each adjustment of the Hourly Pay Rate to Operative and Associated Rates further to paragraph 5.2, the Contract Price will be adjusted to reflect the adjusted Hourly Pay Rate to Operative and Associated Rates.

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APPENDIX 1: PRICING MATRIX

Schedule 2 Appendix 1 is the document titled Lot 5 (Cleaning) - Schedule 2 (Payment) - Appendix 1 (Pricing Matrix) and stored on the CD-ROM at Schedule 23 (Documents on CD-ROM).

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SCHEDULE 3: Specification



TRANSPORT FOR LONDON PAN TFL FM PROCUREMENT
Cleaning Specification – Bundle 5

COMMERCIAL IN CONFIDENCE

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APPENDICES

1 SCOPE

1.1 General Scope of Services

The scope of services is planned and reactive cleaning and delivery of associated services.

1.2 Nature of the Sites in Scope

The Sites and Fleet (London Underground trains) include but are not limited to:

- Underground stations;
- Underground trains
- Underground Depots;
- Trackside accommodation;
- Operational accommodation;
- Offices;
- Bus stations;
- Bus stands;
- Surface Transport Depots
- Workshops;
- Training centres;
- Stores;
- River Piers;
- Associated Public Spaces and Shopping Mall Areas
- Museums

1.3 TfL Business Areas and Delivery Units in Scope

The TfL Business Areas and/or Delivery Units covered under this specification are as follows:

- TfL Head Offices (section 4);

- London Underground Limited (section 5, 6, and 7);
 - Stations
 - Trains
 - Depots and Operational Facilities

- Surface Transport (sections 8.9 and 10):
 - Buses (Stations and Stands)
 - Victoria Coach Station
 - River Services

- London Transport Museum (section 11)

- Dial a Ride (sections 12 and 13)
 - Depots
 - Fleet Vehicles

1.4 Deferred Service Elements

(A) In the Contract:

“Deferred Service Element” means:

- (1) the Aldgate BT Police Station element of the TfL Head Offices Delivery Unit;
- (2) the Borough High Street element of the TfL Head Offices Delivery Unit;
- (3) the Old Broad Street element of the TfL Head Offices Delivery Unit;
- (4) the Pelham Street element of the TfL Head Offices Delivery Unit;
- (5) the Penton Street element of the TfL Head Offices Delivery Unit;
- (6) the Premier House element of the TfL Head Offices Delivery Unit;
- (7) the Templar House element of the TfL Head Offices Delivery Unit;
- (8) the Visitor Info Centre – Euston element of the TfL Head Offices Delivery Unit;
- (9) the Visitor Info Centre – Kings Cross element of the TfL Head Offices Delivery Unit;
- (10) the Visitor Info Centre – Liverpool Street element of the TfL Head Offices Delivery Unit;
- (11) the Visitor Info Centre – Paddington element of the TfL Head Offices Delivery Unit;
- (12) the Visitor Info Centre – Piccadilly element of the TfL Head Offices Delivery Unit;
- (13) the Visitor Info Centre – Victoria element of the TfL Head Offices Delivery Unit;
- (14) the Visitor Info Centre – Victoria (Cube) element of the TfL Head Offices Delivery Unit;
- (15) the JNP Stations Delivery Unit;
- (16) the JNP Fleet Delivery Unit;
- (17) the JNP Depot element of the Depot and Operational Facilities Buildings Delivery Units;
- (18) the Operational Facilities element of the Depot and Operational Facilities Buildings Delivery Units;
- (19) the Buses Delivery Unit;
- (20) the Victoria Coach Station Delivery Unit; and
- (21) the Dial a Ride Delivery Unit.

and “Deferred Service Element” means any of them.

“Deferred Service Element Effective Date” means the earlier of:

- (1) the date notified by the Company to the Supplier for the commencement of the requirement to provide the Services and apply the terms of this Specification in respect of that Deferred Service Element and its Sites, which may not be less than two months after the date of such notice; or
- (2) the date set out below in respect of the relevant Deferred Service Element:

- | | | |
|-----|--|------------------|
| (a) | the Aldgate BT Police Station element of the TfL Head Offices Delivery Unit | 10 December 2017 |
| (b) | the Borough High Street element of the TfL Head Offices Delivery Unit | 10 December 2017 |
| (c) | the Old Broad Street element of the TfL Head Offices Delivery Unit | 10 December 2017 |
| (d) | the Pelham Street element of the TfL Head Offices Delivery Unit | 10 December 2017 |
| (e) | the Penton Street element of the TfL Head Offices Delivery Unit | 10 December 2017 |
| (f) | the Premier House element of the TfL Head Offices Delivery Unit; | 10 December 2017 |
| (g) | the Templar House element of the TfL Head Offices Delivery Unit | 10 December 2017 |
| (h) | the Visitor Info Centre – Euston element of the TfL Head Offices Delivery Unit | 10 December 2017 |
| (i) | the Visitor Info Centre – Kings Cross element of the TfL Head Offices Delivery Unit | 10 December 2017 |
| (j) | the Visitor Info Centre – Liverpool Street element of the TfL Head Offices Delivery Unit | 10 December 2017 |
| (k) | the Visitor Info Centre – Paddington element of the TfL Head Offices Delivery Unit | 10 December 2017 |
| (l) | the Visitor Info Centre – Piccadilly element of the TfL Head Offices Delivery Unit | 10 December 2017 |
| (m) | the Visitor Info Centre – Victoria element of the TfL Head Offices Delivery Unit | 10 December 2017 |
| (n) | the Visitor Info Centre – Victoria (Cube) element of the TfL Head Offices Delivery Unit | 10 December 2017 |
| (o) | the JNP Stations Delivery Unit | 4 February 2018 |
| (p) | the JNP Fleet Delivery Unit | 4 February 2018 |

- (q) the JNP Depot element of the Depot and Operational Facilities Buildings Delivery Unit 4 February 2018
- (r) the Operational Facilities element of the Depot and Operational Facilities Buildings Delivery Units 10 December 2017
- (s) the Buses Delivery Unit 10 December 2017
- (t) the Victoria Coach Station Delivery Unit 10 December 2017
- (u) the Dial a Ride Delivery Unit 10 December 2017

(B) Notwithstanding the foregoing or any other term of this Contract, the requirement to provide the Services and the terms of this Specification shall not apply to a Deferred Service Element or the Sites of such Deferred Service Element until the Deferred Service Element Effective Date in respect of such Deferred Service Element. The requirement to provide the Services and the terms of this Specification shall apply to a Deferred Service Element and the Sites of such Deferred Service Element with effect from the Deferred Service Element Effective Date in respect of such Deferred Service Element. None of the giving of notice of a Deferred Service Element Effective Date, the occurrence of a Deferred Service Element Effective Date or the provision of the Services to, or application of the terms of this Specification to, a Deferred Service Element or any Site of a Deferred Service Element shall constitute a variation or Additional Works or entitle the Supplier to any change in the Contract Price except to the extent expressly provided for in Clause 18.11 (Deferred Service Elements).

(C) TfL Head Offices (other than those elements of the TfL Head Offices Delivery Unit which are Deferred Service Elements), BCV/SSL Stations, BCV/SSL Fleet, the BCV/SSL Depot element of the Depot and Operational Facilities Buildings Delivery Units, River Services and London Transport Museum are not Deferred Service Elements and the requirement to provide the Services and the terms of this Specification shall apply to those Delivery Units and the Sites of those Delivery Units with effect from the Services Commencement Date.

2 GENERAL REQUIREMENTS

2.1 Account Management Team

- 2.1.1 The Supplier shall provide a team of suitably qualified and experienced staff able to deliver a cost effective service that meets the specified quality standards (the "Account Management Team"). The Account Management Team structure including roles and responsibilities is subject to agreement by the Company.
- 2.1.2 The Supplier shall provide a level of staff supervision appropriate to the risk at all times for all Supplier Personnel engaged in delivery of the Services.
- 2.1.3 The Supplier's representatives shall be available and contactable 24 hours per day, seven days a week, every day of the year.
- 2.1.4 The Company's contract management structure and reporting requirements are detailed in Schedule 21 (Contract Management).

2.2 Security Vetting

- 2.2.1 Supplier Personnel requiring access to certain parts of the Sites shall be subject to security checks including but not limited to Metropolitan Police Service and British Transport Police clearance. Any such Sites where security checks are required Supplier Personnel shall undergo a clearance procedure before working in these areas. Supplier Personnel without security clearance shall be escorted at all times by a member of the Supplier Personnel who is security cleared and then only if the individual under supervision has a security clearance application submitted and pending. Any such supervision required will be provided at the Supplier's cost.
- 2.2.2 The Supplier shall provide sufficient numbers of security cleared staff to deliver the Services without disruption.
- 2.2.3 The Supplier shall provide details of security cleared staff to the Company and shall keep full records of all clearances and rejected clearances.
- 2.2.4 The Supplier shall be subject to BAA vetting and security clearance when requiring access to any premises assets within airport jurisdiction.
- 2.2.5 The Supplier shall be subject to basic Disclosure Scotland checks for all personnel requiring access in a sub-station environment, Long Acre and Greenwich Power Station. The Supplier shall be responsible for making the application, together with any associated costs.
- 2.2.6 The Supplier shall be subject to Criminal Records Bureau vetting and security clearance when requiring access to London Transport Museum Sites.

2.3 Security Passes

- 2.3.1 Supplier Personnel shall wear a relevant security pass and/or Supplier pass at all times when on the Sites. Where the Company does not provide such passes to Supplier Personnel, the Supplier shall implement its own security pass arrangements that shall be approved by the Company in advance. As a minimum the Supplier provided security pass shall include the staff member's name, photograph and an expiry date. This requirement does not replace and is in addition to any specific Company entry permits issued as part of a training course which may be required for certain Sites. Company specific training requirements are more particularly defined in Section 3 (Skills and Qualifications) of this specification.

2.4 Keys and Access

- 2.4.1** When required, keys and access cards (including other methods of controlled access) shall be provided to the Supplier and the Supplier shall be responsible for the safe keeping of such keys and access cards. The Supplier shall not manufacture duplicate keys and access cards under any circumstances. The Supplier shall return to the Company all keys and access cards that have been issued on completion of any specific section of works for which keys and access cards have been issued.
- 2.4.2** Should the Supplier lose any key or access card provided by the Company then immediately on discovery of the loss, the Supplier shall:-
- a) notify the Company of the loss; and
 - b) pay to the Company the cost of replacement of the key(s) or card(s) including any associated installation work.

2.5 Appearance, Dress Code and Behaviour

- 2.5.1** The Supplier shall ensure that all staff engaged in delivery of the Services shall be of good character, capability, appearance and behaviour. Supplier Personnel shall undertake the Services with a high level of awareness of customer service.
- 2.5.2** The Supplier shall ensure that their staff maintains the highest standard of appearance and behaviour at all times and are professional and courteous when dealing with customers, Company staff and visitors.
- 2.5.3** Supplier Personnel engaged in the delivery of the Services shall comply with the TfL Code of Conduct. The Supplier shall ensure that their operatives execute work activities on Site with minimal levels of noise and appropriate conduct, especially within or close to any residential buildings and shall note and comply with any noise abatement requirements.
- 2.5.4** Whilst on duty, Supplier Personnel shall wear an appropriate uniform and Personal Protective Equipment (PPE) for the tasks being performed, and for the location in which they are operating. The wearing of personal accessories including dangling neckwear or similar articles should also be considered and not impact on the safety of performing the tasks. This shall be agreed with and approved by the Company prior to the Services Commencement Date and prior to any proposed change in design or style. All uniforms and PPE must be distinguishable from that of Company branded clothing.
- 2.5.5** Uniforms and/or PPE shall be clean and free from marks and soiling and shall be in good repair at all times.

2.6 Building Records Management

- 2.6.1** The Supplier shall be responsible for maintaining maintenance and service records, compliance certificates, inspection programmes, orders, log books, system files, documents and the relevant Health and Safety file(s) (including a location specific risk register) relating to the delivery of the Services at the Sites. These shall be held at the Sites. The Supplier shall ensure that they remain fully up-to-date at all times, are fully detailed, legible, dated and signed by the Supplier and they shall remain the property of the Company.
- 2.6.2** The Supplier shall store retain and dispose of all records in accordance with the Company's policies and procedures. The Supplier shall hold all records electronically unless otherwise agreed by the Company.
- 2.6.3** In the absence of records including, but not limited to, those listed at section 2.6.1 above, the Supplier shall create, manage and maintain appropriate records.

- 2.6.3 The Supplier shall keep up-to-date disposal records for all hazardous waste.
- 2.6.4 The Supplier shall have the items referred to in sections 2.6.1 to 2.6.3 above available for inspection by the Company within 1 day of the issue of the request for inspection.
- 2.6.5 Data shall be transmitted electronically by the Supplier to the Company in a format as required by the Company.

2.7 Materials and Equipment

- 2.7.1 The Supplier shall be responsible for the supply, delivery, offloading, storage (where no storage can be provided by the Company) and testing of all materials, consumables, tools and equipment including all safety equipment necessary to undertake the Services.
- 2.7.2 The Supplier shall provide to the Company, on request, any data/information on the safe use and storage of all Supplier materials, consumables, tools and equipment used at the Company's Sites. The Supplier shall ensure the most energy efficient replacement materials, consumables, tools and equipment are selected wherever possible. Only 'Energy A+++', 'A++', 'A+' or A rated appliances shall be provided as replacements for appliances.
- 2.7.3 The Supplier shall ensure replacement materials, consumables, tools and equipment demonstrate optimal whole life costs, quality and performance for the Company wherever possible.
- 2.7.4 The Supplier shall submit details of materials, consumables, tools and equipment to be used in the delivery of the Services to the Company for approval.
- 2.7.5 In accordance with the Company's commitment to reducing its' environmental impact through responsible procurement, the Company requires the use of cleaning materials and consumables utilised in the delivery of the Services, as far as reasonably practicable, that are accredited to the European Eco-label standard (or equivalent).
- 2.7.6 Notwithstanding the above, cleaning materials and consumables used for cleaning services to LUL Sites and fleet are subject to a separate specific approval process which is more particularly defined in the relevant parts of the specification which relate to LUL.
- 2.7.7 Any materials, consumables, tools and equipment which are provided by the Company for use by the Supplier, are solely for use in the delivery of the Services in accordance with Clause 23 (Free Issue Materials and Equipment) of this Contract.
- 2.7.8 The Supplier shall ensure that all tools, equipment or spares supplied and used in the delivery of Services is in good working order and are suitably identified and shall carry the correct and valid certification/licence, and where applicable, shall be used by the relevant trained operative. The Supplier shall ensure all equipment is suitably identified and maintain adequate records to satisfy an audit trail.
- 2.7.9 The Supplier shall ensure that inspection, testing and servicing of Supplier equipment and systems is undertaken to ensure they remain safe and available for operational use at all times.
- 2.7.10 The Supplier shall maintain a record of any items of Company's work equipment issued to Supplier Personnel. Work equipment shall be inspected and maintained to ensure it remains safe and available for operational use at all times in accordance with the Provision and Use of Work Equipment Regulations 1998 (PUWER).

- 2.7.11 Materials used shall as far as reasonably practicable pose no hazard to health and shall not contravene any relevant regulations or statutory requirements. The labelling and handling of materials that may pose a health hazard shall be to the latest revision of the Control of Substances Hazardous to Health Regulations 2002 (COSHH Regulations).
- 2.7.12 The Supplier shall manage the stock levels of consumables to ensure availability to replenish on a reactive basis at all times.
- 2.7.13 The Supplier shall ensure consumables are of an appropriate quality standard to reflect the nature of the Sites.

2.8 On-Site Storage & Accommodation

- 2.8.1 No office accommodation or vehicle parking facilities are provided at the Sites for the Supplier's use. The Supplier shall make their own arrangements in this respect and shall pay all fees and charges in connection therewith.
- 2.8.2 The Company will endeavour to provide suitable welfare and storage facilities at the Sites but these cannot be guaranteed. The provision of such facilities shall be subject to local agreement
- 2.8.3 Where such facilities are unavailable, the Supplier shall make his own arrangements in this respect and shall pay all fees and charges in connection therewith.

2.9 Temporary Hoardings

- 2.9.1 The Supplier shall provide temporary hoardings should they be required to deliver the Services. The Supplier shall construct temporary hoardings in accordance with the Company standards, S1027, Site Hoarding, Fencing and Barriers.
- 2.9.2 The Supplier shall protect existing structures from damage during the delivery of the Services by the use of any necessary props, screens, fans, waterproof sheets, dust sheets and the like, and any damage caused shall be made good by the Supplier.

2.10 Utilities

The Company will provide water, gas and electricity to the Supplier. At some London Underground stations, this will include a single-phase 110 volt supply. The Supplier shall provide all electrical leads from the local socket outlet to the place of work, including all necessary extension leads. All leads shall be appropriately tested and tagged in accordance with all current Engineering and British Standards. The Supplier shall use battery operated tools and equipment where possible to prevent circuits being overloaded.

2.11 Removal and Management of Waste

- 2.11.1 The Company's own waste removal service, JNP Distribution Services (JNP DS), will remove refuse from all Sites with the exception of any specialist requirements detailed in the Specification for each respective business unit (including the specialist requirements set out at sections 4.4.13.7, 8.4.18 and 9.4.19 of the Specification) which shall be the responsibility of the Supplier. The Supplier shall ensure that all refuse to be removed is made available for collection at the designated refuse collection points at each of the Sites at the designated time and day. Designated collection points including designated collection times and days for each of the Sites shall be advised to the Supplier.

- 2.11.2** All bin rooms and refuse collection points where refuse is stored ready for collection are to be monitored frequently to ensure that there is no excessive accumulation of refuse. If the refuse becomes excessive and a collection is not due within a short time, the Supplier shall notify the Company via the appropriate helpdesk or local reporting system who will request for a refuse collection to be carried out by JNP DS.
- 2.11.3** The Supplier shall ensure proper controls are kept on the disposal of waste products and ensure that all bye laws, regulations, statutory and legal requirements in respect of the disposal of waste are followed and fully complied with. Waste, must only be disposed of by the Company's licensed waste disposal supplier.
- 2.11.4** The Supplier shall dispose of waste in accordance with the Company's waste policy and waste hierarchy.
- 2.11.5** The Supplier shall report to the Company at the end of each period of all waste arising in the delivery of the Services.
- 2.12 The Company's Helpdesk and Local Reporting Systems**
- 2.12.1** The Company operates a number of helpdesks and/or local reporting systems for reporting and recording faults by Company staff. Faults reported to the Supplier will be via the Company's helpdesk facility or local reporting system utilised by the relevant delivery unit. Full details including the reporting process of each helpdesk or local reporting system utilised by each delivery unit will be provided to the Supplier during the mobilisation period.
- 2.12.2** It is the Company's intention to rationalise the process of fault reporting across the TfL business during the term of the Contract although this cannot be guaranteed.
- 2.12.3** The Supplier shall provide a 24/7 call centre facility to respond to all faults reported by the Company. The Supplier's call centre facility shall be the contact point for the Company and must be operated at all times by suitably trained staff. The call centre facility shall be contactable by telephone, facsimile and email at all times. The Supplier's call centre facility shall receive data from the Company and shall share data with the Company as required.
- 2.13 Additional Works**
- 2.13.1** The Company may require the Supplier to provide Additional Works, on a temporary and/or ad hoc basis.
- 2.12.2** The process for the provision of Additional Works is defined in Schedule 6 Part B (Additional Works).

3 SKILLS AND QUALIFICATIONS

3.1 Skills and Qualifications of Supplier Personnel

3.1.1 The Supplier shall provide staff suitably qualified and experienced to deliver the Services.

3.1.2 The Supplier shall ensure that there is a sufficient level of trained and competent staff to provide all the requirements of the Services at all required times.

3.1.3 The Supplier shall provide staff qualified and competent in the discipline they are performing. The Supplier shall employ competent staff who will be responsible for planning, overseeing and signing off completed works / tasks.

3.1.4 Individual TfL Business Areas or Delivery Units require specific qualifications or skills levels. These are detailed in sections 4, 5, 6, 7, 8, 9, 10,11, 12 and 13..

3.1.5 The Supplier shall provide details of the number and types of staff to which training will be provided to meet the skills and qualification requirements detailed above. The Supplier's proposals shall be subject to agreement and approval by the Company.

3.2 Company Mandatory Training of Supplier Personnel

3.2.1 In addition to the skills and qualifications requirements, set out in sections 3.1.1 to 3.1.4 above, the Supplier's Personnel is required to undertake Company mandatory training courses as appropriate. The specific courses including the workplace areas and the staff types to which the training applies are more particularly defined in clause 32 (Personnel) and schedule 19 (Key Personnel) of the Contract and Schedule 22 (Training).

3.3 Competency Management and Training Plan

3.3.1 The Supplier shall prepare a contract specific training plan for each of its staff who are engaged in the delivery of the Services. This shall include:

- a) the skills and qualifications requirements as detailed in section 3.1 above;
- b) the Company mandatory training requirements as detailed in section 3.2 above; and
- c) any other vocational, statutory or compliance training deemed necessary by the Supplier.

3.3.2 The Supplier shall review and update the training plan every four-week period.

3.3.3 The Supplier shall provide staff engaged in delivery of the Services with adequate training on the following, including, but not limited to:

- a) the tasks they have to perform;
- b) use of all necessary equipment required to deliver the Services; and
- c) all relevant legislation, British Standards and Company rules, procedures, standards and codes of practice which relate to delivery of the Services.

4 TFL HEAD OFFICES

4.1 Introduction

4.1.1 Overview

4.1.1.1 Facilities Operations is responsible within TfL for the provision of facilities management services to TfL Head Offices Sites. These range from large office buildings with over 2000 workstations to smaller spaces individual sites. Facilities operation's strategy is to deliver quality, resilient and appropriate facilities management services to office and operational accommodation, working with business stakeholders and suppliers. Activities range from back office support to front line operational services.

4.1.2 Locations & Hours of Work

4.1.3 Locations

4.1.3.1 The Services shall be delivered at TfL Head Offices. A complete list of Sites subject to the scope this specification is provided in Appendix A (Services Matrix).

4.1.4 Hours of Work

4.1.4.1 The Supplier shall deliver the Services set out in this specification both inside and outside of Core Hours. Core Hours are defined as 08:00 to 18:00 Monday to Friday. All other times including public/bank holidays and Christmas Day are regarded as outside Core Hours.

4.1.4.2 The Supplier shall accommodate requests to change the scheduling of particular aspects of the Services to accommodate the Company's specific operational requirements. The delivery of the Services shall not be disruptive or impact on availability of accommodation or customers.

4.1.5 Onsite Storage and Accommodation

4.1.5.1 Facilities provided for use by the Supplier have been specified within Appendix A (Services Matrix). These extend to office accommodation and storage areas. Parking at Sites may be provided by arrangement; parking spaces are not allocated for continual use and are not guaranteed. Facilities provided for use may be subject to change.

4.1.6 Restrictions

4.1.6.1 The Supplier shall deliver the Services within specific cleaning times: the time period within which the cleaning requirements must be met are noted by exception within Appendix A (Services Matrix).

4.2 Scope of Services

4.2.1 Scope

4.2.1.1 The Supplier shall provide a comprehensive fit for the future cleaning service throughout the Sites.

4.2.2 The Services include but are not limited to:

- Routine Cleaning;
- External Cleaning;
- Gritting, Snow and Ice Clearance;
- Exterior Cleaning;

- Reactive Cleaning;
- Periodic and Specialist Cleaning;
- Special Requirements;
- Additional Services;
- Business Support Services;
- Feminine Hygiene and Vending;
- Air Fresheners (and batteries);
- Barrier Matting;
- Consumables;
- External and Internal Window cleaning;
- Grounds and Horticultural Services;
- Pest control; and
- Insect Killers

4.3 Standards

4.3.1 General

4.3.1.1 The Services shall be provided at all times in accordance with a regime that complies with all statutory requirements, legislation, regulations and the standards set out in this specification.

4.3.2 TfL Standards

4.3.2.1 The Supplier shall comply with all applicable Standards as they relate to the delivery of the Services.

4.3.2.2 The Supplier shall perform the Services to the required standards as set out within this specification for TfL Head Offices and shall be adjudged by the targets and results of the Building Management Audit (BMA) and other associated performance measures relating to fault clearance, resource provision and completion of periodic cleaning tasks defined in Schedule 12 (Performance Measurement).

4.3.3 British Standards, Regulations & Approved Codes of Practice

4.3.3.1 The Supplier shall provide the Services in accordance with a regime that complies with all relevant British Standards.

4.3.4 Other Standards

4.3.4.1 None

4.4 Services Specification

4.4.1 General Cleaning

4.4.1.1 The Supplier shall clean all internal and external areas including fixtures, fittings, furniture and finishes, to minimise degradation, enhance asset life cycle and ensure the Company's high standards and image are maintained. The standards of cleaning, as specified below shall be visible at the start of each Working Day, unless specifically stated otherwise.

4.4.1.2 The Supplier shall ensure that the offices, toilets, shower rooms, kitchenettes, restaurants, reception areas, back of house areas, circulation areas, meeting and conference rooms and all other working areas, furniture, equipment and floor spaces, are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

4.4.1.3 The Supplier shall monitor the provision of the Services on a daily basis to ensure the required level of service is provided.

- 4.4.1.4 The Supplier shall ensure that all consumable dispensers are checked for damage, wear and tear, and effective operation, reporting defects to the Company and replacing as necessary.
- 4.4.1.5 The Supplier is requested to provide assistance to the Company in proposing and delivering varied or reactive cleaning solutions should there be increased risks of infection or similar due to possible pandemics or similar. The supplier shall utilise existing resources where possible to provide protection and/or other interim solutions, should the need arise.
- 4.4.1.6 The Supplier shall maintain a record of the Supplier's personnel, attendance records, passes issued and training provided.
- 4.4.1.7 The Supplier shall co-operate fully with the Company's finance and audit authorities on all matters pertaining to the Contract. The Supplier shall provide information and assistance as may be required by the Company during financial audits.

4.4.2 Routine Cleaning

- 4.4.2.1 The Supplier shall provide routine cleaning of the internal and external areas to the required service standard, described in sections 4.4.3 to 4.4.7.
- 4.4.2.2 The Supplier shall monitor the provision of the Services on a daily basis to ensure that the cleaning standards are adhered to.

4.4.3 Cleaning Standard 1 - Basic

- 4.4.3.1 This standard will be applied to the following areas:-
- a) Secondary stairways
 - b) Goods lifts
 - c) Loading bays
 - d) Secondary entrance areas
 - e) Storage areas (including bin stores)
- 4.4.3.2 The Supplier shall maintain a basic standard of cleanliness and appearance at all times in line with the following:-
- a) All floor surfaces shall be free from debris, clean and dry. Floors shall be safe and not slippery. Particular care is to be exercised when staff are still on the Sites.
 - b) Wet floors shall be sign-posted and trailing cables and open sockets shall be made safe. Surfaces shall be maintained to preserve the existing state of condition and appearance.
 - c) Back stairs including treads, risers, nosings, banisters, balustrades, handrails, ledges and protective wire guards where present shall be free from dust and debris.
 - d) No litter or rubbish shall be present and all waste bins and receptacles emptied regularly. The Supplier shall clean large wheeled/external bins to prevent them from becoming foul smelling.

4.4.4 Cleaning Standard 2 – Normal

- 4.4.4.1 This standard will be applied to the following areas:-
- a) Offices;
 - b) Meeting Rooms;
 - c) Service Areas;
 - d) Post Rooms;
 - e) Photocopying Areas;
 - f) Circulation areas;
 - g) Multi faith rooms;

- h) Neighbourhood Working Areas;
 - i) Locker rooms.
- 4.4.4.2 A good standard of cleanliness and appearance is required at all times, with evidence of a regular cleaning programme. The following standards are in addition to those contained in cleaning standard 1.
- a) All hard floors, carpets and carpet tiles shall be free from grit, dust and debris with no apparent stains. They shall be clean and dry. All floor coverings shall be cleaned by the manufacturer's recommended methods and recommended intervals using equipment that maximises the useable life of the floor covering.
 - b) All walls, skirtings, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills shall be free from debris, marks, and dust. They shall be clean and dry with no evidence of residual cleaning agents. In particular, they shall be free from finger marks, verdigris stains, runs, and cobwebs to full height. Any residual stickers, labels and adhesives shall be removed.
 - c) All chairs and soft furnishings shall be clean, dry and free from dust. All work stations, screens, upholstered partitions, fabric covered furniture, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks shall be free from debris, stains, marks and dust. They shall be clean and dry with no evidence of residual cleaning agents.
 - d) All fittings shall be free from dust, marks and smears. Light fittings shall be free from dust. All signage, including emergency signage shall be clean, dry and free of stains, marks and dust.
 - e) All waste receptacles to be emptied daily to ensure they are not overflowing or foul smelling. Bins shall be empty, clean and dry inside and out, bin-liners replaced where necessary and bins placed in their original locations.
 - f) All cleaning methods used shall be of a sufficient quality to meet these standards and to maintain any guarantees.
 - g) A consistent supply of IT and telephone equipment sanitizers/cleaning products to be made available in the dispensers provided.
 - h) The Supplier shall ensure that confidential waste is collected and stored appropriately, at all times ensuring a clear audit trail is created, in line with the standards of the Company.

4.4.5 Cleaning Standard 3 – High Profile

- 4.4.5.1 This standard will be applied to the following areas:-
- a) Reception Areas (including entrance doors and glass)
 - b) Passenger Lifts
 - c) Conference Rooms
 - d) Auditoriums
 - e) Event Spaces
- 4.4.5.2 The Supplier shall ensure that the high profile cleaning standard is achieved at all times.
- 4.4.5.3 The standards below are in addition to those contained in cleaning standards 1 and 2.
- a) Remove spills from carpets and other floor coverings and treat to minimise damage and reduce the risk of staining. Use only approved specialist materials within any indicated timescales for the removal and treatment of spills. The pile of the carpets in the main traffic areas shall be evenly brushed and opened against the flow of incoming traffic.

- b) All waste and other rubbish receptacles removed frequently to central rubbish collection/disposal arrangements.
- c) All fittings shall be well cleaned and cared for. Where applicable, cleaning of surface materials and other items will be undertaken in accordance with the manufacturer's specification.
- d) Stainless steel surfaces shall be treated with an appropriate cleaning and polishing agent.

4.4.6 Cleaning Standard 4 – Hygiene

4.4.6.1 This standard will be applied to the following areas:-

- a) Toilets
- b) Bath and Shower Rooms
- c) Kitchenettes
- d) Vending Areas
- e) First Aid Rooms
- f) Restaurant Dining Areas

4.4.6.2 The Supplier shall ensure that the hygiene cleaning standard 4 is visible at all times.

4.4.6.3 The requirements for these areas will be in addition to those contained in cleaning standards 1, 2 and 3.

4.4.6.4 The Supplier shall ensure that all equipment and materials used in the cleaning of toilets, bathrooms and shower rooms are identified by colour coding and shall ensure that all these items are never used outside these areas.

- a) All sanitary ware, including showers, shower heads, sinks, wash hand basins, baths, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, feminine hygiene bins, tiled surfaces, vending machines, splash backs, and vanity units shall be free from scum, grease, hair, scale, dust, soil, spillages and removable stains.
- b) Walls, doors, cubicle partitions and surfaces shall be washed by a disinfectant solution regularly. Mirrors shall be clean and free from smears.
- c) Soap dispensers shall be filled, operating correctly with clean nozzles, and the external surfaces shall be clean dry and free from smears.
- d) All toilets, bathrooms and shower rooms shall be kept fully stocked with supplies and shall be made available at all times.
- e) Where fitted, towel holders/dispensers shall be clean, dry and free from dust, marks and smears with clean towels fitted and the external surface of hand dryers shall be clean, dry and free from smears.
- f) Limescale build up shall be removed from taps, shower heads and lavatories at regular intervals.
- g) All ceilings, ventilation diffusers and ceiling light fittings shall be free from debris, marks, dust and cobwebs. They shall be dry with no evidence of residual cleaning agents.
- h) The Supplier shall clean the Company's staff fridges and microwaves in kitchenettes and/or tea points where they exist.
- i) The Supplier shall ensure all first aid rooms are checked as required and reinstated ready for use.
- j) The Supplier shall provide and ensure there are sufficient stocks of replacement cartridges for waterless urinals as part of the Contract Price. Cartridges must be changed regularly in line with manufacturer's instruction to prevent urinals becoming foul smelling.

- k) The Supplier shall undertake the cleaning of waterless urinals in line with manufacturers recommendations using only designated biological cleaning products
- l) The Supplier shall provide sharps bins, to be economically and functionally appropriate to the area in which they shall be utilised.
- m) The Supplier shall provide a reactive service for the disposal of clinical waste.

4.4.7 External Cleaning – Entrance Areas and Perimeters

- 4.4.7.1 The required service standard is to be visible before the start of each Working Day and shall be maintained to this standard during the Working Day. The following standard shall apply:
- a) All entrances to the Sites, perimeters surrounding the Sites and car parking areas shall be maintained so that no debris, litter, cigarette ends, chewing gum, dirt, bodily fluids, spillages or stains are apparent after cleaning. Disinfectant may be used where appropriate
 - b) All external waste bins shall be kept clean emptied to central rubbish collection/disposal arrangements and replaced by the Supplier in their original locations.
 - c) All smoking areas, shall be kept tidy in appearance, cigarette bins/ashtrays emptied to central rubbish collection/disposal arrangements and replaced by the Supplier in their original locations.

4.4.8 Gritting, Snow and Ice Clearance

- 4.4.8.1 The Supplier shall provide a proactive gritting, snow and ice clearance service to the Company for all external areas of all Company Sites. The Service shall include; the provision of work equipment, grit/salt storage bins and application of grit/salt; disposal of “clean” and contaminated snow/ice.
- 4.4.8.2 The Supplier shall ensure that safe pedestrian and vehicular access is maintained to all Sites, access roads, pathways and car parks prior to and during Core Hours.
- 4.4.8.3 During periods of heavy frost or snow, the Supplier shall ensure that all roads, car parks, pathways and entrances remain free from snow and ice and are kept in a safe condition.
- 4.4.8.4 The Supplier shall ensure that The Company’s property is not damaged during the clearing of snow and ice.

4.4.9 Reactive Cleaning

- 4.4.9.1 The Supplier shall provide a reactive cleaning service to maintain the full and safe use of the Sites both inside and outside of Core Hours. Reactive tasks can include, but are not limited to:-
- a) Responding to emergencies (both inside and outside of Core hours);
 - b) Responding to and cleaning up spillages;
 - c) Responding to building incidents to secure affected areas and set up an incident control area (pop up tents), and the subsequent decanting of equipment;
 - d) An emergency response to body spills and the disposal of clinical waste;
 - e) The removal of carrion and the disposal of waste;
 - f) Replenishing consumables;
 - g) Restocking/replenishing kitchen areas with catering consumables;
 - h) General assistance with cleaning/clearing designated conference rooms; and

- i) Monitoring the cleanliness of the sanitary facilities.

4.4.10 Periodic & Specialist Cleaning

4.4.10.1 Periodic cleaning of the internal and external areas shall reflect the required cleaning standards described in section 4.4.10 to 4.4.10.2. The Supplier shall provide an annual programme for the periodic and specialist cleaning activities to the Company for approval. This programme will be presented by Site, detailing each cleaning activity. It will be discussed during the periodic progress meetings and revised when necessary. The Supplier shall take responsibility for ensuring the Company staff are informed prior to carrying out periodic cleaning activities.

4.4.10.2 The following cleaning standards apply to the periodic cleaning activities:

- a) All furniture, fixtures and fittings shall be deep cleaned to ensure that they are free of dust, marks and stains. The Supplier shall take extra care when cleaning antique furniture, fixtures or fittings due to their age and value.
- b) Walls, ceilings, ventilation diffusers and ceiling light fittings shall be deep cleaned at an appropriate interval to ensure that they are free of marks, stains, dust and smears.
- c) All hard floor coverings shall be deep cleaned in accordance with manufacturer's recommendations and Good Industry Practice.
- d) All dust, dirt, stains and soiling is to be removed from window blinds, curtains and bomb blast net curtains. In the event that the blinds are unstrung during cleaning they shall be restrung, and when curtains are removed from rails they shall be rehung.
- e) Recessed dust mats shall be free of grit, dust and debris. All dust mats shall be clean and dry.
- f) All toilet and other sanitary areas shall be deep cleaned to ensure the areas are disinfected and free from dust, grime, hair, scum, limescale, marks and smears. The areas shall be dry and clean and no residue of cleaning agent shall be present.

4.4.11 Waste Management

4.4.11.1 The Supplier shall transport rubbish to an agreed internal or external point(s) of collection for removal by a third party supplier.

4.4.11.2 The Supplier shall compact waste prior to removal from buildings where a compactor is provided for use.

4.4.11.3 Where the local authority provides the waste collection service the Supplier shall monitor and keep The Company advised of stock levels of the designated range of refuse bags and labels.

4.4.11.4 The Supplier shall provide a confidential waste service to provide confidential waste bags on request, remove bags to appropriate storage facilities and arrange collections as required.

4.4.11.5 The Supplier shall remove and return static confidential waste bins to and from the designated waste collection point for emptying. At all times ensuring a clear audit trail is retained in line with TfL Standards.

4.4.12 Special Requirements

4.4.12.1 The Supplier shall review all special requirements set out in this section 4.4.12, and shall assess and take into account any other specialist requirements of a similar nature across the Sites. The Supplier shall ensure these are undertaken as required as part of the Contract Price. They include but are not limited to:

- a) Careful cleaning of display cabinets and their contents, antique furniture, works of art or artwork, in a way that does not cause damage, fading or discolouration and is in accordance with Good Industry Practice.
- b) All items with a bright work finish i.e. bronze, brass and stainless steel shall be cleaned to ensure they remain in their current condition.
- c) Specialist stone and marble floors/surfaces are to be cleaned in a method in line with manufacturers recommended procedure and agreed in advance with the Company. The Supplier shall take special care to maintain the satisfactory appearance of specialist stone and marble.
- d) All leather finishes shall be cleaned using an appropriate cleaning method and left clean and dry, free from dust, stain, smears and marks.
- e) The '7/7 memorial plaque' detailed within Appendix A (Services Matrix) shall be inspected and cleaned with deionised water. The Supplier shall ensure that it is free of Graffiti on the anniversary of 7/7 and on any planned public memorial ceremony arranged by the Company.
- f) The plaque displayed at the entrance of 100 Petty France detailed within Appendix A (Services Matrix) is to be cleaned and inspected daily (Mon to Fri) to ensure that the plaque is clean and free of graffiti.
- g) Within the Lost Property Office the bench areas where sorting of lost property is undertaken require a deep clean periodically to all surface and underside of bench areas.

4.4.13 Additional Services

4.4.13.1 Additional Cleaning

4.4.13.1.1 When the Supplier is requested to do so by the Company they shall carry out additional cleaning. All additional cleans shall meet the standards specified at 4.4.3 to 4.4.9. The Company will pay for additional cleans that are instructed as Additional Works as defined in Schedule 6 Part B (Additional Works).

4.4.13.2 Carpet Cleaning

4.4.13.2.1 The Supplier shall provide a service to undertake the deep cleaning of carpets. The cleaning of carpets is Additional Works, costs are to be provided per unit as requested in the pricing schedules against the following carpet cleaning processes:

- a) Carpet cleaning using a dry powder method;
- b) Carpet cleaning using a wet/solvent-based extraction method;
- c) Carpet cleaning using a bonnet mopping method.

4.4.13.3 Workstation Deep Cleaning

4.4.13.3.1 The Supplier shall provide a service to undertake the deep cleaning of workstations. The cleaning of workstations is Additional Works and may be called off; costs are to be provided per unit as requested in the pricing schedules; The Supplier shall incorporate the cleaning of the desk, desktop computer, monitor and telephone within the per unit price.

4.4.13.4 Communication & Equipment Rooms

4.4.13.4.1 Cleaning of these areas are considered Additional Works and will only be undertaken by arrangement. Where communication and equipment rooms are required to be cleaned, the Supplier shall undertake this in accordance with the same standards as are set out in sections 5.7.3.2 to 5.7.3.5 of the Specification.

4.4.13.5 Laundry Service

4.4.13.5.1 The Supplier shall provide an ad-hoc laundry service as Additional Works. The Supplier shall submit costs for consideration. Examples of laundry requirements include but are not limited to; linen, curtains, shower curtains, flags and fabric covered items.

4.4.13.6 Graffiti & Stain Removal

4.4.13.6.1 The Supplier shall provide an emergency service for the removal of staining from building fabric as caused by the accidental spillage of material and graffiti as Additional Works. The cleaning method and materials applied shall be appropriate to the location, and shall ensure that the building fabric is not adversely affected.

4.4.13.7 Decontamination and Hazardous Waste Cleaning

4.4.13.7.1 The Supplier shall provide an emergency decontamination and hazardous waste cleaning service to decontaminate property and remove hazardous waste. The service shall include sewage and bodily fluids, biohazards, chemical materials and any decontaminated material that poses a danger to health. The cleaning method and materials applied shall be appropriate to the location, and shall ensure that the building fabric is not adversely affected.

4.4.13.8 Exterior Cleaning – Building Fabric

4.4.13.8.1 The Supplier shall provide an adhoc service to clean all external building fabric including but not limited to cladding, louvres and canopies.

- a) The Supplier shall ensure that all products used for the cleaning of cladding and louvres are suitable for the purpose so as not to cause any damage to the finishes. The cleaning methods will comply with any manufacturer's recommendation for the cleaning of the external building fabric.
- b) The Supplier shall ensure that all bird debris on external building elevations/decking areas is removed without damaging the building fabric.

4.4.14 Business Support Services

4.4.14.1 The Supplier shall provide a Business Support Service (BSS) comprising the services set out in this section 4.4.14. The BSS resources shall be delivered flexibly and may be assigned to alternative buildings in line with changing business needs. The Supplier shall provide the service to buildings during the hours designated within Appendix A (Services Matrix).

4.4.14.2 Housekeeping/Janitorial

4.4.14.2.1 The Supplier shall provide a housekeeping/janitorial service at the buildings to ensure building standards are maintained.

- a) To visit hygiene areas on a planned and reactive basis to ensure the areas are clean and hygienic and all paper towels, toilet rolls and soap are replenished.
- b) Empty waste receptacles, including confidential waste bins/shredders and dispose of rubbish in designated bins and/or compactors.
- c) Respond to helpdesk calls for reactive tasks including, but not limited to, restocking/replenishing kitchen areas with catering consumables, spillages, accidents, and general assistance with cleaning/clearing designated meeting and conference rooms.

- d) The Supplier shall undertake other housekeeping/janitorial tasks as directed by the helpdesk / Building Manager and his/her staff.

4.4.14.3 Porters/Messengers

4.4.14.3.1 The Supplier shall provide a porter/messenger service at the buildings to facilitate the movement of items (including furniture, heavy/bulky items, packages and mail items), around the Sites.

- a) The Supplier shall collect and deliver all internal items (within the same Sites) on the same day where the request is logged with the helpdesk within 2 Hours of the expiry of BSS hours as detailed within Appendix A (Services Matrix).
- b) The Supplier shall ensure that porters/messengers obtain appropriate signatures indicating the safe delivery of goods and/or completion of the service in all instances.
- c) The Supplier shall undertake other porter/messenger tasks as directed by the helpdesk / Building Manager and his/her staff.
- d) The Supplier shall undertake the distribution of incoming mail items as directed.

4.4.14.4 Room Set Ups

4.4.14.4.1 The Supplier shall provide a room set up service at the buildings to support business meetings and events.

- a) The service is designed to support the meetings and events scheduled to take place in the reconfigurable rooms within the buildings.
- b) Room set ups shall be undertaken within the time booked, generally 30 minutes prior to the start of the scheduled meeting or event. Room set ups can be coordinated by arrangement for bookings that occur outside designated hours.
- c) The Supplier shall be required to reconfigure rooms to a variety of standard layouts, which includes the operation of moveable partitioning
- d) The Supplier shall be required to attend standard rooms to ensure each room retains its standard configuration.
- e) The Supplier shall ensure that meeting rooms within Windsor House are checked throughout Core Hours to ensure they are reinstated following use in accordance with local procedures.
- f) The Supplier shall undertake other room set up tasks as directed by the helpdesk / Building Manager and his/her staff.

4.4.14.5 Printer Points

4.4.14.5.1 The Supplier shall pro-actively manage printer points to ensure they remain clean and tidy and fully functional (in line with the standards below) at all times.

- a) The Supplier shall deliver photocopying and plotter paper to the multi-functional devices located on the floor plates (MFDs). The Supplier shall advise the Company when paper stocks are low and need re-ordering.
- b) The Supplier shall collect used toners for recycling.
- c) The Supplier shall replenishment of Multi-Functional Devices (MFD's), removal of waste, recycled material and deliveries.
- d) The Supplier shall undertake any other task associated with the maintenance of the printer points as directed by the helpdesk / Building Manager and his/her staff.

4.4.15 Feminine Hygiene and Vending

- 4.4.15.1 The Supplier shall provide and maintain feminine hygiene bins, ensuring these are regularly emptied in order to prevent overflowing or bins becoming foul smelling.
- 4.4.15.2 The Supplier shall provide, maintain and ensure feminine hygiene vending machines are stocked at all times.

4.4.16 Air Fresheners (including Batteries)

- 4.4.16.1 The Supplier shall provide, maintain and refill of air fresheners, to be economically and functionally appropriate to the area in which they shall be utilised, as part of the Contract Price.

4.4.17 Barrier Matting

- 4.4.17.1 The Supplier shall provide and maintain existing barrier mats. The Supplier shall ensure that all barrier matting is well maintained and kept clean. The Supplier shall ensure that there is no accumulation of dirt on the mat, around the edges of the mat or underneath in the mat well so that it meets Cleaning Standard 2.

4.4.18 Consumables

- 4.4.18.1 The Supplier shall provide the following consumables and dispensers as part of the Contract Price ensuring that washrooms and kitchenettes are fully stocked. Consumables provided as part of the Contract Price include but are not limited to:
 - a) paper Towels (Toilets, Bath and Shower Rooms and Kitchenettes);
 - b) centre Feed Hand Towels;
 - c) toilet Rolls/sheets;
 - d) antibacterial Liquid Soap;
 - e) compactor Sacks, Refuse Sacks, Bin Liners (all sizes);
 - f) hand degreaser (Swarfega);
 - g) IT and Telephone Equipment Sanitizers;
 - h) antibacterial Desk Sanitizer wipes;
 - i) salt/Grit;
 - j) waterless urinal cartridges and biological cleaning agents.
- 4.4.18.2 The Supplier shall manage the stock levels of these consumables to ensure availability to replenish on a reactive basis at all times.
- 4.4.18.3 The Supplier shall ensure consumables are of an appropriate quality standard to reflect the nature of the Sites.
- 4.4.18.4 The Supplier shall provide and install COSHH cabinets.
- 4.4.18.5 The Supplier shall ensure all areas used for storage are appropriately fitted and suitably arranged for their designated use, areas are to be, clean, signed, well organised and access be suitably controlled.
- 4.4.18.6 The provision of any additional consumable supplies shall be agreed in advance with the Company and charged as appropriate. Consumables considered to be additional to the Contract Price are:
 - a) Shower curtains;
 - b) Hand sanitizer/sprays;
 - c) Hand sanitizer gels;
 - d) Kitchen sponges;
 - e) Washing up liquid;
 - f) Dishwasher tablets.

4.4.19 External and Internal Window Cleaning

4.4.19.1 The Supplier shall clean both sides of all internal and external glazing to the frequencies set out below:

- a) Reception – including all doors and glazing – weekly internal & external
- b) Ground floor glazing – monthly internal & external
- c) All other glazing – six-monthly

4.4.20 Window Cleaning Standard

4.4.20.1 The Supplier shall apply the following cleaning standard:

- a) The Supplier shall adequately protect all floors and furniture before the commencement of work.
- b) The Supplier shall clean all glazing throughout the Sites. Glass shall mean both sides of glass of every description, including, but not limited to, internal partition glazing, display cases (external surface only) and panel glazing, glass balustrades, exterior glazing and exterior windows.
- c) The Supplier shall leave glazing clean, dry and free from smears. There shall be no evidence of run marks, verdigris, stains or finger marks on glass, window ledges, sills, paintwork or surrounds.
- d) Adjacent surfaces, including sills, mullions, frames and structural parts associated with the glass, shall also be left free from liquid spillage, smears and cleaning marks.
- e) The Supplier shall confirm in writing with the Company that any specialist access equipment, cradle, gantry or anchorage device to be used is in proper working order and has been tested and inspected for use.
- f) The Supplier shall before each occasion of use, visually inspect and check manually all specialist access equipment, cradles, gantries and anchorage devices provided for use by the Company in accordance with the manufacturer's instructions. The Supplier shall keep all records of inspection accessible by the Company at all times.
- g) The Supplier shall prepare and reinstate equipment, as may be required, to enable engineering insurance surveyors to carry out inspections. The Company shall retain the responsibility for planning and organising arrangements with the surveyors. This process shall be integrated with the schedule of planned maintenance which is undertaken by a third party as far as possible. However, the Supplier shall attend upon request whilst in attendance at buildings undertaking routine and periodic works.
- h) The Supplier shall provide a service to escort third parties, prepare and reinstate equipment as requested by the Company as Additional Works for which the company shall pay.
- i) Where specialist access equipment is not provided by the Company or available for use on site the Supplier shall provide the specialist access equipment.

4.4.21 Additional Window Cleaning Services

4.4.21.1 When requested by the Company, the Supplier shall carry out additional window cleaning services. Additional window cleaning services will be considered as Additional Works.

- a) external face of external windows only;
- b) internal face of external windows only;
- c) both internal and external faces of external windows;
- d) external window frame cleaning;

e) internal window frame cleaning.

4.4.21.2 All additional cleans shall meet the standards specified within the relevant section of this specification.

4.4.22 Grounds and Horticultural Services

4.4.22.1 The Supplier shall provide a comprehensive high quality grounds maintenance and horticultural service that includes:

- a) ground maintenance;
- b) horticultural services;
- c) grass cutting;
- d) green infrastructure (GI).

4.4.23 Grounds Maintenance

4.4.23.1 The Supplier shall ensure that through the provision of a planned and reactive service all external hard surfaces i.e. shelters, benches and bike racks are kept reasonably free of leaves, weeds, moss, lichen or any other plant growth.

4.4.23.2 The Supplier shall ensure that the external areas to the Sites, car parks, paving, paths, steps, ramps, walkways, terraces, ledges, fixed seating, lighting columns and bollards are maintained free from debris, litter and spills and retain a generally clean and tidy appearance at all times.

4.4.24 Horticultural Services

4.4.24.1 The Supplier shall maintain the soft landscape at the Sites to provide an attractive and high quality environment, and ensure they are reasonably free of litter, leaves, weeds and any other solid matter and are tidy in appearance.

4.4.24.2 The Supplier shall maintain all planted areas (including planting beds and containers) to ensure they remain in healthy growth, are weed free, with dead or dying plants removed and replaced as necessary on a like-for-like basis.

4.4.24.3 The Supplier shall ensure that all planting pots and containers are clean and are replaced when broken, discoloured or untidy in appearance.

4.4.24.4 The Supplier shall ensure that all trees, shrubs, hedges and other plants are kept to an appropriate height and form ensuring they are safe, do not obstruct windows, CCTV, Signage, and Pathways etc. or adversely impact on surrounding property.

4.4.24.5 The Supplier shall replace dead or dying plants.

4.4.24.6 The Supplier shall agree with The Company in advance all tree surgery works.

4.4.25 Grass Cutting

4.4.25.1 The Supplier shall manage the grassed areas to maintain an even, weed free lawn with a close textured sward, and a tidy and attractive appearance.

4.4.25.2 The Supplier shall ensure that the height of the grass shall be kept between 50mm (2 inches) and 100mm (4 inches) Keep paths clear of cuttings, collect grass and dispose of grass cutting.

4.4.25.3 The Supplier shall arrange the grass-cutting regime for areas planted with bulbs appropriate to the growing season of the planted bulbs.

4.4.25.4 The Supplier shall manage meadow grasslands in an appropriate ecological manner.

4.4.26 Green Infrastructure (GI)

- 4.4.26.1 For the purpose of this Contract, Green Infrastructure (GI) are features such as swales, living roofs and walls, and the services they provide. A schedule of GI is set out within Appendix A (Services Matrix)
- 4.4.26.2 Until the Expiry Date, the Supplier shall develop, implement and maintain a GI maintenance programme, completed annually before the start of the growing season.
- 4.4.26.3 Within the first year of the Contract, the Supplier shall complete a condition survey of all GI; to:
- a) Optimise future maintenance of the GI;
 - b) Establish current performance of the plant system (ensuring it meets the criteria it was initially installed for);
 - c) Identify potential performance failures.
- 4.4.26.4 The Supplier shall then develop an annual programme of planned preventative maintenance work to resolve any quality issues identified within the survey and recorded in the GI maintenance programme. The maintenance programme should cover but not be limited to the following:
- a) Inspection plan - to As a minimum the GI shall be inspected twice a year between March and November;
 - b) Removal of litter and debris, especially around drainage elements;
 - c) Removal and suitable disposal of any unwanted weeds and non-native invasive species (e.g. buddleia and Conyza species);
 - d) Application of appropriate nutrient source / fertiliser if required;
 - e) Vegetation and plant replacement for dead or damaged plants;
 - f) Grass cutting (swale only);
 - g) Sediment management (swale only);
 - h) Any other remedial works required to maintain performance of the system;
 - i) Additional inspections shall be carried out after extreme weather events as defined by the MET Office (e.g. extended periods of rain or extended periods of no rain) to ascertain condition of the plant system;
 - j) Records of all inspections (to record asset condition) and maintenance work completed shall be recorded in a format agreed with the Company.
- 4.4.26.5 Storage area on roofs shall have been checked to ensure they meet the structure's loading capacity before works start.
- 4.4.26.6 For any roof works that have an interface with members of public or operational staff and assets, debris net must be installed to separate the area and prevent any debris coming into contact with LU staff or members of public, track etc.

4.4.27 Invasive Species

- 4.4.27.1 The Supplier shall develop, implement and maintain a non-native invasive species (NNIS) control plan and programme, which demonstrates the use of competent staff, Good Industry Practice and innovative solutions to effectively control and eradicate NNIS (where practicable or required by Applicable Laws) to prevent harm to the Company's Sites, staff and biodiversity.
- 4.4.27.2 The Supplier will ensure that:
- a) the NNIS Control Plan and Programme will be updated annually and be submitted no later than the start of the NNIS Growing season (first agreed plan will be annexed to this schedule at contract award);
 - b) the NNIS Control Plan and Programme will in the first growing season following the Services Commencement Date, survey and record the location

- and extent of all NNIS. The Supplier shall record NNIS survey and treatment records in a format to be agreed with the Company, and must be updated each quarter and returned to the Contract Manager at the end of the growing season and after last treatment;
- c) all information and systems for recording NNIS will be owned by the Company in accordance with the provisions of clause 37 (Intellectual Property Rights). The Supplier will ensure that at all times all data is suitably secured from loss of all kinds;
 - d) within first calendar year an appropriate NNIS staff warning system, to be agreed and implemented with the Contract Manager, It demonstrates understanding of all relevant current and emerging Applicable Laws, Good Industry Practice and London Mayoral strategies and polices relating to NNIS and their treatment and remains compliant at all times. The Supplier will inform the Company of any changes in how the Supplier will deliver compliance using the NNIS Control Plan;
 - e) All staff responsible for the management and or control of NNIS, are suitably trained, experienced and competent, to undertake their work.

4.4.28 Pest Control Services

- 4.4.28.1 Pest Control visits are to be carried out during Core Hours unless otherwise stated. Supplier to identify if any of the Services should be undertaken out of hours periods (for Health and Safety reasons).
- 4.4.28.2 The Supplier shall implement a programme of planned pest control activities in order to keep the Sites free from birds and infestation by rodents, pests.
- 4.4.28.3 The Supplier shall be responsible for the control of insect infestations (excluding pharaoh ants) including non-native invasive species.
- 4.4.28.4 Bird fouling clearance, including provision of all relevant access equipment (and subsequent cleaning of affected area).
- 4.4.28.5 Where feasible, the Supplier shall eradicate all pests from the Sites, and implement a programme of control where this is not possible.
- 4.4.28.6 The Supplier shall provide the Company with a written report following each planned pest control visit to the Sites. These shall be dated and include but not be limited to:
 - a) A description of pests found in the building and their likely origins;
 - b) Annotated maps, plans or sketches as required;
 - c) The extent and nature of infestations or pest activity;
 - d) Potential risks identified and possible mitigation measures;
 - e) The extent of treatments undertaken; and
 - f) Further action that is required.
- 4.4.28.7 The Supplier shall use the most effective and humane methods possible and remove all animal, avian and/or insect corpses immediately upon discovery.

4.4.29 Avian Pest Control

- 4.4.29.1 Within the first year of the Contract, the Supplier shall complete a condition survey of all avian pest control measures; recording the asset condition in format agreed with the Company. The Supplier shall use the survey to create a phased programme of installation of longer-life exclusion system to ensure phase out polypropylene/nylon netting to aid compliance with Animal Welfare Act and reduce whole life maintenance costs.
- 4.4.29.2 The Supplier shall supply and maintain all measures at the Sites to prevent avian access, such as nets and roosting wires and shall ensure that the Sites are free from excessive build-up of avian fouling.

4.4.29.3 When controlling avian pests, preference should be given to exclusion techniques.

4.4.30 Reactive Pest Control Services

4.4.30.1 The Supplier shall respond to reactive service requests for pest control and shall report findings and outcomes to the Company, including details of any follow up actions required / recommended.

4.4.30.2 The Supplier shall undertake follow up actions when requested to do so and at times agreed with the Company.

4.4.30.3 The Supplier may include a routine inspection during an emergency call out only if a routine visit is due and if all inspection points are covered in addition to the emergency work.

4.4.31 Electronic insect killing devices

4.4.31.1 The Supplier shall replace, install and maintain, in accordance with manufacturer instruction, and clean all existing electronic insect/fly killing equipment.

5 LONDON UNDERGROUND STATIONS

5.1 Locations and Hours of Work

5.1.1 Locations

5.1.1.1 The Services shall be delivered at London Underground stations. A complete list of the Sites and areas subject to the scope of each section of this specification is provided in Appendix A (Services Matrix).

5.1.1.2 London Underground stations are classified into four distinct categories based on their operational importance to the Company Levels of footfall and customer profile. For information purposes the category of each station is included in Appendix A (Services Matrix).

5.1.1.3 The four categories of stations are:

- Gateway Stations: are the main visitor entry points to London, with high volumes of customers and a high proportion of people unfamiliar with the tube network.
- Destination Stations: are busy stations in central London with high volumes of customers, including commuter rail terminals and tourist destinations.
- Metro Stations: are stations serving predominantly inner London communities with many regular users.

Local Stations: are smaller stations in outer London or beyond have lower customer numbers and serve mainly regular customers familiar with the Tube network.

5.1.2 Hours of Work

5.1.2.1 The Supplier shall deliver the Services set out in this specification both within and outside Engineering Hours in line with the agreed recommendations within 'TFL-229-V11 D1 Case for Safety Paper - Implementation of Maintenance All Hours on Ambience & Bodily Fluid Management – SRCC No.TL/1516/002'.

5.1.2.2 The Supplier shall deliver the Services within Engineering Hours where working in Traffic Hours would adversely impact the operation of the Sites particularly in relation to safety and day-to-day operation of the railway.

5.1.2.3 Engineering Hours and Traffic Hours are defined in Schedule 5 (Access).

5.1.2.4 The Supplier shall accommodate requests to change the scheduling of particular aspects of the Services to accommodate the Company's specific operational requirements.

5.1.2.5 The Supplier shall co-operate with the Company to assess and adjust aspects of the Service in line with changing operational needs. A 24 Hour train service will operate on the Central, Jubilee, Northern, Piccadilly and Victoria Lines and is intended to be phased in before 2017.

5.1.3 Onsite Storage and Accommodation

5.1.3.1 The Supplier shall follow the requirement to apply for a storage licence at each location and storeroom where equipment, products or materials are intended to be stored. A separate application is required for a storage licence at Sites that are considered to be operational. The Supplier shall submit applications to the appropriate Company Representative in line with current LUL processes.

5.1.3.2 The Supplier shall ensure that a valid and site specific storage licence is displayed at all times on the external face of the entrance door and the materials stored are as stated within the licence. The licence shall include a full description and quantity of materials/equipment to be stored indicating (a) – non-flammable (b) – not readily flammable (c) – flammable (d) –

highly flammable (e) – risk of toxic fumes in fire situation (f) – extremely flammable.

5.1.3.3 The Supplier shall make adequate arrangement for the material and equipment to be stored. Areas used for storage must be appropriately fitted and suitably arranged for their designated use, areas are to be, clean, signed, well organised and access to be suitably controlled.

5.1.3.4 The Supplier shall be aware that storage licences may be withdrawn without notice.

5.1.3.5 Accommodation facilities provided on Sites can vary, may be shared and arrangements can be amended. Arrangements are subject to local agreement in all instances.

5.1.4 Restrictions

5.1.4.1 The Supplier shall comply with the Company process for obtaining Access to LU Sites which is defined in Schedule 5 (Access)

5.2 Scope of Services

5.2.1 Scope

5.2.1.1 The Supplier shall provide a professionally managed, high quality comprehensive cleaning service to all internal and external areas that within the demised of the Sites. Services include, but are not limited to:

- routine cleaning;
- reactive cleaning;
- external cleaning;
- non operational – disused areas;
- periodic and specialist cleaning;
- additional services;
- adverse weather
- external and internal window cleaning
- feminine hygiene;
- vending;
- air fresheners (including batteries);
- roller towels;
- hand wash stations;
- barrier matting; and;
- consumables.

5.2.1.2 Areas within the demise are considered as either Public Areas or Station Operational Areas within Appendix A (Services Matrix).

5.2.1.3 Public Areas are deemed to be any area that can be accessed by members of the public, including areas currently identified as disused or non operational. Public areas may include but are not limited to:

- entrances;
- platforms;
- route ways;
- ticket halls;
- interchange areas;
- waiting rooms; and;
- disused and non operational areas.

5.2.1.4 The Supplier shall ensure that public areas meet station ambience cleaning standards set out within this specification. Public areas include but are not limited to:

- floors;
- walls;
- ceilings and soffits;
- stairs;
- lifts;
- escalators;
- platform roofs, canopies, high level glazing and glass structures;
- fixtures, fittings and associated equipment;
- gates and barriers; and;
- toilets.

5.2.1.5 Station operational areas are deemed to be any area that is accessible or used by staff and has restricted access to members of the public. Station operational areas may include but are not limited to:

- offices (including British Transport Police);
- meeting rooms;
- mess rooms;
- locker rooms;
- toilets;
- shower rooms;
- store rooms;
- equipment and secure rooms;
- fire escape routes.

5.2.1.6 The Supplier shall ensure that Station operational areas meet cleaning standards set out within this specification.

5.2.1.7 The Supplier shall ensure that the appropriate cleaning standard is applied consistently across the Sites. The cleaning service shall include the cleaning of all fixtures and fittings located temporarily or permanently at the Sites.

5.3 Standards

5.3.1 General

5.3.1.1 The Services shall be provided at all times in accordance with a regime that complies with all statutory requirements, legislation, regulations and the following standards set out below.

5.3.2 Company Standards, Policies and Procedures

5.3.2.1 The Supplier shall comply with all standards, policies and procedures.

5.3.2.2 The Supplier shall comply with the following London Underground Standards in Station Public Areas:

- Standard 5-353 – Rev A5 – Station Ambience;
- Standard S1354 – Rev A8 – Customer Facing Requirements for Temporary Works at Stations.

5.3.2.3 The Supplier shall perform the services to the required standards within Station Public Areas as shall be adjudged by the targets and results of the Station Quality Marking System (SQMS) and other associated performance

measures relating to fault clearance, resource provision and completion of periodic cleaning tasks defined in Schedule 12 (Performance Measurement).

5.3.2.4 The Supplier shall perform the Services to the required standards within Stations operational areas as set out within this specification for London Underground Stations and shall be adjudged by the targets and results of the Building Management Audit (BMA) and other associated performance measures relating to fault clearance, resource provision and completion of periodic cleaning tasks defined in Schedule 12 (Performance Measurement).

5.3.3 British Standards, Regulations and Approved Codes of Practice

5.3.3.1 The Supplier shall provide the Services in accordance with a maintenance regime that complies with all relevant British Standards.

5.3.4 Other Standards

5.3.4.1 Where there is no appropriate British Standard, the Supplier shall provide the Services in accordance with Good Industry Practice.

5.4 Services Specification

5.4.1 Scope of Service

5.4.1.1 This is an output performance based contract which defines standards and not methods of cleaning with the resource provided and the frequency of cleaning determined by the Supplier to meet these standards. The Supplier shall allocate operational and management resource to maintain the specified standards and meet the performance targets defined in Schedule 12 (Performance Measurement). The Supplier shall ensure that cleaning standards do not diminish throughout the various hours of operation of the Sites.

5.4.1.2 The Supplier shall clean all internal and external areas including fixtures, fittings, furniture and finishes, to minimise degradation, enhance asset life cycle and ensure the Company's required standards are maintained. The standards of cleaning, as specified below shall be visible at the start of each Working Day, unless specifically stated otherwise. The standards of periodic deep cleaning shall be visible at the point of cleaning (i.e. on completion of the cleaning).

5.4.1.3 The Supplier shall ensure that the internal and external areas and all furniture, fixtures, fittings and equipment, are maintained to the specified level of general cleanliness and remain presentable and fit for their intended purpose.

5.4.1.4 The Supplier shall monitor the provision of the Services on a daily basis to ensure the required level of service is provided.

5.4.1.5 The Supplier shall ensure all consumable dispensers are checked for damage, wear and tear, and effective operation, reporting defects to the Company and replacing as necessary.

5.4.1.6 The Supplier shall comply with any local procedures for the separation of waste and recycling.

5.4.1.7 The Supplier shall transport waste to an agreed internal or external point(s) of collection for removal by a third party supplier.

5.4.1.8 The Supplier shall compact waste prior to removal from buildings where a compactor is provided for use.

5.4.2 Services to Listed Status Sites

5.4.2.1 The Supplier shall consider all cleaning tasks and apply appropriate cleaning methods in relation to cleaning in areas that are identified within Appendix A (Services Matrix) with Listed status. Sites which do not have a statutory listing but still have significant heritage features and fabric will require specialist cleaning.

5.4.2.2 The Supplier shall ensure that cleaning tasks are undertaken as required as part of the Contract Price; relevant examples include but are not limited to:

- a) Heritage tiles, stone and marble walls/floors/surfaces are to be cleaned in a method in line with manufacturers recommended procedure and agreed in advance with the Company. The Supplier shall take special care to maintain the satisfactory appearance of heritage tiles, stone and marble.
- b) Heritage features such as plaques, signs and clocks should be shall be cleaned in a method which ensures they remain in their current condition.
- c) All items with a bright work finish i.e. bronze, brass and stainless steel shall be cleaned to ensure they remain in their current condition.
- d) All leather finishes shall be cleaned using an appropriate cleaning method and left clean and dry, free from dust, stain, smears and marks.

5.4.3 Services to Non Operational and Disused Areas

5.4.3.1 The Supplier shall ensure that any disused or non-operational areas of stations that are identified within Appendix A (Services Matrix) as Non Operational or disused areas, including all external surfaces, gates and runners entrances, exits, walls and associated fittings, ceilings and stairways shall be maintained to a basic standard of cleanliness and appearance at all times in line with the following:

- a) All floor surfaces shall be free from debris, clean and dry. Floors shall be safe and not slippery.
- b) Back stairs including treads, risers, nosing's, banisters, balustrades, handrails, ledges and protective wire guards where present shall be free from dust and debris.
- c) No litter or rubbish shall be present.

5.4.3.2 The Services shall be delivered at the Sites set out in Appendix A (Services Matrix).

5.4.4 Planning and Programming of Works

5.4.4.1 The Supplier shall provide and agree with the Company an activity plan incorporating all planned cleaning activities (regular and periodic). The Supplier's activity plan shall incorporate appropriate numbers of staff to complete all required cleaning activities using the optimum levels of resource whilst clearly achieving the performance standards.

5.4.4.2 The Company shall reserve the right to deploy Supplier's Personnel on alternative cleaning programmes at no additional costs. The Company shall determine if cleaning activities suspended as a result need to be recovered.

5.4.4.3 The Supplier shall comply with all requirements for gaining access to sites. Compliance with these requirements is mandatory.

5.4.5 Staff Attendance Recording and Technology

5.4.5.1 The Supplier shall supply and maintain a computerised staff management system to ensure accurate time and attendance recording.

5.4.5.2 The Supplier shall submit details of its proposed computerised staff management system for approval by the Company no later than 4 weeks

- prior to the Services Commencement Date. The system shall be fully implemented no later than 4 weeks after the Services Commencement Date.
- 5.4.5.3 The Supplier shall as a minimum provide and maintain a biometric identifier such as a palm reader or a device of equivalent or better accuracy at each Site listed in Appendix A (Services Matrix).
 - 5.4.5.4 The Company currently operates an 'open protocol' biometric time and attendance system with approximately 130 existing operational terminal units.
 - 5.4.5.5 The existing system is identified within Appendix B (Equipment Matrix). The Supplier shall review the existing system to determine the actions and costs that will be required to incorporate the system to achieve the requirements of 5.4.5.2.
 - 5.4.5.6 The Supplier shall provide all necessary software and hardware to support the above functionality throughout the term of the Contract.
 - 5.4.5.7 The Company shall make available at each Site a location and a power supply for the installation of the biometric identifier.
 - 5.4.5.8 The Supplier shall keep records of staff attendance and timekeeping and present this information at the request of the Company and at each progress meeting. Records shall include signing in and out information data which can be audited and used as evidence of attendance and payment in accordance with Schedule 2 (Payment) and Schedule 12 (Performance Measurement).
 - 5.4.5.9 The Supplier shall, as a minimum, supply to its staff with communication and computing devices (in supplying such devices the Supplier is deemed to have made full allowance for service charges, maintenance, replacements /upgrades).
 - 5.4.5.10 All lone workers and Site Persons in Charge (SPCs) are to be provided with smart phones; staff of a supervisory grade are to be provided with Supervisors with PDA's with GPS/mobile phone capability and staff of a management grade are to be provided with a tablet PC (I-Pad or equivalent with GPS/mobile phone capability).

5.4.6 Equipment

- 5.4.6.1 The Company will supply equipment as listed in Appendix B (Equipment Matrix) to the Supplier for use in connection with the delivery of the Services. The Supplier shall:
 - a) Advise the Company in writing if the equipment is moved between the Sites.
 - b) Be responsible for providing any additional equipment necessary to deliver the Services.
- 5.4.6.2 The Supplier shall ensure that all equipment supplied by the Company is subject to the same requirements as the equipment provided by the Supplier for the provision of the Services as set out in section 2.7 (Materials and Equipment) of this specification.
- 5.4.6.3 The Supplier shall ensure that equipment that cannot be repaired and is not ready for operational use for a period of 48 hours is replaced at the Suppliers cost
- 5.4.6.4 The Supplier shall ensure that all equipment is used until it is beyond economic repair at which point the Supplier shall replace at its cost, unless the Supplier and the Company agree that there is no ongoing requirement for the equipment. The disposal of any equipment shall be at the Suppliers costs.
- 5.4.6.5 In addition to the Company's equipment provided the Supplier shall assess current and future requirements for equipment and provide ready for use at

the Services Commencement Date any such equipment that the Supplier requires to deliver the Services

5.4.6.6 The Supplier shall be responsible for confirming that specialist access equipment, whether owned by the Company or by the Supplier is ready for use. The Supplier shall:

- a) Confirm in writing with the Company that any specialist access equipment, cradle, gantry or anchorage device owned by the Company or the Supplier is in proper working order and has been tested and inspected for use;
- b) The Supplier shall before each occasion of use, visually inspect and check manually all specialist access equipment, cradles, gantries and anchorage devices in accordance with the manufacturer's instructions;
- c) The Supplier shall keep all records of checks, inspections and certifications accessible to the Company at all times.

5.4.7 Routine Cleaning

5.4.7.1 The Supplier shall provide routine cleaning of the internal and external areas to the required service standard as highlighted within this specification.

5.4.7.2 The Supplier shall monitor the provision of the Services on a daily basis to ensure that the cleaning standards are adhered to.

5.4.8 Reactive Cleaning

5.4.8.1 The Supplier shall provide a reactive 24/7/365/6 cleaning service to maintain the full and safe use of the Sites. Reactive tasks can include, but are not limited to:

- a) responding to and cleaning up spillages;
- b) responding to building incidents i.e. leaks, floods or toilet blockages;
- c) an emergency response to body spills and the removal of hazardous waste to the identified point of disposal;
- d) the removal of carrion and the disposal of waste;
- e) replenishing consumables;
- f) monitoring the cleanliness of the sanitary facilities;
- g) graffiti removal;
- h) adverse weather support of winterisation plans.

5.4.9 Periodic and Specialist Cleaning

5.4.9.1 Periodic cleaning of the internal and external areas shall reflect the required cleaning standards. The Supplier shall provide an annual programme for the periodic and specialist cleaning activities to the Company for approval. This programme will be presented by Site, detailing each cleaning activity. It will be discussed during the periodic progress meetings and revised when necessary. The Supplier shall take responsibility for ensuring the Company staff are informed prior to carrying out periodic cleaning activities.

5.4.9.2 The following cleaning standards apply to the periodic cleaning activities:

- a) all furniture, fixtures and fittings shall be deep cleaned to ensure that they are free of dust, marks and stains. The Supplier shall take extra care when cleaning antique furniture, fixtures or fittings due to their age and value;
- b) walls, ceilings, ventilation diffusers and ceiling light fittings shall be deep cleaned at an appropriate interval to ensure that they are free of marks, stains, dust and smears;

- c) all carpets, carpet tiles and hard floor coverings shall be deep cleaned in accordance with manufacturer's recommendations and Good Industry Practice;
- d) all dust, dirt, stains and soiling is to be removed from window blinds, curtains and bomb blast net curtains. In the event that the blinds are unstrung during cleaning they shall be restrung, and when curtains are removed from rails they shall be rehung;
- e) recessed dust mats shall be free of grit, dust and debris. All dust mats shall be clean and dry; and;
- f) all toilet and other sanitary areas shall be deep cleaned to ensure the areas are disinfected and free from dust, grime, hair, scum, limescale, marks and smears. The areas shall be dry and clean and no residue of cleaning agent shall be present.

5.4.10 External Cleaning

5.4.10.1 The required service standard is to be visible before the start of each Working Day and shall be maintained to this standard during the Working Day. The following standard shall apply:

- a) All entrances to the Sites, perimeters surrounding the Sites and car parking areas shall be maintained so that no debris, litter, cigarette ends, chewing gum, dirt, bodily fluids, spillages or stains are apparent after cleaning. Disinfectant may be used where appropriate.
- b) All external waste bins shall be kept clean emptied to central rubbish collection/disposal arrangements and replaced by the Supplier in their original locations.
- c) All smoking areas, shall be kept tidy in appearance, cigarette bins/ashtrays emptied to central rubbish collection/disposal arrangements and replaced by the Supplier in their original locations.

5.4.10.2 The Supplier shall ensure all external hard surfaces including but not limited to, shelters, benches and bike racks are kept reasonably free of leaves, weeds, moss, lichen or any other plant growth.

5.4.10.3 The Supplier shall ensure that the external areas to the Sites, car parks, paving, paths, steps, ramps, walkways, terraces, ledges, fixed seating, lighting columns and bollards are maintained free from debris, litter and spills and retain a generally clean and tidy appearance at all times.

5.4.10.4 The Supplier shall ensure that all bird guano on external building elevations/decking areas is removed without damaging the building fabric.

5.4.11 Adverse Weather

5.4.11.1 The Supplier shall provide support to the Company's winterisation plans with the provision of a reactive gritting, snow and ice clearance service for all external areas of all Company Sites. The Service shall include the provision of work equipment, grit/salt/ice melt, support in the application of grit/salt/ice melt, and the disposal of "clean" and contaminated snow/ice. Minimum requirements are detailed in Appendix D, Adverse Weather Equipment.

5.4.11.2 The Supplier shall under direction of the Company assist station staff with providing and maintaining safe pedestrian and vehicular access to all Sites, access roads, pathways and car parks.

5.4.11.3 During periods of heavy frost or snow, the Supplier shall under the direction of the Company assist station staff with keeping all roads, car parks, pathways and entrances free from snow and ice and kept in a safe condition.

- 5.4.11.4 The Supplier shall ensure that The Company's property is not damaged during the clearing of snow and ice.
- 5.4.11.5 The Supplier shall provide support to the Company in the control of water damage, leaks and flooding to internal and external areas of the sites which arises as a result of inherent water seepage within the building fabric, burst water pipes or mains, rain fall, storms or other related weather events. The Service shall include the provision of appropriate containment and absorbent materials and equipment. This should include but is not limited to absorbent socks, pads and pillows.
- 5.4.11.6 The Supplier shall under direction of the Company assist station staff in keeping all areas of the Sites operational, safe and open for public use during such instances by the re-allocating of existing resources. No additional resource shall be provided for this requirement with the existing resources for the Site or from other Sites re-allocated as appropriate to deal with such instances.
- 5.4.11.7 The Supplier shall ensure that damage to the Company's property is minimised as far as is reasonably practicable during such instances.

5.4.12 External and Internal Window Cleaning

- 5.4.12.1 The Supplier shall clean both sides of all internal and external glazing to the frequency set out below:
 - a) internal glazing up to two meters to be cleaned weekly;
 - b) internal glazing above two meters to be cleaned monthly; and;
 - c) external glazing to be cleaned monthly.
- 5.4.12.2 The Supplier shall apply the following cleaning standard:
 - a) The Supplier shall adequately protect all floors and furniture before the commencement of work.
 - b) The Supplier shall clean all glazing throughout the Sites. Glass shall mean both sides of glass of every description, including, but not limited to, internal partition glazing, display case (external surface only) and panel glazing, glass balustrades, exterior glazing and exterior windows.
 - c) The Supplier shall leave glazing clean, dry and free from smears. There shall be no evidence of run marks, verdigris, stains or finger marks on glass, window ledges, sills, paintwork or surrounds.
 - d) Adjacent surfaces, including sills, mullions, frames and structural parts associated with the glass, shall also be left free from liquid spillage, smears and cleaning marks.

5.5 Cleaning Standards – Stations Public Areas

- 5.5.1 The Supplier shall provide the Services in accordance with the standards set out in Table 1 below.

Table 1 – Cleaning Standard – Stations Public Areas

Element	Includes	Excludes	Standard
Floors	Platforms Platform Markings Platform channels and gutters	Commercial units	Visibly clean and dry. Free from any dust, dust balls, cobwebs,

Element	Includes	Excludes	Standard
	<p>Ticket Halls Route ways, circulating areas and concourses Waiting rooms Passenger Toilets Subways Tactile mats and mat wells</p> <p>External areas within the Station demise</p>		<p>tidemarks, limescale, grime, dirt, marks, stickers, adhesive, smears and stains.</p> <p>Free from any vomit, excrement, broken glass, spillages, chewing gum and bodily fluids.</p> <p>No litter.</p> <p>Graffiti – None whatsoever.</p> <p>White and yellow lines, platform markings and stair risers shall be thoroughly cleaned. The Supplier shall remove dirt, loose and flaking material, chewing gum and any other detritus back to a sound base. The Supplier shall ensure that all surfaces, including the head of the rails, are not contaminated by dirt or dust as a result of the cleaning of white and yellow lines and platform markings.</p>
Walls	<p>Platform walls Platform Trackside walls Ticket Halls Route ways Waiting rooms</p>	<p>Commercial unit walls OPO monitors Temporary hoardings (erected by other suppliers) Advertising vinyl Advertising poster frames</p>	<p>Visibly clean and free from any dust, dust balls, cobwebs, tidemarks, limescale, grime, dirt, marks, stickers, adhesive, smears and stains, vomit, excrement, spillages, chewing gum and bodily fluids.</p>

Element	Includes	Excludes	Standard
	Subways Cable management systems Non electronic LUL signage Luminaire housings		whatsoever
Stairs	Passenger stairs Spiral staircases Fire escapes Stair markings Nosings Handrails Balustrades Exposed Stair structures Escalators being used as fixed stair cases		Visibly clean and dry. Free from any dust, dust balls, cobwebs, tidemarks, limescale, grime, dirt, marks, stickers, adhesive, smears and stains. Free from any vomit, excrement, broken glass, spillages, chewing gum and bodily fluids and shall be clean and tidy. No litter Graffiti – None whatsoever. Stair risers shall be thoroughly cleaned. The Supplier shall remove dirt, loose and flaking material, chewing gum and any other detritus back to a sound base .Supplier shall litter pick and clean treads of escalators used as a fixed staircase.
Lifts	Lift internals Exposed Lift shaft externals LUL signage & poster frames	Lift shaft internals Non exposed Lift shaft externals Advertising displays Advertising poster frames Advertising vinyl	Visibly clean and free from any dust, dust balls, cobwebs, grime, dirt, marks, stickers, fly posters, adhesive, bodily fluids, smears and stains.

Element	Includes	Excludes	Standard
			<p>No litter.</p> <p>Graffiti - None whatsoever.</p>
Escalators	<p>All non moving parts</p> <p>Escalator housing</p>	<p>Steps</p> <p>Rubber hand rail</p> <p>Electronic advertising displays</p> <p>Advertising vinyl</p>	<p>Visibly clean and free from any dust, dust balls, cobwebs, tidemarks, limescale, grime, dirt, marks, stickers, adhesive, smears and stains.</p> <p>Free from any vomit, excrement, broken glass, spillages, chewing gum and bodily fluids.</p> <p>Panel joints free from dirt</p> <p>No litter or chewing gum present</p> <p>Graffiti - None whatsoever</p> <p>TfL information panels and frames free from any dust, cobwebs, grime, dirt, marks, stickers, bodily fluids, smears and stains.</p> <p>Top edges of non electronic advertising frames to be dust free.</p>
Platform roofs, Canopies, High Level Glazing and Glass Structures	<p>Platform roofs</p> <p>Canopies</p> <p>High level internal glazing</p> <p>High level external glazing</p>	Gutters	<p>Visibly clean and free from dust (including high level), cobwebs, tidemarks, grime, dirt, smears, stains, stickers, moss and other vegetation</p>

Element	Includes	Excludes	Standard
			<p>The Supplier shall remove rubbish, litter, leaves and debris from Platform roofs and Canopies.</p> <p>Glazed surfaces should be visibly clean and smear-free with no dust, dirt, debris, adhesive tape or spillages. They should have a uniform shine appearance.</p>
<p>Fixtures, Fittings and Equipment</p>	<p>Help Points Seating and Benches LUL signage & poster frames Leaflet racks Whiteboard frames Driver information boards (JNP only) Clocks Bins & bin hoops Artwork and Statues Platform Tea Points</p>	<p>Vending Machines Commercial units Advertising displays Advertising poster frames Electronic displays Dot Matrix – Hanging Signs</p>	<p>Visibly clean and dry.</p> <p>Free from any dust, dust balls, cobwebs, grime, dirt, marks, stickers, fly posters, adhesive, bodily fluids, smears and stains.</p> <p>No litter</p> <p>Graffiti - None whatsoever</p>
<p>Gates & Barriers</p>	<p>Platform end barriers Platform barriers Gate runners Jubilee line Platform edge barriers Underground Ticket</p>		<p>Visibly clean and dry.</p> <p>Free from any dust, dust balls, cobwebs, grime, dirt, marks, stickers, fly posters, adhesive, bodily</p>

Element	Includes	Excludes	Standard
	Gates (UTS) Gate Line Attendance Points (GLAPs) Public facing Station gates		fluids, smears and stains. Gate runners and tracks to be clean and free of debris Glazed surfaces should be visibly clean and smear-free with no dust, dirt, debris, adhesive tape or spillages. They should have a uniform shine appearance. No litter Graffiti - None whatsoever.
Toilets	Bowls and Urinals Cisterns Wash basins Consumables Hand dryers Toilet consumable dispensers Bins		Visibly clean with basins, bowls and urinals free from dirt, removable waste, stains, mineral deposits, marks and cleaning agents Waste bins emptied as required Consumables replenished when exhausted / necessary Toilet roll dispensers checked for damage, wear and tear, and effective operation.

5.6 Cleaning Standard – Stations Operational Areas

5.6.1 Cleaning Standard 1 – Basic

5.6.1.1 This standard will be applied to the following areas:

- a) secondary stairways;
- b) goods lifts;
- c) loading bays;
- d) secondary entrance areas; and;
- e) storage areas (including bin stores).

5.6.1.2 The Supplier shall maintain a basic standard of cleanliness and appearance at all times in line with the following:

- a) all floor surfaces shall be free from debris, clean and dry. Floors shall be safe and not slippery. Particular care is to be exercised when Company staff are still on the Sites;
- b) wet floors shall be sign-posted and trailing cables and open sockets shall be made safe. Surfaces shall be maintained to preserve the existing state of condition and appearance;
- c) back stairs including treads, risers, nosing's, banisters, balustrades, handrails, ledges and protective wire guards where present shall be free from dust and debris;
- d) no litter or rubbish shall be present and all waste bins and receptacles emptied regularly. The Supplier shall clean large wheeled/external bins to prevent them from becoming foul smelling; and;
- e) no graffiti, the removal of staining from building fabric as caused by the accidental spillage of material and graffiti. The cleaning method and materials applied shall be appropriate to the location, and shall ensure that the building fabric is not adversely affected.

5.6.2 Cleaning Standard 2 – Normal

5.6.2.1 This standard will be applied to the following areas:

- offices;
- meeting rooms;
- crew accommodation – mess rooms; and;
- locker rooms.

5.6.2.2 A good standard of cleanliness and appearance is required at all times, with evidence of a regular cleaning programme. The following standards are in addition to those contained in Cleaning Standard 1:

- a) all hard floors, carpets and carpet tiles shall be free from grit, dust and debris with no apparent stains. They shall be clean and dry. All floor coverings shall be cleaned by the manufacturer's recommended methods and recommended intervals using equipment that maximises the useable life of the floor covering;
- b) all walls, skirting's, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills shall be free from debris, marks, and dust. They shall be clean and dry with no evidence of residual cleaning agents. In particular, they shall be free from finger marks, verdigris stains, runs, and cobwebs to full height;
- c) all chairs and soft furnishings shall be clean, dry and free from dust. All work stations, screens, upholstered partitions, fabric covered furniture, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks shall be free from debris, stains, marks and dust. They shall be clean and dry with no evidence of residual cleaning agents;

- d) all fittings shall be free from dust, marks and smears. Light fittings shall be free from dust. All signage, including emergency signage shall be clean, dry and free of stains, marks and dust;
 - e) all waste receptacles to be emptied daily to ensure they are not overflowing or foul smelling. Bins shall be empty, clean and dry inside and out, bin-liners replaced where necessary and bins placed in their original locations;
 - f) all cleaning methods used shall be of a sufficient quality to meet these standards and to maintain any guarantees;
 - g) a consistent supply of IT and telephone equipment sanitizers/cleaning products to be made available in the dispensers provided;
- 5.6.2.3 The Supplier shall ensure that confidential waste collected and stored appropriately, at all times ensuring a clear audit trail is created, in line with the standards of the Company. The Supplier shall remove confidential waste to the waste collection point.

5.6.3 Cleaning Standard 3 - Hygiene

- 5.6.3.1 This standard will be applied to the following areas:
- a) toilets;
 - b) bath and shower rooms;
 - c) kitchenettes;
 - d) vending areas;
 - e) first aid rooms; and;
 - f) restaurant dining areas.
- 5.6.3.2 The Supplier shall ensure that the hygiene cleaning standard is visible at all times.
- 5.6.3.3 The requirements for these areas will be in addition to those contained in Cleaning Standards 1 and 2.
- 5.6.3.4 The Supplier shall ensure that all equipment and materials used in the cleaning of toilets, bathrooms and shower rooms are identified by colour coding and shall ensure that all these items are never used outside these areas:
- a) all sanitary ware, including showers, shower heads, sinks, wash hand basins, baths, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, feminine hygiene bins, tiled surfaces, vending machines, splash backs, and vanity units shall be free from scum, grease, hair, scale, dust, soil, spillages and removable stains;
 - b) walls, doors, cubicle partitions and surfaces shall be washed by a disinfectant solution regularly. Mirrors shall be clean and free from smears;
 - c) soap dispensers shall be filled, operating correctly with clean nozzles, and the external surfaces shall be clean dry and free from smears;
 - d) all toilets, bathrooms and shower rooms shall be kept fully stocked with supplies and shall be made available at all times;
 - e) where fitted, towel holders/dispensers shall be clean, dry and free from dust, marks and smears with clean towels fitted and the external surface of hand dryers and roller towel holders shall be clean, dry and free from smears;
 - f) Limescale build up shall be removed from taps, shower heads and lavatories at regular intervals;

- g) all ceilings, ventilation diffusers and ceiling light fittings shall be free from debris, marks, dust and cobwebs. They shall be dry with no evidence of residual cleaning agents;
- h) the Supplier shall clean the Company's staff fridges and microwaves in kitchenettes and tea points.

5.7 Additional Services

5.7.1 Additional Cleaning

5.7.1.1 When the Supplier is requested to do so by the Company they shall carry out additional cleaning. All additional cleans shall meet the standards of this specification. The Company will pay for additional services that are instructed as Additional Works as defined in Schedule 6 Part B (Additional Works).

5.7.2 Special Events

The Supplier shall ensure that additional resources are made available when instructed by the Company to support special events (one off events which may occur on an annual basis).

5.7.2.1 The Supplier shall make provision for cleaning support to special events as the number of passengers using certain stations within the vicinity of special events will increase. Regular events that create high levels of footfall are not identified as a special event. A "special event" means a single/annual event which draws large numbers of people and affects multiple stations.

5.7.2.2 Special events for BCV and SSL sites including affected sites and indicative hours required are detailed in 5.7.2.3 below. For JNP sites, the Supplier shall make specific provision for 600 hours of cleaning resource every accounting period.

5.7.2.3 Special events for BCV and SSL sites

Event	Sites Affected	Indicative Hours
Notting Hill Carnival	Notting Hill Gate, Holland Park, Queensway, Shepherd's Bush, Westbourne Park	371
Party in the Park	Marble Arch, Lancaster Gate, Bond Street	56
Chelsea Flower Show	Sloane Square	35
Aegon Queens Tennis Championship	Baron's Court	49
Wimbledon Tennis Championship	Southfields, Wimbledon Park	98
London Marathon	Bank & Monument, St. Pauls, Embankment, Tower Hill, St James's Park, Temple, Mansion House, Blackfriars	70

5.7.2.4 Any additional resource required over and above any provisions made by the Supplier to meet the requirements of this clause 5.7.2 will in the first instance be covered by re-allocating existing resource and strictly subject to agreement by the Company and in exceptional circumstances be covered by additional resources.

5.7.3 Equipment and Secure Rooms

5.7.3.1 Equipment and secure rooms include:

- signalling equipment rooms (SERs);
- interlocking machine rooms (IMRs);
- communications equipment rooms (CERs);
- server rooms.

5.7.3.2 Cleaning of these areas will be by arrangement with the Company. Where communication and equipment rooms are required to be cleaned, the Supplier shall undertake this and shall ensure that communications and equipment rooms are clean no visible areas of dirt or dull appearance and all floors are free from dust, grime, dirt and litter.

5.7.3.3 The following additional standards shall apply:

- a) these areas shall be free from accumulated dust;
- b) where possible items of furniture that are removable are not to be cleaned within the area. They shall be removed, cleaned outside the area and returned in a clean, anti-static state;
- c) the use of brushes and brooms is expressly forbidden within server rooms; suction cleaners when used shall conform in full with British Standard BS 5415 parts 1 & 2 or equivalent. All non-computer equipment and furniture shall be suction cleaned free from accumulated dust and left free from grease and smears. Switch areas at the front of tape units or disk drives shall not be dusted;
- d) dusters shall be of chemically impregnated or other approved dust-absorbent type, except where used for dry polishing of glass when they shall be lint-free, and they shall be changed at frequent intervals before they have become fully charged with dust. The use of water for cleaning in these areas is forbidden.

5.7.3.4 Under no circumstances shall any computer or computer related equipment be touched, moved, or disturbed in any way.

5.7.3.5 The Supplier shall ensure that only the correct power sockets are used for cleaning equipment and not those specifically dedicated for computer use.

5.7.4 Feminine Hygiene

5.7.4.1 The Supplier shall provide and maintain feminine hygiene bins, ensuring these are regularly emptied in order to prevent overflowing or bins becoming foul smelling.

5.7.5 Vending

5.7.5.1 The Supplier shall provide, maintain and ensure feminine hygiene vending machines are stocked at all times.

5.7.6 Air Fresheners (including batteries)

5.7.6.1 The Supplier shall provide, maintain and refill of air fresheners, to be economically and functionally appropriate to the area in which they shall be utilised, as part of the Contract Price.

5.7.7 Roller Towels

5.7.7.1 The Supplier shall provide roller towel dispensers and ensure a consistent supply of clean towels is supplied to meet anticipated use. A list of Sites that require the provision of this service, with numbers of installed roller towel dispensers and average numbers of anticipated roller towels supplied (per location and per week) is provided in Appendix C (Detail of Services Matrix).

5.7.8 Hand Wash Stations

5.7.8.1 The Supplier shall supply hand wash stations in the areas required as specified by the Company.

5.7.9 Barrier/Entrance Mats

5.7.9.1 The Supplier shall provide all barrier/entrance mats and shall ensure that all barrier matting is well maintained and kept clean. The Supplier shall ensure that there is no accumulation of dirt on the mat, around the edges of the mat or underneath in the mat well so that it meets Cleaning Standard 2.

5.7.10 Consumables

5.7.10.1 The Supplier shall provide the following consumables and associated dispensers as part of the Contract Price ensuring that all areas including washrooms and kitchenettes are fully stocked and maintained. Consumables provided as part of the Contract Price are detailed as including but not limited to:

- a) paper towels (toilets, shower rooms and kitchenettes);
- b) centre feel hand towels;
- c) toilet rolls;
- d) antibacterial liquid soap;
- e) soap for heavy duty cleaning and moisturiser;
- f) bin liners;
- g) air fresheners (and associated batteries);
- h) dish washer detergent;
- i) washing up liquid;
- j) dishwasher salts;
- k) dishwasher rinse aid;
- l) IT and telephone equipment sanitizers/cleaning products;
- m) salt/grit/ice melt (latex gloves, snow shovels, brushes/squeegees and spreaders).

5.7.10.2 The Supplier shall manage the stock levels of these consumables to ensure availability to replenish on a reactive basis at all times.

5.7.10.3 The Supplier shall ensure consumables are of an appropriate quality standard to reflect the nature of the Sites.

5.7.10.4 The Supplier shall provide storage solutions to manage all delivered quantities of consumables at each location, storage to be banded where necessary.

The supplier shall install COSHH cabinets, bin storage units and bunding as appropriate.

- 5.7.10.5 The Supplier shall be responsible for replacement of storage units if they are damaged due to miss use.
- 5.7.10.6 The provision of any additional consumable supplies shall be agreed in advance with the Company and charged as appropriate.
- 5.7.10.7 Notwithstanding the requirements for materials and equipment in Section 2.7 (Materials and Equipment) of this Schedule, the Supplier shall ensure all cleaning materials and consumables used in the provision of the services are registered and approved prior to use on the LU approved Cleaning Products Register.
- 5.7.10.8 The Supplier shall ensure all areas used for storage are appropriately fitted and suitably arranged for their designated use, areas are to be, clean, signed, well organised and access to be suitably controlled.

5.8 Skills and Qualifications of Supplier Personnel

5.8.1 The following minimum skill levels and qualifications shall be provided to a sufficient number of staff as required to provide the Services:

Skills Level / Qualification	Required for
British Institute of Cleaning Science (BICSc) – PBICS Level (or equivalent)	All operatives within 6 months of the Services Commencement Date
British Institute of Cleaning Science (BICSc) – CBICS Level (or equivalent)	All supervisors within 6 months of the Services Commencement Date and all operatives within 12 months of the Services Commencement Date
BCISc accredited Assessor	To undertake in house training and assessment to PBICs and CBICs levels
The Institute of Occupational Safety and Health (IOSH) - Managing Safety – Safety Management Level	HSE Management by Managers and Supervisors
The National Examination Board in Occupational Safety and Health (NEBOSH) Certificate in Occupational Health (NVQ Level 3)	HSE Management by Managers
International Rope Access Trade Association (IRATA)	High Level Access Cleaning
Prefabricated Access Suppliers' and Manufacturers' Association (PASMA) – Towers for Users	Constructing and Using Mobile Access Towers
International Powered Access Federation (IPAF) - Powered Access Licence (PAL)	Operating Mobile Elevated Working Platforms (MEWPS)
International Powered Access Federation (IPAF) - MEWPS for Managers	Planning, supervising and managing the use of Mobile Elevated Working Platforms (MEWPS)

6 FLEET (LONDON UNDERGROUND TRAINS)

6.1 Locations and Hours of Work

6.1.1 Locations

6.1.1.1 The Services shall be delivered at London Underground, depots and stabling areas. A complete list of the Sites and areas subject to the scope of each section of this specification is provided in Appendix A (Services Matrix).

6.1.2 Hours of Work

6.1.2.1 The Premises subject to the Services set out in Appendix A (Services Matrix) of this specification are operational 24 hours per day every day of the year. The Supplier shall provide the Services 24 hours per day every day of the year except from close of traffic on Christmas Eve until start of traffic on Boxing Day morning. The Supplier shall provide an on-call roster of management staff that shall be available to attend Sites if required by the Company from close of traffic on Christmas Eve until start of traffic on Boxing Day morning.

6.1.2.2 Depots and sidings where trains are located operate under Traffic Hours conditions 24 hours per day, every day of the year (i.e. the traction current remains permanently on).

6.1.2.3 The Supplier shall deliver the Services set out in this specification both within and outside Engineering Hours in line with the agreed recommendations within 'TFL-229-V11 D1 Case for Safety Paper - Implementation of Maintenance All Hours on Ambience & Bodily Fluid Management – SRCC No.TL/1516/002'.

6.1.2.4 The Supplier shall accommodate requests to change the scheduling of particular aspects of the Services to accommodate the Company's specific operational requirements.

6.1.2.5 The Supplier shall co-operate with the Company to assess and adjust aspects of the Service in line with changing operational needs. A 24 Hour train service will operate on the Central, Jubilee, Northern, Piccadilly and Victoria Lines and is intended to be phased in before 2017. Any impact on the availability of trains will be assessed by the Company prior to an adjustment to the Service.

6.1.3 Onsite Storage and Accommodation

6.1.3.1 Facilities provided on Sites can vary, may be shared and arrangements can be amended. Arrangements are subject to local agreement in all instances.

6.1.4 Restrictions

6.1.4.1 The Supplier shall comply with the Company process for obtaining Access to LU Sites which is defined in Schedule 5 (Access).

6.2 Scope of Services

6.2.1 Scope

6.2.1.1 The Supplier shall provide a professionally managed, high quality comprehensive cleaning service. Services include, but are not limited to:

- fleet cleaning routine services:
 - pre service cleans;
 - mini cleans;

- deep cleans;
- fleet Cleaning Specialist and Line Specific Services:
 - under frame cleaning;
 - under seat Cleaning;
 - grid cleaning;
 - overhaul cleaning;
 - brush burn/limescale;
 - seat shampooing;
 - floor polishing;
 - diffuser cleans;
- in service fleet cleaning;
- reactive cleaning;
- emergency and incidental cleaning services;
- graffiti reporting and removal;
- replacing interior and exterior labels and notices.

6.3 Standards

6.3.1 General

6.3.1.1 The Services shall be provided at all times in accordance with a regime that complies with all statutory requirements, legislation, regulations and the following standards set out below.

6.3.2 Company Standards, Policies and Procedures

6.3.2.1 The Supplier shall comply with all standards, policies and procedures.

6.3.2.2 The Supplier shall comply with the following London Underground Standards in Fleet:

- Standard 1-383 – Rev A2 – Train Ambience;
- 6.3.2.3 The Supplier shall perform the services to the required standards as set out in this section 6 (Fleet (London Underground Trains)) and shall be adjudged by the targets and results of the Fleet Quality Marking System (FQMS) and other associated performance measures relating to fault clearance, resource provision and completion of periodic cleaning tasks defined in Schedule 12 (Performance Measurement).

6.3.3 British Standards, Regulations and Approved Codes of Practice

6.3.3.1 The Supplier shall provide the Services in accordance with a maintenance regime that complies with all relevant British Standards.

6.3.4 Other Standards

6.3.4.1 Where there is no appropriate British Standard, the Supplier shall provide the Services in accordance with Good Industry Practice.

6.4 Services Specification

6.4.1 Scope of Service

6.4.1.1 This is an output performance based contract which defines standards and not methods of cleaning with the resource provided and the frequency of cleaning determined by the Supplier to meet these standards. The Supplier shall allocate operational and management resource that to maintain the specified standards and meet the performance targets defined in Schedule 12 (Performance Measurement). The Supplier shall ensure that cleaning

- standards do not diminish throughout the various hours of operation of the Sites.
- 6.4.1.2 The Supplier shall undertake a range of cleaning services to all LU Fleet to minimise degradation, enhance asset lifecycle and ensure the Company's high standards and image are maintained. The standards of cleaning as specified shall be visible at the start of every service, unless specifically stated otherwise.
- 6.4.1.3 The Suppliers performance in maintaining the required standards will be measured in accordance with Schedule 12 (Performance Measurement), in line with the following general standards for cleanliness, graffiti and litter:
- a) The standard for cleanliness is spotlessly clean; graffiti and litter are excluded from the standard of 'Cleanliness'.
 - b) The standard for Litter is: No litter whatsoever; Litter includes everything that people drop, including discarded tickets and wrappers
 - c) The standard for graffiti is: No graffiti whatsoever; no marks where previously present. Graffiti is deemed to be any erroneous or deliberate markings of surfaces including stickers and sticker residue.
- 6.4.1.4 The Supplier shall monitor the provision of the Services on a daily basis to ensure the required level of service is provided.
- 6.4.1.5 The Company shall provide the following facilities and equipment to be used by the Supplier in the delivery of cleaning services:
- a) dedicated cleaning areas – to be used for intensive cleaning activities such as removal of external graffiti, seat shampooing and internal deep cleaning. Facilities available in these areas include but are not limited to 110V power supplies, 22mm hot and cold towns water supplies, a pressurised water supply, water softening equipment and vacuum plant equipment;
 - b) access to all trains in stabling areas – to facilitate inspection and cleaning by the Supplier when trains are out of service;
 - c) train wash plant – The Supplier shall use the Company's train wash plant where this is available and/or where this is not available the Supplier shall carry out deep cleaning by hand;
 - d) required 240V power sockets on S7 and S8 trains.
- 6.4.1.6 When cleaning drivers' cabs, the Supplier shall use only damp cloths/steam cleaning methods. The Supplier shall not use water in the cabs and shall not use excessive amounts of water in train car interiors. due to the presence of electrical equipment in the cab, electrical cables under all train floors and electrical equipment under the seats.
- 6.4.1.7 Under no circumstances shall the Supplier sweep refuse from trains onto the tracks as this may result in debris becoming jammed in door vee blocks and track points and can attract vermin. The Supplier shall be liable for any costs incurred as a result of additional track or depot cleans arising from litter contamination by the Supplier's Personnel.
- 6.4.1.8 The Supplier shall notify the Company of any faults including broken lighting, damaged seating, damaged/bubbling line maps, defective floors, defective locking mechanisms, graffiti or unauthorised stickers.
- 6.4.1.9 The Supplier shall undertake regular and periodic planned cleaning of trains to meet the minimum specified standards, to maintain positive customer perception and provide a clean and safe environment.
- 6.4.1.10 The Supplier shall deliver a programme of cleaning that is aligned to the availability of trains and / or train units for cleaning (as determined by the

operational timetable) and to the operational requirements of the Company as detailed within Appendix A (Services Matrix).

- 6.4.1.11 The Company will notify the Supplier of planned and unplanned works on trains, within depots and sidings that may impact on the scheduled cleaning services.

6.4.2 Planning and Programming of Works

- 6.4.2.1 The Supplier shall provide and agree with the Company a programme of works for In Service cleaning which incorporates all cleaning activities to be undertaken by the resources defined within Appendix A – (Services Matrix).
- 6.4.2.2 The Supplier shall provide and agree with the Company a programme of works for the Planned and Specialist cleaning designed to meet the availability of trains as set out within Appendix A – (Services Matrix).
- 6.4.2.3 The Company shall be responsible for prioritising and scheduling the trains to be cleaned.
- 6.4.2.4 The Supplier shall record all programmed activities undertaken and present this information at the request of the Company and at each progress meeting.
- 6.4.2.5 The Supplier shall provide a report at each location at the end of each shift which as a minimum details attendance and activities undertaken, train wash plant, condition and levels of detergent. The format and content of the report shall be agreed between the Company and the Supplier prior to the Services Commencement Date.
- 6.4.2.6 The Supplier may conduct cleaning activities at alternative times with the prior written approval of the Company.
- 6.4.2.7 The Company shall reserve the right to deploy Suppliers Personnel on alternative cleaning programmes at no additional costs. The Company shall determine if cleaning activities suspended as a result need to be recovered.
- 6.4.2.8 The Supplier shall comply with all requirements for gaining access to sites. Compliance with these requirements is mandatory.

6.4.3 Staff Attendance Recording and Technology

- 6.4.3.1 The Supplier shall supply and maintain a computerised staff management system to ensure accurate time and attendance recording.
- 6.4.3.2 The Supplier shall submit details of its proposed computerised staff management system for approval by the Company no later than 4 weeks prior to the Services Commencement Date. The system shall be fully implemented no later than 4 weeks after the Services Commencement Date.
- 6.4.3.3 The Supplier shall as a minimum provide and maintain a biometric identifier such as a palm reader or a device of equivalent or better accuracy at each Site listed in Appendix A (Services Matrix).
- 6.4.3.4 The Company currently operates an 'open protocol' biometric time and attendance system with approximately 130 existing operational terminal units.
- 6.4.3.5 The existing system is identified within Appendix B (Equipment Matrix). The Supplier shall review the existing system to determine the actions and costs that will be required to incorporate the system to achieve the requirements of 6.4.3.2.
- 6.4.3.6 The Supplier shall provide all necessary software and hardware to support the above functionality throughout the term of the Contract.

- 6.4.3.7 The Company shall make available at each Site a location and a power supply for the installation of the biometric identifier.
- 6.4.3.8 The Supplier shall keep records of staff attendance and timekeeping and present this information at the request of the Company and at each progress meeting. Records shall include signing in and out information data which can be audited and used as evidence of attendance and payment in accordance with Schedule 2 (Payment) and Schedule 12 (Performance Measurement).
- 6.4.3.9 The Supplier shall, as a minimum, supply to its staff with communication and computing devices (in supplying such devices the Supplier is deemed to have made full allowance for service charges, maintenance, replacements /upgrades).
- 6.4.3.10 All lone workers and Site Persons in Charge (SPCs) are to be provided with smart phones; staff of a supervisory grade are to be provided with PDA's with GPS/mobile phone capability and staff of a management grade are to be provided with a tablet PC (I-Pad or equivalent with GPS/mobile phone capability).

6.4.4 Equipment and Plant

- 6.4.4.1 The Company will supply equipment as listed in Appendix B to the Supplier for use in connection with the delivery of the Services.
- 6.4.4.2 The Supplier shall ensure that all equipment supplied by the Company is subject to the same requirements as the equipment provided by the Supplier for the provision of the Services as set out in section 2.7 (Materials and Equipment) of this Schedule.
- 6.4.4.3 The Supplier shall ensure that equipment that cannot be repaired and is not ready for operational use for a period of 48 hours is replaced at the Suppliers cost.
- 6.4.4.4 The Supplier shall ensure that all equipment is used until it is beyond economic repair at which point the Supplier shall dispose of the equipment unless the Supplier and the Company are agreed that there is no ongoing requirement for the equipment. The disposal of any equipment shall be at the Suppliers costs.
- 6.4.4.5 In addition to the Company's equipment provided to the Supplier, the Supplier shall assess current and future requirements for equipment and provide ready for use at the Services Commencement Date any such equipment that the Supplier requires to deliver the Services.
- 6.4.4.6 The Company will supply train wash plant and where indicated within Appendix A (Services Matrix), the Supplier shall be responsible for refilling the train wash plant with approved cleaning products, detergent, rinse aid and salt as required.
- 6.4.4.7 The Supplier shall ensure that train wash plant is kept in a clean condition where reasonably practicable. The Supplier shall report any defects identified to the Company and keep a record of all defects identified and reported that relate to or affect the availability of train wash plant.
- 6.4.4.8 The Supplier shall ensure that working areas surrounding train wash plant are kept free from dirt, litter and chemical spillages.
- 6.4.4.9 The Supplier shall report weekly to the Company in writing on the condition of train wash plant and undertake a water softener test if required.

6.4.5 Routine Cleaning

6.4.5.1 The Supplier shall provide routine cleaning of Fleet as per the standard highlighted within this specification.

6.4.5.2 The Supplier shall monitor the provision of the Services on a daily basis to ensure that the cleaning standards are adhered to.

6.4.6 Reactive Cleaning

6.4.6.1 The Supplier shall provide a reactive cleaning service to maintain Fleet. Reactive tasks can include but are not limited to:

- a) responding to and cleaning up spillages;
- b) responding to emergency and incidental cleaning requirements;
- c) an emergency response to body spills and the removal of hazardous waste to the identified point of disposal; and;
- d) the removal of graffiti.

6.4.7 Pre Service Cleans

6.4.7.1 The Supplier shall undertake pre service cleans to trains including litter picking, dusting and sweeping in accordance with the schedule of locations set out within Appendix A (Services Matrix).

6.4.7.2 The Supplier shall provide the required resources to support the services as specified. Locations and availability of trains are set out within Appendix A (Services Matrix).

6.4.8 Cleaning Standard for Pre Service Cleans

6.4.8.1 The Supplier shall undertake pre service cleans to a minimum number of trains as set out in Appendix A (Services Matrix).

6.4.8.2 The Supplier shall provide the Services in accordance with the minimum standards set out below:

Minimum Standards – Pre Clean		
Element	Sub-elements	Standard
Train interior	Floors, seats and surfaces	Generally clean with minor evidence of dirt, dust or marks No litter No spillage marks No bodily fluids No chewing gum No mop stains Graffiti - None whatsoever

6.4.9 Fleet Cleaning - Mini Cleans

6.4.9.1 The Supplier shall undertake Mini Cleans including litter picking, wiping down, spot cleaning and cleaning of bodily fluids in accordance with the schedule of locations set out within Appendix A (Services Matrix)

6.4.9.2 The Supplier shall provide the required resources to support the services as specified. Locations and availability of trains are set out within Appendix A (Services Matrix).

6.4.10 Cleaning Standard for Mini Cleans

6.4.10.1 The Supplier shall provide the Services in accordance with the minimum standards set out below:

Minimum Standards – Mini Clean		
Element	Sub-elements	Standard
Train interior	Floors, seats and surfaces Window ledges Internal glazing Interior panels (including advertising panels and adverts) Driver cab interiors (including controls) and windscreens – internal and external	Very clean with only very minor areas of dirt or “dull” appearance No litter No spillages No bodily fluids No chewing gum No mop stains Graffiti - None whatsoever Free from any dust, grime, dirt, marks, stickers, sticker remains, bodily fluids, smears and stains Glazing free from any dust, grime, dirt, marks, smudges, finger marks, stickers, bodily fluids and bird guano.

6.4.11 Fleet Cleaning - Deep Cleaning

6.4.11.1 The Supplier shall undertake Deep Cleans to interior and exterior of trains in accordance with the schedule of locations set out within Appendix A (Services Matrix).

6.4.11.2 The Supplier shall provide the required resources to support the services as specified. Locations and availability of trains are set out within Appendix A (Services Matrix).

6.4.12 Cleaning Standard for Deep Cleaning

6.4.12.1 The Supplier shall provide the Services in accordance with the minimum standards set out in below:

6.4.12.2 The Supplier shall ensure that where train exteriors do not meet acceptable standards using train wash plant that manual methods of cleaning ‘hand bashing’ are used.

6.4.12.3 The Supplier shall replace any defaced or missing internal or external labels, notices, maps, roundels, carriage markings or signs which will be supplied free by the Company.

6.4.12.4 The Supplier shall remove any unauthorised stickers.

Minimum Standards – Deep Cleans (Major Cleans)		
Element	Sub-elements	Standard
Train exteriors	Roof All external panels Cab fronts and glass Ends of cars Communicating doors and windows All windows Destination glass Door indicator, tail and de-icer lights	Very clean appearance, no dirt noticeable but “dull” not shiny Graffiti - None whatsoever Free from stickers and sticker remains Glazing free from any dust, grime, dirt, marks, smudges, finger marks, stickers, bodily fluids and bird guano Designated patterns, colours and markings (including the carriage number and the roundel) shall be intact and clearly visible. Train exteriors shall be free from limescale and brush burn
Train interior	Floor Seats (including under seat areas) Casements (all three sides) where applicable Draught screens Light diffusers and light tubes All internal panels Route maps and advert panels Grab rails End of carriage doors Heat panels All internal surfaces Windows Air vents – grills Corners – edges – ledges Ceilings Floors Tread plates	Very clean with only minor areas of dirt or “dull” appearance No litter No spillages No bodily fluids No chewing gum No mop stains Graffiti - None whatsoever Glazing free from any dust, grime, dirt, marks, smudges, finger marks, stickers and bodily fluids Seats free from any deposits of oil, dirt, dust, chewing gum and stains Damaged seats to be reported to the Company Under seat free from any dust, grime, dirt and combustible materials Free from any dust, grime, dirt, marks, stickers, sticker remains, bodily fluids, smears and stains Security seals replaced as necessary Floors to be stripped and sealed

Train internal cab	Floors Seat All windows Hand controls Communicating doors Light diffusers	Very clean with only minor areas of dirt or "dull" appearance No litter No spillages No bodily fluids No chewing gum No mop stains Free from any dust, grime and dirt Glazing free from any dust, grime, dirt, marks, smudges and finger marks
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6.4.13 Fleet Cleaning Specialist and Line Specific Services

6.4.13.1 The Supplier shall undertake specialist and line specific services as required by the Company as set out in Appendix A (Services Matrix).

6.4.14 Underframe Cleaning

6.4.14.1 The Supplier shall undertake underframe cleaning to the number of trains specified and at the locations set out within Appendix A (Services Matrix).

6.4.14.2 The Supplier shall clean all open areas below the sole bar to prevent the risk of train fires and to allow easier maintenance. The Supplier shall clean and remove grease, oil deposits and tunnel dust from the underframe including gear pans, brake hangers, truck frames, couplings, wheels, axles, pipes, cables, motor generators, motor alternators, equipment cases and brackets. The Supplier shall wipe compressors clean of oil spills on Fleets where this is applicable.

6.4.14.3 The Supplier shall clean the pit road surrounding apron and rails following train underframe cleaning.

6.4.15 Under seat Cleaning

6.4.15.1 The Supplier shall undertake under seat Cleaning to the number of trains specified and at the locations set out within Appendix A (Services Matrix).

6.4.15.2 The Supplier shall clean all under seat areas.

6.4.16 Grid Cleaning

6.4.16.1 The Supplier shall undertake Grid cleaning to the number of trains specified and at the locations set out within Appendix A Services Matrix.

6.4.16.2 The Supplier shall clean all open areas below the sole bar to prevent the risk of train fires and to allow easier maintenance. The Supplier shall clean and remove grease, oil deposits and tunnel dust from the underframe including gear pans, brake hangers, truck frames, couplings, wheels, axles, pipes, cables, motor generators, motor alternators, equipment cases and brackets. The Supplier shall wipe compressors clean of oil spills.

6.4.16.3 The Supplier shall clean the pit road surrounding apron and rails following train underframe cleaning.

6.4.17 Overhaul Cleaning

6.4.17.1 The Supplier shall undertake Overhaul cleaning to the number of trains specified and at the locations set out within Appendix A (Services Matrix).

6.4.17.2 The Supplier shall:

- a) steam clean trucks once they have been stripped by the Company of all components, wheel motors;
- b) vacuum grid bays once resistors have been removed by the Company and remove grease from areas under the floor and above trucks;
- c) brush down bays housing the traction equipment once the equipment has been removed by the Company;
- d) vacuum seat wells and areas under the door once the seats have been removed by the Company;
- e) carry out a complete exterior and interior clean to meet the standards set out in this standard; and;
- f) drop and clean all lighting diffusers.

6.4.18 Seat Cleaning

- 6.4.18.1 The Supplier shall undertake Seat Cleaning to the number of trains specified and at the locations set out within Appendix A Services Matrix.
- 6.4.18.2 The Supplier shall undertake the cleaning of the fabric to seats while they remain in situ.

6.4.19 Floor Polishing

- 6.4.19.1 The Supplier shall undertake Floor Polishing to the number of trains specified and at the locations set out within Appendix A (Services Matrix).
- 6.4.19.2 The Supplier shall:
 - a) strip polish from floors using approved products on the LU approved Cleaning Products Register;
 - b) have the capability to use either a wet/dry polish removal procedure;
 - c) follow all local procedures for the safe disposal of waste effluent produced as a by-product of this activity;
 - d) apply polish to floor to ensure a consistent standard of appearance.

6.4.20 Diffuser Cleans

- 6.4.20.1 The Supplier shall undertake Diffuser Cleans to light boxes on the number of trains specified and at the locations set out within Appendix A (Services Matrix).

6.4.21 In Service Fleet Cleaning

- 6.4.21.1 The Supplier shall undertake In Service train cleaning including litter picking, wiping down, spot cleaning and cleaning of bodily fluids to train interiors, in accordance with the schedule of locations. The Supplier shall provide the required resources to support the services as specified to prevent trains being taken out of service.
- 6.4.21.2 The Supplier shall provide the resources as set out within Appendix A (Services Matrix) and make them available at the designated locations.
- 6.4.21.3 The Supplier shall provide a litter picking service throughout the Sites at which the In Service Train Cleaning is delivered and liaise with the Station Manager in respect of this element of the Service.

6.4.22 Cleaning Standard – In Service Train Cleaning

- 6.4.22.1 The Supplier shall provide the Services in accordance with the minimum standards set out below:

Minimum Standards – In Service Train Cleaning		
Element	Sub-elements	Standard
Train interior	Floors, seats and surfaces	Generally clean with minor evidence of dirt, dust or marks No litter No spillages No bodily fluids No chewing gum No mop stains Graffiti - None whatsoever

6.5 Additional Services

6.5.1 Additional Cleaning

- 6.5.1.1 The Company will pay for additional services that are instructed as Additional Works as defined in Schedule 6 Part B (Additional Works).
- 6.5.1.2 When the Supplier is requested to do so by the Company they shall carry out additional cleaning. All additional cleans shall meet the standards specified within this specification.

6.5.2 Interior and Exterior Inspection

- 6.5.2.1 The Supplier shall undertake a planned inspection of trains to check the condition of interior and exterior labels, notices, maps, roundels, carriage markings or signs.
- 6.5.2.2 The Supplier shall remove or replace signs and notices as instructed by the Company.
- 6.5.2.3 The Supplier shall replace any defaced or missing internal or external labels, notices, maps, roundels, carriage markings or signs which will be supplied free by the Company.
- 6.5.2.4 The Supplier shall remove any unauthorised stickers.

6.5.3 Emergency & Incidental Cleaning Requirements

- 6.5.3.1 The Supplier shall undertake emergency cleaning after an incident of a person under a train.
- 6.5.3.2 Following release of the train by the Police or the Company, the Supplier shall thoroughly clean the areas under the trains of all deposits as a result of such an incident.
- 6.5.3.3 All incidents requiring the removal of bodily fluids, human remains or hypodermic syringes shall be assessed by the Supplier before being cleaned. Waste from this cleaning is to be treated as hazardous waste removed to the identified point of disposal.

6.5.4 Graffiti Removal

- 6.5.4.1 The Supplier shall provide a service for the removal of staining as caused by the accidental spillage of material and graffiti.
- 6.5.4.2 The cleaning method and materials applied shall be appropriate to the Fleet, and shall ensure that the asset is not adversely affected.

6.5.4.3 The Supplier shall ensure that any internal or external graffiti, unauthorised stickers, sticker residue or tags deemed to be offensive to be removed within the agreed reactive cleaning timescales as set out within Schedule 12 (Performance Measurement).

6.5.5 Products and Consumables

6.5.5.1 The Supplier shall provide all necessary cleaning products required for the operation of train wash plant in the delivery of these Services.

6.5.5.2 The Supplier shall provide the following consumables and associated dispensers as part of the Contract Price ensuring that all areas are fully stocked and maintained. Consumables provided as part of the Contract Price include but are not limited to:

- a) train wash plant detergent(s);
- b) rinse aid;
- c) salt;
- d) refuse sacks (all sizes);

6.5.5.3 The Supplier shall manage the stock levels of these consumables to ensure availability to replenish on a reactive basis at all times.

6.5.5.4 The Supplier shall ensure consumables are of an appropriate quality standard to reflect the nature of the Sites.

6.5.5.5 The Supplier shall provide storage solutions to manage all delivered quantities of consumables at each location, storage to be bunded where necessary. The supplier shall install COSHH cabinets, bin storage units and bunding as appropriate.

6.5.5.6 The Supplier shall be responsible for replacement of storage units if they are damaged due to miss use.

6.5.5.7 The provision of any additional consumable supplies shall be agreed in advance with the Company and charged as appropriate.

6.5.5.8 Notwithstanding the requirements for materials and equipment in Section 2.7 (Materials and Equipment) of this Schedule, the Supplier shall ensure all cleaning materials and consumables used in the provision of the services are registered and approved prior to use on the LU approved Cleaning Products Register.

6.5.5.9 The Supplier shall seek approval in writing to use new or equivalent products and cleaning materials in to the Company. Approval will be deemed to be given when the Supplier is advised in writing that the product is registered on the LU approved Cleaning Products Register.

6.5.6 Lost Property

6.5.6.1 The Supplier shall report lost or discarded property and suspicious packages found on trains cleaned under this Contract, to the Company. Where these items are obviously not suspicious, i.e. the contents are clearly visible and identifiable the Supplier shall hand them to the Company.

6.5.6.2 The Supplier shall not touch items where the contents cannot be seen or they look suspicious, e.g. closed bags, boxes, wires or batteries visible. In these cases, the Supplier shall report the item immediately to the Company who will take the appropriate action. Where doubts exist as to whether the item is suspicious or not, the Supplier shall treat it as being suspicious.

6.6 Skills and Qualifications of Supplier Personnel

6.6.1 The following minimum skill levels and qualifications shall be provided to a sufficient number of staff as required to provide the Services:

Skills Level / Qualification	Required for
British Institute of Cleaning Science (BICSc) – PBICS Level (or equivalent)	All operatives within 6 months of the Services Commencement Date
British Institute of Cleaning Science (BICSc) – CBICS Level (or equivalent)	All supervisors within 6 months of the Services Commencement Date and all operatives within 12 months of the Services Commencement Date
BCISc accredited Assessor	To undertake in house training and assessment to PBICs and CBICs levels
The Institute of Occupational Safety and Health (IOSH) - Managing Safely – Safety Management Level	HSE Management by Managers and Supervisors
The National Examination Board in Occupational Safety and Health (NEBOSH) Certificate in Occupational Health (NVQ Level 3)	HSE Management by Managers
International Rope Access Trade Association (IRATA)	High Level Access Cleaning
Prefabricated Access Suppliers' and Manufacturers' Association (PASMA) – Towers for Users	Constructing and Using Mobile Access Towers
International Powered Access Federation (IPAF) - Powered Access Licence (PAL)	Operating Mobile Elevated Working Platforms (MEWPS)
International Powered Access Federation (IPAF) - MEWPS for Managers	Planning, supervising and managing the use of Mobile Elevated Working Platforms (MEWPS)

7 DEPOTS AND OPERATIONAL FACILITIES BUILDINGS

7.1 Locations and Hours of Work

7.1.1 Locations

7.1.1.1 The Services shall be delivered at London Underground depots, sub-stations, stores, workshops, training centres and the office accommodation that is geographically connected with these locations. A complete list of the Sites and areas subject to the scope of each section of this specification is provided in Appendix A (Services Matrix).

7.1.1.2 The location of London Underground Sites can be determined via the TFL Property Asset Register located at <http://par.tfl.gov.uk>.

7.1.2 Hours of Work

7.1.2.1 The Sites subject to the Services are as set out in Appendix A (Services Matrix) are operational 24 hours per day, every day of the year and operate under Traffic Hours (as defined in Schedule 5 (Access)) conditions at all times (the traction current always remains on). The Supplier shall deliver Services at scheduled times agreed with the Company.

7.1.2.2 The Supplier shall accommodate requests to change the scheduling of particular aspects of the Services to accommodate the Company's specific operational requirements.

7.1.2.3 The Supplier shall co-operate with the Company to assess and adjust aspects of the Service in line with changing operational needs. A 24 Hour train service will operate on the Central, Jubilee, Northern, Piccadilly and Victoria Lines and is intended to be phased in before 2017.

7.1.3 Onsite Storage and Accommodation

7.1.3.1 The Supplier shall follow the requirement to apply for a storage licence at each location and storeroom where equipment, products or materials are intended to be stored. A separate application is required for a storage licence at Sites that are considered to be operational.

7.1.3.2 The Supplier shall ensure that a valid and site specific storage licence is displayed at all times on the external face of the entrance door and the materials stored are as stated within the licence. The licence shall include a full description and quantity of materials/equipment to be stored indicating (a) – non-flammable (b) – not readily flammable (c) – flammable (d) – highly flammable (e) – risk of toxic fumes in fire situation (f) – extremely flammable.

7.1.3.3 The Supplier shall make adequate arrangement for the material and equipment to be stored. Areas used for storage must be appropriately fitted and suitably arranged for their designated use, areas are to be, clean, signed, well organised and access to be suitably controlled.

7.1.3.4 The Supplier shall be aware that storage licences may be withdrawn without notice.

7.1.3.5 Accommodation facilities provided on Sites can vary, may be shared and arrangements can be amended. Arrangements are subject to local agreement in all instances.

7.1.4 Restrictions

7.1.4.1 The Supplier shall comply with the Company process for obtaining Access to LU Sites which is defined in Schedule 5 (Access).

7.2 Scope of Services

7.2.1 Scope

7.2.1.1 The Supplier shall provide a professionally managed, high quality comprehensive cleaning service to all internal and external areas that within the demised of the Sites. Services include, but are not limited to:

- routine cleaning;
- reactive cleaning;
- external cleaning;
- non operational – disused areas;
- periodic and specialist cleaning;
- additional services;
- high level industrial;
- feminine hygiene;
- vending;
- air fresheners (including batteries);
- roller towels;
- hand wash stations;
- adverse weather; and;
- consumables.

7.3 Standards

7.3.1 General

7.3.1.1 The Services shall be provided at all times in accordance with a regime that complies with all statutory requirements, legislation, regulations and the following standards set out below.

7.3.2 Company Standards, Policies and Procedures

7.3.2.1 The Supplier shall comply with all standards, policies and procedures.

7.3.2.2 The Supplier shall perform the Services to the required standards as set out within this specification for Depots and Operational Facilities Buildings and shall be adjudged by the targets and results of the Building Management Audit (BMA) and other associated performance measures relating to fault clearance, resource provision and completion of periodic cleaning tasks defined in Schedule 12 (Performance Measurement).

7.3.3 British Standards, Regulations and Approved Codes of Practice

7.3.3.1 The Supplier shall provide the Services in accordance with a maintenance regime that complies with all relevant British Standards.

7.3.4 Other Standards

7.3.4.1 Where there is no appropriate British Standard, the Supplier shall provide the Services in accordance with Good Industry Practice.

7.4 Services Specification

7.4.1 Scope of Service

- 7.4.1.1 This is an output performance based contract which defines standards and not methods of cleaning with the resource provided and the frequency of cleaning determined by the Supplier to meet these standards. The Supplier shall allocate operational and management resource that to maintain the specified standards and meet the performance targets defined in Schedule 12 (Performance Measurement). The Supplier shall ensure that cleaning standards do not diminish throughout the various hours of operation of the Sites.
- 7.4.1.2 The Supplier shall allocate operational and management resource that maintains the specified standards and meets the performance targets defined in Schedule 12 (Performance Measurement). The Supplier shall ensure that cleaning standards do not diminish throughout the 24 hour operation of the Sites
- 7.4.1.3 The Supplier shall clean all internal and external areas including fixtures, fittings, furniture and finishes, to minimise degradation, enhance asset life cycle and ensure the Company's required standards are maintained. The standards of cleaning, as specified below shall be visible at the start of each Working Day, unless specifically stated otherwise. The standards of periodic deep cleaning shall be visible at the point of cleaning (i.e. on completion of the cleaning).
- 7.4.1.4 The Supplier shall ensure that the internal and external areas and all furniture, fixtures, fittings and equipment, are maintained to the specified level of general cleanliness and remain presentable and fit for their intended purpose.
- 7.4.1.5 The Supplier shall monitor the provision of the Services on a daily basis to ensure the required level of service is provided.
- 7.4.1.6 The Supplier shall ensure all consumable dispensers are checked for damage, wear and tear, and effective operation, reporting defects to the Company and replacing as necessary.
- 7.4.1.7 The Supplier shall comply with any local procedures for the separation of waste and recycling.
- 7.4.1.8 The Supplier shall transport waste to an agreed internal or external point(s) of collection for removal by a third party supplier.
- 7.4.1.9 The Supplier shall compact waste prior to removal from buildings where a compactor is provided for use.

7.4.2 Planning and Programming of Works

- 7.4.2.1 The Supplier shall provide and agree with the Company an activity plan incorporating all planned cleaning activities (regular and periodic). The Supplier's activity plan shall incorporate appropriate numbers of staff to complete all required cleaning activities using the optimum levels of resource whilst clearly achieving the performance standards.
- 7.4.2.2 The Company shall reserve the right to deploy Suppliers Personnel on alternative cleaning programmes at no additional costs. The Company shall determine if cleaning activities suspended as a result need to be recovered.
- 7.4.2.3 The Supplier shall comply with all requirements for gaining access to sites. Compliance with these requirements is mandatory.

7.4.3 Staff Attendance Recording and Technology

- 7.4.3.1 The Supplier shall supply and maintain a computerised staff management system to ensure accurate time and attendance recording.
- 7.4.3.2 The Supplier shall submit details of its proposed computerised staff management system for approval by the Company no later than 4 weeks prior to the Services Commencement Date. The system shall be fully implemented no later than 4 weeks after the Services Commencement Date.
- 7.4.3.3 The Supplier shall as a minimum provide and maintain a biometric identifier such as a palm reader or a device of equivalent or better accuracy at each Site listed in Appendix A (Services Matrix).
- 7.4.3.4 The Company currently operates an 'open protocol' biometric time and attendance system with approximately 130 existing operational terminal units.
- 7.4.3.5 The existing system is identified within Appendix B (Equipment Matrix). The Supplier shall review the existing system to determine the actions and costs that will be required to incorporate the system to achieve the requirements of 7.4.3.2.
- 7.4.3.6 The Supplier shall provide all necessary software and hardware to support the above functionality throughout the term of the Contract.
- 7.4.3.7 The Company shall make available at each Site a location and a power supply for the installation of the biometric identifier.
- 7.4.3.8 The Supplier shall keep records of staff attendance and timekeeping and present this information at the request of the Company and at each progress meeting. Records shall include signing in and out information data which can be audited and used as evidence of attendance and payment in accordance with Schedule 2 (Payment) and Schedule 12 (Performance Measurement).
- 7.4.3.9 The Supplier shall, as a minimum, supply to its staff with communication and computing devices (in supplying such devices the Supplier is deemed to have made full allowance for service charges, maintenance, replacements /upgrades).
- 7.4.3.10 All lone workers and Site Persons in Charge (SPCs) are to be provided with Smart phones; staff of a supervisory grade are to be provided with PDA's with GPS/mobile phone capability and staff of a management grade are to be provided with a tablet PC (I-Pad or equivalent with GPS/mobile phone capability).

7.4.4 Equipment

- 7.4.4.1 The Company will supply equipment as listed in Appendix B (Equipment Matrix) to the Supplier for use in connection with the delivery of the Services. The Supplier shall:
 - a) advise the Company in writing if the equipment is moved between the Sites; and;
 - b) be responsible for providing any additional equipment necessary to deliver the Services.
- 7.4.4.2 The Supplier shall ensure that all equipment supplied by the Company is subject to the same requirements as the equipment provided by the Supplier for the provision of the Services as set out in section 2.7 (Materials and Equipment) of this Specification.

- 7.4.4.3 The Supplier shall ensure that equipment that cannot be repaired and is not ready for operational use for a period of 48 hours is replaced at the Suppliers cost
- 7.4.4.4 The Supplier shall ensure that all equipment is used until it is beyond economic repair at which point the Supplier shall replace at its cost, unless the Supplier and the Company agree that there is no ongoing requirement for the equipment. The disposal of any equipment shall be at the Suppliers costs.
- 7.4.4.5 In addition to the Company's equipment provided the Supplier shall assess current and future requirements for equipment and provide ready for use at the Services Commencement Date any such equipment that the Supplier requires to deliver the Services
- 7.4.4.6 The Supplier shall be responsible for confirming that specialist access equipment, whether owned by the Company or by the Supplier is ready for use. The Supplier shall:
- a) Confirm in writing with the Company that any specialist access equipment, cradle, gantry or anchorage device owned by the Company or the Supplier is in proper working order and has been tested and inspected for use;
 - b) The Supplier shall before each occasion of use, visually inspect and check manually all specialist access equipment, cradles, gantries and anchorage devices in accordance with the manufacturer's instructions;
 - c) The Supplier shall keep all records of checks, inspections and certifications accessible to the Company at all times.

7.4.5 Routine Cleaning

- 7.4.5.1 The Supplier shall provide routine cleaning of the internal and external areas to the required service standard as highlighted within this specification.
- 7.4.5.2 The Supplier shall monitor the provision of the Services on a daily basis to ensure that the cleaning standards are adhered to.

7.4.6 Reactive Cleaning

- 7.4.6.1 The Supplier shall provide a reactive cleaning service to maintain the full and safe use of the Sites. Reactive tasks can include, but are not limited to:
- a) responding to and cleaning up spillages;
 - b) responding to building incidents i.e. leaks, floods or toilet blockages;
 - c) an emergency response to body spills and the removal of hazardous waste to the identified point of disposal;
 - d) the removal of carrion and the disposal of waste;
 - e) replenishing consumables;
 - f) monitoring the cleanliness of the sanitary facilities;
 - g) graffiti removal; and;
 - h) adverse weather support of winterisation plans.

7.4.7 Periodic and Specialist Cleaning

- 7.4.7.1 Periodic cleaning of the internal and external areas shall reflect the required cleaning standards. The Supplier shall provide an annual programme for the periodic and specialist cleaning activities to the Company for approval. This programme will be presented by Site, detailing each cleaning activity. It will be discussed during the periodic progress meetings and revised when

necessary. The Supplier shall take responsibility for ensuring the Company staff are informed prior to carrying out periodic cleaning activities.

7.4.7.2 The following cleaning standards apply to the periodic cleaning activities:

- a) all furniture, fixtures and fittings shall be deep cleaned to ensure that they are free of dust, marks and stains. The Supplier shall take extra care when cleaning antique furniture, fixtures or fittings due to their age and value;
- b) walls, ceilings, ventilation diffusers and ceiling light fittings shall be deep cleaned at an appropriate interval to ensure that they are free of marks, stains, dust and smears;
- c) all carpets, carpet tiles and hard floor coverings shall be deep cleaned in accordance with manufacturer's recommendations and Good Industry Practice;
- d) all dust, dirt, stains and soiling is to be removed from window blinds, curtains and bomb blast net curtains. In the event that the blinds are unstrung during cleaning they shall be restrung, and when curtains are removed from rails they shall be rehung;
- e) recessed dust mats shall be free of grit, dust and debris. All dust mats shall be clean and dry; and;
- f) all toilet and other sanitary areas shall be deep cleaned to ensure the areas are disinfected and free from dust, grime, hair, scum, limescale, marks and smears. The areas shall be dry and clean and no residue of cleaning agent shall be present.

7.4.8 External Cleaning

7.4.8.1 The required service standard is to be visible before the start of each Working Day and shall be maintained to this standard during the Working Day. The following standard shall apply:

- a) All entrances to the Sites, perimeters surrounding the Sites and car parking areas shall be maintained so that no debris, litter, cigarette ends, chewing gum, dirt, bodily fluids, spillages or stains are apparent after cleaning. Disinfectant may be used where appropriate.
- b) All external waste bins shall be kept clean emptied to central rubbish collection/disposal arrangements and replaced by the Supplier in their original locations.
- c) All smoking areas, shall be kept tidy in appearance, cigarette bins/ashtrays emptied to central rubbish collection/disposal arrangements and replaced by the Supplier in their original locations.

7.4.8.2 The Supplier shall ensure all external hard surfaces including but not limited to, shelters, benches and bike racks are kept reasonably free of leaves, weeds, moss, lichen or any other plant growth.

7.4.8.3 The Supplier shall ensure that the external areas to the Sites, car parks, paving, paths, steps, ramps, walkways, terraces, ledges, fixed seating, lighting columns and bollards are maintained free from debris, litter and spills and retain a generally clean and tidy appearance at all times.

7.4.8.4 The Supplier shall ensure that all bird guano on external building elevations/decking areas is removed without damaging the building fabric.

7.4.9 Adverse Weather

7.4.9.1 The Supplier shall provide support to the Company's winterisation plans with the provision of a reactive gritting, snow and ice clearance service for all

external areas of all Company Sites. The Service shall include the provision of work equipment, grit/salt/ice melt, support in the application of grit/salt/ice melt, and the disposal of “clean” and contaminated snow/ice. Minimum requirements for deposit sites will be subject to agreement with the Company.

- 7.4.9.2 The Supplier shall under direction of the Company assist depot staff with providing and maintaining safe pedestrian and vehicular access to all Sites, access roads, pathways and car parks.
- 7.4.9.3 During periods of heavy frost or snow, the Supplier shall under the direction of the Company assist depot staff with keeping all roads, car parks, pathways and entrances free from snow and ice and kept in a safe condition.
- 7.4.9.4 The Supplier shall ensure that The Company’s property is not damaged during the clearing of snow and ice.
- 7.4.9.5 The Supplier shall provide support to the Company in the control of water damage, leaks and flooding to internal and external areas of the sites which arises as a result of inherent water seepage within the building fabric, burst water pipes or mains, rain fall, storms or other related weather events. The Service shall include the provision of appropriate containment and absorbent materials and equipment. This should include but is not limited to absorbent socks, pads and pillows.
- 7.4.9.6 The Supplier shall under direction of the Company assist depot staff in keeping all areas of the Sites operational, safe and open for public use during such instances by the re-allocating of existing resources. No additional resource shall be provided for this requirement with the existing resources for the Site or from other Sites re-allocated as appropriate to deal with such instances.
- 7.4.9.7 The Supplier shall ensure that damage to The Company’s property is minimised as far as is reasonably practicable during such instances.

7.4.10 External and Internal Window Cleaning

- 7.4.10.1 The Supplier shall clean both sides of all internal and external glazing to the frequency set out below:
 - a) internal glazing up to two meters to be cleaned weekly;
 - b) internal glazing above two meters to be cleaned monthly; and;
 - c) external glazing to be cleaned monthly.
- 7.4.10.2 The Supplier shall apply the following cleaning standard:
 - a) The Supplier shall adequately protect all floors and furniture before the commencement of work.
 - b) The Supplier shall clean all glazing throughout the Sites. Glass shall mean both sides of glass of every description, including, but not limited to, internal partition glazing, display case (external surface only) and panel glazing, glass balustrades, exterior glazing and exterior windows.
 - c) The Supplier shall leave glazing clean, dry and free from smears. There shall be no evidence of run marks, verdigris, stains or finger marks on glass, window ledges, sills, paintwork or surrounds.
 - d) Adjacent surfaces, including sills, mullions, frames and structural parts associated with the glass, shall also be left free from liquid spillage, smears and cleaning marks.

7.5 Cleaning Standards

7.5.1 Cleaning Standard 1 – Basic

7.5.1.1 This standard will be applied to the following areas:

- a) secondary stairways;
- b) goods lifts;
- c) loading bays;
- d) secondary entrance areas;
- e) storage areas (including bin stores); and;
- f) depot track.

7.5.1.2 The Supplier shall maintain a basic standard of cleanliness and appearance at all times in line with the following:

- a) all floor surfaces shall be free from debris, clean and dry. Floors shall be safe and not slippery. Particular care is to be exercised when Company staff are still on the Sites;
- b) wet floors shall be sign-posted and trailing cables and open sockets shall be made safe. Surfaces shall be maintained to preserve the existing state of condition and appearance;
- c) back stairs including treads, risers, nosing's, banisters, balustrades, handrails, ledges and protective wire guards where present shall be free from dust and debris;
- d) no litter or rubbish shall be present and all waste bins and receptacles emptied regularly. The Supplier shall clean large wheeled/external bins to prevent them from becoming foul smelling; and;
- e) no graffiti, the removal of staining from building fabric as caused by the accidental spillage of material and graffiti. The cleaning method and materials applied shall be appropriate to the location, and shall ensure that the building fabric is not adversely affected.

7.5.2 Cleaning Standard 2 – Normal

7.5.2.1 This standard will be applied to the following areas:

- offices;
- reception and entrance areas;
- training and conference rooms;
- meeting rooms;
- multi faith rooms;
- post rooms;
- photocopying areas;
- circulation areas;
- locker rooms;
- cabin;
- crew accommodation (including staff eating areas);
- security control rooms;
- porta cabins (temporary or permanent); and;
- towers.

7.5.2.2 A good standard of cleanliness and appearance is required at all times, with evidence of a regular cleaning programme. The following standards are in addition to those contained in Cleaning Standard 1:

- a) all hard floors, carpets and carpet tiles shall be free from grit, dust and debris with no apparent stains. They shall be clean and dry. All floor coverings shall be cleaned by the manufacturer's recommended methods and recommended intervals using equipment that maximises the useable life of the floor covering;
- b) all walls, skirting's, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills shall be free from debris, marks, and dust. They shall be clean and dry with no evidence of residual cleaning agents. In particular, they shall be free from finger marks, verdigris stains, runs, and cobwebs to full height;
- c) all chairs and soft furnishings shall be clean, dry and free from dust. All work stations, screens, upholstered partitions, fabric covered furniture, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks shall be free from debris, stains, marks and dust. They shall be clean and dry with no evidence of residual cleaning agents;
- d) all fittings shall be free from dust, marks and smears. Light fittings shall be free from dust. All signage, including emergency signage shall be clean, dry and free of stains, marks and dust;
- e) all waste receptacles to be emptied daily to ensure they are not overflowing or foul smelling. Bins shall be empty, clean and dry inside and out, bin-liners replaced where necessary and bins placed in their original locations;
- f) all cleaning methods used shall be of a sufficient quality to meet these standards and to maintain any guarantees;
- g) a consistent supply of IT and telephone equipment sanitizers/cleaning products to be made available in the dispensers provided;
- h) The Supplier shall ensure that confidential waste collected and stored appropriately, at all times ensuring a clear audit trail is created, in line with the standards of the Company. The Supplier shall remove confidential waste to the waste collection point.

7.5.3 Cleaning Standard 3 - Hygiene

7.5.3.1 This standard will be applied to the following areas:

- g) toilets;
- h) bath and shower rooms;
- i) drying rooms;
- j) kitchenettes;
- k) vending areas;
- l) first aid rooms; and;
- m) restaurant dining areas.

7.5.3.2 The Supplier shall ensure that the hygiene cleaning standard is visible at all times.

7.5.3.3 The requirements for these areas will be in addition to those contained in Cleaning Standards 1 and 2.

7.5.3.4 The Supplier shall ensure that all equipment and materials used in the cleaning of toilets, bathrooms and shower rooms are identified by colour coding and shall ensure that all these items are never used outside these areas:

- a) all sanitary ware, including showers, shower heads, sinks, wash hand basins, baths, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, feminine

- hygiene bins, tiled surfaces, vending machines, splash backs, and vanity units shall be free from scum, grease, hair, scale, dust, soil, spillages and removable stains;
- b) walls, doors, cubicle partitions and surfaces shall be washed by a disinfectant solution regularly. Mirrors shall be clean and free from smears;
 - c) soap dispensers shall be filled, operating correctly with clean nozzles, and the external surfaces shall be clean dry and free from smears;
 - d) all toilets, bathrooms and shower rooms shall be kept fully stocked with supplies and shall be made available at all times;
 - e) where fitted, towel holders/dispensers shall be clean, dry and free from dust, marks and smears with clean towels fitted and the external surface of hand dryers and roller towel holders shall be clean, dry and free from smears;
 - f) Limescale build up shall be removed from taps, shower heads and lavatories at regular intervals;
 - g) all ceilings, ventilation diffusers and ceiling light fittings shall be free from debris, marks, dust and cobwebs. They shall be dry with no evidence of residual cleaning agents;
 - h) the Supplier shall clean the Company's staff fridges and microwaves in kitchenettes and tea points.
 - i) The Supplier shall ensure all first aid rooms are checked as required and reinstated ready for use.
 - j) The Supplier shall provide sharps bins, to be economically and functionally appropriate to the area in which they shall be utilised.
 - k) The Supplier shall provide a reactive service for the disposal of clinical waste.

7.5.4 Cleaning Standard 4 – Heavy Industrial

7.5.4.1 This standard will be applied to the following areas:

- a) sheds (all areas);
- b) pits (including rails);
- c) maintenance roads;
- d) workshops;
- e) lifting shops and exam sheds;
- f) stores;
- g) staff platforms;
- h) T-Fos areas;
- i) Wheel lathe areas.

7.5.4.2 The standards of cleanliness and appearance are in addition to those contained in cleaning standard 1 and the Supplier shall ensure that the Heavy Industrial Cleaning Standard is visible at all times up to 2 metres in height.

7.5.4.3 The Supplier shall remove all oil/grease and ingrained dirt from all surfaces.

7.5.4.4 The Supplier shall ensure that wheel lathe areas where swarfe is produced are kept clean and clear of residual swarfe. Residual swarfe if collected is transported to the designated point of disposal.

7.5.4.5 The Supplier shall ensure that all bird guano within building interiors is removed without damaging the building fabric, fixtures, fittings or equipment.

7.5.5 High level Industrial Clean

7.5.5.1 The Supplier shall carry out an annual deep clean to all areas above 2 meters which are covered by cleaning standard 4.

7.5.6 Additional Cleaning

7.5.6.1 When the Supplier is requested to do so by the Company they shall carry out additional cleaning. All additional cleans shall meet the standards of this specification. The Company will pay for additional services that are instructed as Additional Works as defined in Schedule 6 Part B (Additional Works).

7.5.7 Equipment and Secure Rooms

7.5.7.1 Equipment and secure rooms include:

- signalling equipment rooms (SERs);
- interlocking machine rooms (IMRs);
- communications equipment rooms (CERs);
- server rooms.

7.5.7.2 Cleaning of these areas will be by arrangement with the Company. Where communication and equipment rooms are required to be cleaned, the Supplier shall undertake this and shall ensure that communications and equipment rooms are clean no visible areas of dirt or dull appearance and all floors are free from dust, grime, dirt and litter.

7.5.7.3 The following additional standards shall apply:

- a) these areas shall be free from accumulated dust;
- b) where possible items of furniture that are removable are not to be cleaned within the area. They shall be removed, cleaned outside the area and returned in a clean, anti-static state;
- c) the use of brushes and brooms is expressly forbidden within server rooms; suction cleaners when used shall conform in full with British Standard BS 5415 parts 1 & 2 or equivalent. All non-computer equipment and furniture shall be suction cleaned free from accumulated dust and left free from grease and smears. Switch areas at the front of tape units or disk drives shall not be dusted; and;
- d) dusters shall be of chemically impregnated or other approved dust-absorbent type, except where used for dry polishing of glass when they shall be lint-free, and they shall be changed at frequent intervals before they have become fully charged with dust. The use of water for cleaning in these areas is forbidden.

7.5.7.4 Under no circumstances shall any computer or computer related equipment be touched, moved, or disturbed in any way.

7.5.7.5 The Supplier shall ensure that only the correct power sockets are used for cleaning equipment and not those specifically dedicated for computer use.

7.5.8 Feminine Hygiene

7.5.8.1 The Supplier shall provide and maintain feminine hygiene bins, ensuring these are regularly emptied in order to prevent overflowing or bins becoming foul smelling.

7.5.9 Vending

7.5.9.1 The Supplier shall provide, maintain and ensure feminine hygiene vending machines are stocked at all times.

7.5.10 Air Fresheners (including batteries)

7.5.10.1 The Supplier shall provide, maintain and refill of air fresheners, to be economically and functionally appropriate to the area in which they shall be utilised, as part of the Contract Price.

7.5.11 Roller Towels

7.5.11.1 The Supplier shall provide roller towel dispensers and ensure a consistent supply of clean towels is supplied to meet anticipated use. A list of Sites that require the provision of this service, with numbers of installed roller towel dispensers and average numbers of anticipated roller towels supplied (per location and per week) is provided in Appendix C (Detail of Services Matrix).

7.5.12 Hand Wash Stations

7.5.12.1 The Supplier shall supply hand wash stations in the areas required as specified by the Company.

7.5.13 Barrier/Entrance Mats

7.5.13.1 The Supplier shall provide all barrier/entrance mats and shall ensure that all barrier matting is well maintained and kept clean. The Supplier shall ensure that there is no accumulation of dirt on the mat, around the edges of the mat or underneath in the mat well so that it meets Cleaning Standard 2.

7.5.14 Consumables

7.5.14.1 The Supplier shall provide the following consumables and associated dispensers as part of the Contract Price ensuring that all areas including washrooms and kitchenettes are fully stocked and maintained. Consumables provided as part of the Contract Price include but are not limited to:

- a) paper towels (toilets, shower rooms and kitchenettes);
- b) centre feel hand towels;
- c) toilet rolls;
- d) antibacterial liquid soap;
- e) soap for heavy duty cleaning and moisturiser;
- f) bin liners;
- g) air fresheners (and associated batteries);
- h) dish washer detergent;
- i) washing up liquid;
- j) dishwasher salts;
- k) dishwasher rinse aid;
- l) IT and telephone equipment sanitizers/cleaning products; and;
- m) salt/grit/ice melt (latex gloves, snow shovels, brushes/squeegees and spreaders).

7.5.14.2 The Supplier shall manage the stock levels of these consumables to ensure availability to replenish on a reactive basis at all times.

7.5.14.3 The Supplier shall ensure consumables are of an appropriate quality standard to reflect the nature of the Sites.

- 7.5.14.4 The Supplier shall provide storage solutions to manage all delivered quantities of consumables at each location, storage to be banded where necessary. The supplier shall install COSHH cabinets, bin storage units and bunding as appropriate.
- 7.5.14.5 The Supplier shall be responsible for replacement of storage units if they are damaged due to miss use.
- 7.5.14.6 The provision of any additional consumable supplies shall be agreed in advance with the Company and charged as appropriate.
- 7.5.14.7 Notwithstanding the requirements for materials and equipment in Section 2.7 (Materials and Equipment) of this Schedule, the Supplier shall ensure all cleaning materials and consumables used in the provision of the services are registered and approved prior to use on the LU approved Cleaning Products Register.
- 7.5.14.8 The Supplier shall ensure all areas used for storage are appropriately fitted and suitably arranged for their designated use, areas are to be, clean, signed, well organised and access to be suitably controlled.

7.6 Skills and Qualifications of Supplier Personnel

7.6.1 The following minimum skill levels and qualifications shall be provided to a sufficient number of staff as required to provide the Services:

Skills Level / Qualification	Required for
British Institute of Cleaning Science (BICSc) – PBICS Level (or equivalent)	All operatives within 6 months of the Services Commencement Date
British Institute of Cleaning Science (BICSc) – CBICS Level (or equivalent)	All supervisors within 6 months of the Services Commencement Date and all operatives within 12 months of the Services Commencement Date
BCISc accredited Assessor	To undertake in house training and assessment to PBICs and CBICs levels
The Institute of Occupational Safety and Health (IOSH) - Managing Safely – Safety Management Level	HSE Management by Managers and Supervisors
The National Examination Board in Occupational Safety and Health (NEBOSH) Certificate in Occupational Health (NVQ Level 3)	HSE Management by Managers
International Rope Access Trade Association (IRATA)	High Level Access Cleaning
Prefabricated Access Suppliers' and Manufacturers' Association (PASMA) – Towers for Users	Constructing and Using Mobile Access Towers
International Powered Access Federation (IPAF) - Powered Access Licence (PAL)	Operating Mobile Elevated Working Platforms (MEWPS)

Skills Level / Qualification	Required for
International Powered Access Federation (IPAF) - MEWPS for Managers	Planning, supervising and managing the use of Mobile Elevated Working Platforms (MEWPS)