

**NATURE AND SCOPE
OF
WORKS**

FOR

CLEANING SERVICES CONTRACT

Document D



June 2015

1.0 NATURE AND SCOPE of WORK

The work is to clean the clients offices at Craft Court, 55 Glenthorne Road, Hammersmith, London W6 0LJ and Mulliner House, Flanders Road, Chiswick, London, W4 1NN.

The work will take place during the evening Monday to Friday after 1900.

The work will be undertaken as per the schedule of work at Appendix 1 of this document.

All "Daily Requirements" must be completed during the evening and Bidders should note that the Board Rooms may not be accessible until late in the evening due to Board or Tenant meetings undertaken outside office hours.

All "Weekly Requirements" will be completed during the working week including those that are shortened due to "Bank" holidays.

The appointed contractor will produce a calendar of all "monthly" and "quarterly requirements" to allow the client to inform their staff of work to be undertaken at their desks.

The appointed contractor will be responsible for supplying all equipment required to undertake the requirements of the contract and for its maintenance and replacement including electrical safety testing as required for portable appliances under The Electricity at Work Regulations 1989.

The appointed contractor will be responsible for ensuring the equipment store rooms are kept tidy and safe condition.

The appointed contractor shall ensure that their staff are properly dressed in work clothes / uniform at all times that is clean and neat in appearance and identifies the company.

All staff of the appointed contractor will carry and display at all times a photo ID card a copy of which shall be submitted to the client for reference.

The appointed contractors' staff will not:

- Use radios or similar equipment whilst on site.

- Use bad or obscene language

- Smoke on any part of the clients' property including outside the front entrance.
- Take meals on or around the premises.

The appointed contractors' staff will;

- Report any damage cause or seen during their time on site.

- Respect the wishes or requests of any of the clients staff.

A site diary is to be completed daily in respect of all aspects affecting the progress of the works and their completion. These records will include

- Name and position of all employees of the Contractors associated with the work

- Any Health and Safety issues.

- All incidents or accidents that occur on site.

- Any delays due to lack of staff or equipment.

The site diary will also be for the use of the client to leave messages for the team when issues arise of a one off requirement occurs and the Contracts Manager / Supervisor cannot be contacted

2.0 CONTRACT TEAM

As part of the tender the Bidder will name the management team with their qualifications who will be assigned to this contract should the contractor be successful. This will also be the team required to attend interviews if the Bidder is successful to be called.

3.0 SITE MEETINGS

Once the successful contractor is appointed a start-up meeting will be set with weekly meetings during the first month of the contract and monthly meetings thereafter. The contracts manager / supervisor will be required to attend all meetings while the senior Manager / Director will be required on a quarterly basis. All meetings will be documented.

4.0 CONSUMABLES

The successful contractor MAY be responsible for ordering of consumables. A decision will be made by the client once the contract is awarded. A list of consumables is located at Appendix 2 to be priced as part of this tender process.

The successful contractor will be responsible for ensuring all hand towel dispensers are full at the start of each day and that hand gel, washing liquid and scouring pads are available at each kitchen point.

Cleaning Schedule
Mulliner House and Craft Court

SBHA Receptions

Daily Requirements

ENTRANCE DOOR	Dust and spot clean glass.
ENTRANCE MATTING	Will be thoroughly vacuumed.
CARPETS paying corners.	All carpeted areas will be fully vacuumed, particular attention to edges and
FLOORS AND washed	All hard floor areas will be fully swept and
RECEPTION	The reception desk will be dusted and polished.
WASTE PAPER BINS directed,	These will be emptied, waste disposed of as bin liner to be replaced as necessary.
MAGAZINE DESKS in the	Magazines will be collected and arranged neatly reception area
TABLES AND CHAIRS	All desks will be cleaned with an appropriate solution.
FIXTURES AND FITTINGS	These will be washed clean and dry buffed.
WATER DISPENSERS	These will be wiped clean and disinfected.

Weekly Requirements

CHILDRENS PLAY TOYS buffed.	These will be washed clean, sanitized and dry
COMPUTERS	These will be carefully dusted.
OFFICE MACHINERY machines etc.	Office machinery, eg photocopiers, fax will be dusted.
UPHOLSTERED FURNITURE	All upholstered furniture will be vacuum

cleaned.

PICTURES

Both facia and frames will be dusted.

MAGAZINE SHELVES
storage

Exposed surfaces on bookshelves and lateral
units will be dusted.

SKIRTING BOARDS

All skirting boards will be damp wiped.

WINDOW LEDGES

These will be damp wiped and burnished.

INTERNAL GLASS
cleaned to

All internal glass partitioning will be spot
remove finger marks etc.

HANDRAIL
care

These will be fully cleaned and polished, taking
to remove residue.

FIXTURES AND FITTINGS
dusted and

Radiators, light switches, lamps etc. will be
finger marks removed.

Monthly Requirements

VENETIAN BLINDS

These will be feather dusted.

Quarterly Requirements

TELEPHONES

attention to the
keypad.

The handset and receiver will be wiped using
sanitizer wipes paying particular
earpiece, mouthpiece and

COMPUTER KEYBOARDS
the a

To be inverted and tapped to remove dust then
keyboard dusted.

Interview Rooms

Daily Requirements

WASTE PAPER BINS
directed, bin

These will be emptied, waste disposed of as
liner to be replaced as necessary.

CARPETS
paying
corners.

All carpeted areas will be fully vacuumed,
particular attention to edges and

TABLES	The tables to be fully cleaned and polished.
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Weekly Requirements

PICTURES	Both facia and frames will be dusted.
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CHAIRS	These will be wiped and dry buffed.
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SKIRTING BOARDS	All skirting boards will be damp wiped.
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WINDOW LEDGES	To be damp wiped and polished
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Interviews Rooms (Cont.)

INTERNAL GLASS cleaned to	All internal glass partitioning will be spot remove finger marks etc.
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FIXTURES AND FITTINGS dusted and	Radiators, light switches,lamps etc. will be finger marks removed.
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Monthly Requirements

VENETIAN BLINDS	These will be feather dusted.
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DOORS	All doors and handles will be spot cleaned, with sanitizing solution.
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FURNITURE cleaned and removed from drawer aa filing cabinets.	The legs of chairs and desks, etc. will be buffed. Finger marks will be fronts, desk surrounds and
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Well-Being Rooms & Well Being Lobby (Mulliner House)

Daily Requirements

WASTE PAPER BINS	These will be emptied, waste disposed of as directed, bin liner replaced.
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CARPETS paying corners.	All carpeted areas will be fully vacuumed, particular attention to edges and
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TABLES	The tables will be fully cleaned and polished.
SINK / WORKTOPS	These areas will be fully cleaned and sanitized.

Weekly Requirements

CHAIRS	These will be wiped clean and dry buffed.
SKIRTING BOARDS	All skirting boards will be damp wiped.
WINDOW LEDGERS	These will be damp wiped and burnished.
INTERNAL GLASS cleaned to	All internal glass partitioning will be spot remove finger marks etc.
FIXTURES AND FITTINGS dusted	Radiators, light switches, lamps, etc. will be and finger marks removed.

Monthly Requirements

VENETIAN BLINDS	These will be feather dusted.
DOORS	All doors and handles will be spot cleaned, with sanitizing solution.
FURNITURE cleaned and from drawer cabinets.	The legs of chairs and desks, etc. will be buffed. Finger marks will be removed fronts, desk surrounds and filing cabinets.

Open Plan Office Space

Daily Requirements

DESKS solution.	All desks will be cleaned with an appropriate solution.
WASTE PAPER BINS directed,	These will be emptied, waste disposed of as bin liner to be replaced as necessary.
CARPETS	All carpeted areas will be fully vacuumed, paying particular attention to edges and corners.
WATER DISPENSERS	These will be wiped clean and disinfected.

DOOR FITTINGS

These will be cleaned and polished.

Weekly Requirements

COMPUTERS

These will be carefully dusted.

OFFICE MACHINERY machines etc.

Office machinery, eg. Photocopiers, fax
will be dusted.

DESK & FILING CABINETS damp a

All desks and filing cabinets will be dusted and
wiped.

PICTURES

Both facia and frames will be dusted.

SKIRTING BOARDS

All skirting boards will be damp wiped.

WINDOW LEDGES

These will be damp wiped and polished.

INTERNAL GLASS to

All internal glass partitioning will be spot cleaned
remove finger marks etc.

Monthly Requirements

FURNITURE cleaned and removed from drawer filing cabinets

The legs of chairs and desks, etc. will be
buffed. Finger marks will be
fronts, desk surrounds and

DOORS a

All doors and handles will be spot cleaned, with
sanitizing solution.

Monthly Requirements

FIXTURES AND FITTINGS finger marks

These will be feather dusted. Radiators, light
switches, lamps, etc. will be dusted and
removed.

Quarterly Requirements

TELEPHONES aa attention to the keypad.	The handset and receiver will be wiped using sanitizer wipes paying particular earpiece, mouthpiece and
COMPUTER KEYBOARDS the	To be inverted and tapped to remove dust then keyboard dusted.
DOOR TOPS arms, will	All door tops, high ledges and areas within be dusted

Private Offices (i.e Directors and Chief Executive)

Daily Requirements

DESKS solution.	All desks will be cleaned with an appropriate
WASTE PAPER BINS directed,	These will be emptied,waste disposed of as bin liner to be replaced as necessary.
CARPETS	All carpeted areas will be fully vacuumed, paying particular attention to edges and corners.
DOOR FITTINGS	These will be cleaned and polished.

Weekly Requirements

COMPUTERS	These will be carefully dusted.
OFFICE MACHINERY machines etc.	Office machinery, eg. Photocopiers, fax will be dusted.
DESK & FILING CABINETS damp	All desks and filing cabinets will be dusted and wiped.
PICTURES	Both facia and frames will be dusted.
SKIRTING BOARDS	All skirting boards will be damp wiped.
WINDOW LEDGES	These will be damp wiped and polished.
INTERNAL GLASS to	All internal glass partitioning will be spot cleaned remove finger marks etc.

CHAIRS	These will be buffed and wiped clean.
BOOK SHELVES storage	Exposed surfaces on bookshelves and lateral will be dusted.
VISION PANELS removed.	All vision panels will have fingerprints

Monthly Requirements

FURNITURE cleaned and from drawer cabinets	The legs of chairs and desks, etc. will be buffed. Finger marks will be removed fronts, desk surrounds and filing
DOORS a	All doors and handles will be spot cleaned, with sanitizing solution.
FIXTURES AND FITTINGS switches, marks removed.	These will be feather dusted. Radiators, light lamps, etc. will be dusted and finger

Quarterly Requirements

TELEPHONES attention to the keypad.	The handset and receiver will be wiped using sanitizer wipes paying particular earpiece, mouthpiece and
COMPUTER KEYBOARDS the a	To be inverted and tapped to remove dust then keyboard dusted.
DOOR TOPS arms, will	All door tops, high ledges and areas within be dusted

1st Floor Waiting Area (Mulliner House)

Daily Requirements

CARPETS paying corners.	All carpeted areas will be fully vacuumed, particular attention to edges and
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TABLES AND CHAIRS	These will be washed clean and dry buffed
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FIXTURES AND FITTINGS dusted aa	Radiators, light switches, lamps, etc. will be and finger marks removed.
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Weekly Requirements

MODEL DISPLAY CASE required	This will be feather dusted and buffed as
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PICTURES	Both facia and frames will be dusted.
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AWARDS/PLAQUES	These will be dusted as required.
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MAGAZINE SHELVES storage	Exposed surfaces on bookshelves and lateral units will be dusted.
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SKIRTING BOARDS	All skirting boards will be damp wiped.
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WINDOW LEDGES	These will be damp wiped and burnished.
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FIXTURES AND FITTINGS dusted	Radiators, light switches, lamps, etc. will be and finger marks removed
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Monthly Requirements

VENETIAN BLINDS	These will be feather dusted.
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DOORS	All doors and handles will be spot cleaned, with sanitizing solution.
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FURNITURE cleaned removed from surrounds and filing cabinets.	The legs of chairs and desks, etc. will be and buffed. Finger marks will be drawer fronts, desk
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Conference / Training Rooms

Daily Requirements

WASTE PAPER BINS directed,	These will be emptied, waste disposed of as bin liner to be replaced as necessary.
CARPETS paying corners	All carpeted areas will be fully vacuumed, particular attention to edges and
TABLES	The tables will be fully cleaned and polished
COFFEE/TEA AREA left in a	The coffee/tea area will be wiped down, and clean and tidy condition.
WASHING UP collected, designated	All cutlery, glasses, crockery, etc. will be washed, dried and placed in the
TELEPHONES to the aa	The handset and receiver will be wiped using sanitizer wipe paying particular attention earpiece, mouthpiece and keypad.
TELEVISION AND VIDEO treated	T.V. and video equipment will be dusted and with an anti-static solution.

Weekly Requirements

DOOR FITTINGS CHAIRS be	These will be cleaned and polished. These will wiped clean and dry buffed
PICTURES	Both facia and frames will be dusted
MODEL DISPLAY CASE required.	This will be feather dusted and buffed as
SKIRTING BOARDS	All skirting boards will be damp wiped.

INTERNAL GLASS	All internal glass partitioning will be spot cleaned
	remove finger marks etc.

WATER DISPENSERS	These will be wiped clean and disinfected.
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Monthly Requirements

SLIDING / FOLDING WALL	Will be spot cleaned and finger marks removed
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VENETIAN BLINDS	These will be feather dusted.
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DOORS	All doors and handles will be spot cleaned, with sanitizing solution.
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FURNITURE	The legs of chairs and desks, etc. will be
cleaned	and buffed. Finger marks will be
removed from	drawer fronts, desk
surrounds and filing cabinets.	

Quarterly Requirements

DOOR TOPS	All door tops, high ledges and areas within
arms, will	be dusted

FIXTURES AND FITTINGS	Radiators, light switches, lamps, etc. will be
dusted	and finger marks removed

Utility, Storage, Copy, Post and Filing Rooms

Daily Requirements

TABLES	All tables will be cleaned with an appropriate
solution.	

WASTE PAPER BINS	These will be emptied, waste disposed of as
directed,	bin liner to be replaced as necessary.

CARPETS	All carpeted areas will be fully vacuumed, paying particular attention to edges and corners.
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WATER DISPENSERS	These will be wiped clean and disinfected.
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DOOR FITTINGS

These will be cleaned and polished.

Weekly Requirements

OFFICE MACHINERY
machines etc.

Office machinery, eg. photocopiers, fax
will be dusted.

DESKS & FILING CABINETS
they

All desks and filing cabinets will be dusted and
will be damp wiped and buffed as appropriate

TELEPHONES
sanitizer
earpiece,

The handset and receiver will be wiped using
wipes paying particular attention to the
mouthpiece and keypad.

SHELVES
storage

Exposed surfaces on bookshelves and lateral
units will be dusted:

SKIRTING BOARDS

All skirting boards will be damp wiped.

WINDOW LEDGES

These will be damp wiped and burnished.

INTERNAL GLASS
cleaned to

All internal glass partitioning will be spot
remove finger marks etc

Monthly Requirements

VENETIAN BLINDS

These will be feather dusted.

DOORS

All doors and handles will be spot cleaned, with
sanitizing solution.

FURNITURE
cleaned
removed from
surrounds and filing cabinets

The legs of chairs and desks, etc. will be
and buffed. Finger marks will be
drawer fronts, desk

Basement Toilets and Showers (Mulliner House) Toilets at Craft Court

Daily Requirements

WASH BASINS be	These will be fully cleaned and lime scale will removed from the taps, etc.
BINS	These will be emptied and disinfected.
MIRRORS	All mirrors will be dusted and spot cleaned.
TOILET BOWLS	These will be fully cleaned and sanitized.
TOILETS SEATS both	These will be fully cleaned and sanitized on sides
DISABLED TOILET SEAT	These will be fully cleaned and sanitized
SPLASH BACKS	These will be cleaned and dry buffed.
FLOOR washed.	All hard floor areas will be fully swept and
DOORS a	All doors and handles will be spot cleaned, with sanitizing solution.
CONSUMABLES necessary.	Consumable items will be replenished as These can be supplied by us
SHOWERS sanitized controls will be	The tiles, floorplan and door will be fully and dry buffed. All nozzles and polished.

Weekly Requirements

SKIRTING	All skirting be washed using disinfectant.
WINDOW LEDGES	These will be damp wiped and burnished

Quarterly Requirements

SHOWER HEAD	The shower head will be descaled as required
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Basement Kitchen (Mulliner House) and all Tea Points

Daily Requirements

APPLIANCES	The kettle, coffee pot, etc. will be wiped clean and drya buffed.
SINK/ WORKTOPS	These areas will be fully cleaned and sanitized.
DISHWASHER collected dishwasher, filter, be maintained items removed	All crockery, cutlery, glasses, etc. will be (not from desks), placed in the salt and rinse aid will after wash.
RECYCLING BINS degradable	These will be emptied and disinfected. Bio- bin liners replaced as required.
CARPETS paying	All carpeted areas will be fully vacuumed, attention to edges and corners.
FLOORS disinfectant.	These will be swept and washed using a
TABLES AND CHAIRS	These will be washed clean and dry buffed.
MICROWAVE OVEN	This will be wiped clean both inside and outside.
VENDING MACHINES sanitized	These will be fully cleaned and handles

Weekly Requirements

CUPBOARDS metal	All cupboard fronts and trims and handles and work will be cleaned and polished.
FRIDGES	Fridges will be wiped clean.
FRIDGES removed to removed).	Each Friday evening, all food perishables will be waste (Butter or Margarine will not be

UPHOLSTERED FURNITURE
cleaned.

All upholstered furniture will be vacuum

CONSUMABLES
necessary.

Consumable items will be replenished as
These can be supplied by us

TILED AREAS

These will be washed down and polished.

SKIRTINGS

These will be washed using a disinfectant.