

# **REQUIREMENTS INFORMATION SOFT FM**

## **BOOKLET 3.5**

**REQUIREMENTS INFORMATION – SOFT FM**

**IN RELATION TO**

**FACILITIES MANAGEMENT ON OPERATIONS (AFRICA)**

**CONTRACT NUMBER:  
709303453**

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This is one of six booklets as listed below that together, comprise of the Facilities Management on Operations (FMO) Contract.

DOCUMENT No.	TITLE
Booklet 1 of 6	DEFFORM 47 ( <i>Only Included at Invitation to Tender</i> )
Booklet 2 of 6	Conditions of Contract (including Contract data) Schedule of Amendments to NEC4 TSC Option A (as amended)
Booklet 3 of 6	Requirements Information – Hard FM
Booklet 3.5 of 6	Requirements Information – Soft FM
Booklet 4 of 6	Client Supplied Data
Booklet 5 of 6	Pricing Information
Booklet 6 of 6	Contractors Plan

## Document Change Record

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V1.0	13 Sep 24	Issued at Contract Award	13 Sep 24

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## INTRODUCTION

1. The role of the MOD (the *Client*) is to protect the people of the UK, prevent conflict and be ready to fight our enemies. The Permanent Joint Headquarters (PJHQ) is part of the MOD that provides and maintains infrastructure across the operational estate including Soft Facilities Management (SFM) services. The provision of SFM services is a key enabler in the support of operational capability, by contributing to the sustainment and maintenance of Armed Forces personnel, their motivation, and their satisfaction. SFM services provide the benign environment that overlays and incorporates the physical infrastructure to support personnel during their deployments and therefore is key to maintaining an effective operational capability.
2. The Operational Estate is unique in its requirements to support operations in Africa. It requires SFM services to maintain the sustainment infrastructure, and unique support services to enable operational support and a safe place to live and work for site occupants. The Services provided by the *Contractor* shall be capable of adapting to the changing needs and expectations of the *Client*, the Government, and other stakeholders. The *Contractor* shall ensure that technological innovations and advances are fully embraced, increasingly ensuring, at all times, that industry norms and best practice is delivered.
3. The *Contractor* shall manage the services within the Affected Property in accordance with the requirements of the Service Information. A Modular approach has been adopted to enable the provision of diverse stakeholder requirements whilst offering a consistent service to all sites in the Contract. The Modules are applied across this Contract to ensure coherence and a common End User and Occupant experience, except where impracticable or unachievable due to conditions stipulated within extant agreements between the UK and the Host Nation, details of which can be found in Booklet 4 - Employer Supplied Information.

## OPERATIONAL ESTATE

4. Through this Contract the *Contractor* shall deliver SFM services that supports the use of the UK's Operational Estate in the Africa. The *Contractor* shall deliver a Contract maintaining statutory compliance of the services keeping it safe and legal to use, fit for UK Defence and better for the society of the nation.
5. The Operational Estate currently consists of 4 establishments which comprise the Level 1 Assets of the Contract: **REDACTED** and **REDACTED**, **REDACTED** and **REDACTED**. Full detail of all constituent Level 2<sup>1</sup> Assets in scope of the Contract are contained in the *Client* Supplied Information at booklet 4.

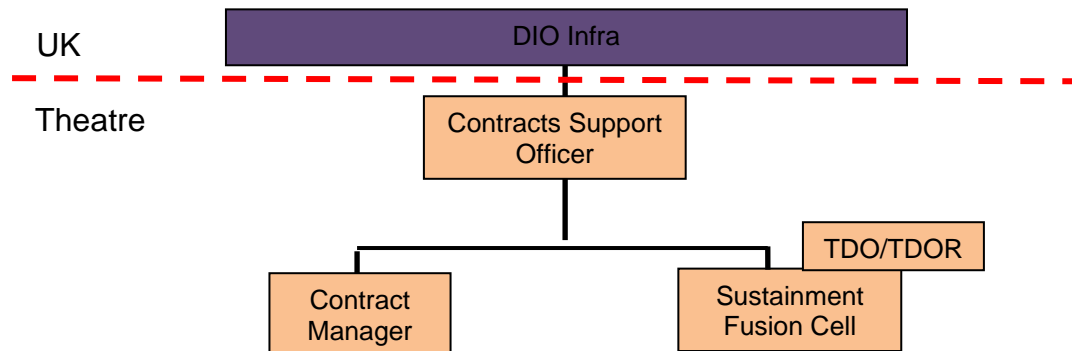
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<sup>1</sup> Level 2 assets relate to buildings or significant systems such as site electrical and water supply or drainage.

6. Over the term of the Contract, it is expected that there will be changes in the size and shape of the estate as a result of changing policy, this may include delivering plans to optimise the use of the estate and rationalise assets.
7. There is a strategy to improve the management of data, moving towards one reliable and accurate set of data used multiple times, and it is likely that automation and technological advancements could offer significant opportunities to support the better delivery of Services. The *Contractor* will be required to work collaboratively, reacting to changes in data management and reacting to advances in technological capacity, to deliver one reliable and accurate set of data used multiple times.

## RELATIONSHIP

8. The Contract will be managed on behalf of the *Client* by a team comprising of both Military and Civilian personnel. The *Contractor* will work collaboratively at all levels with the *Client's* management team and the Military chain of command. The term *Client* is used throughout the specification and relates to the *Client* and the *Client's* Governance Structure. The FMO(A) *Client's* Governance Structure is shown below:



**Diagram 1 – Example of a possible *Client's* Governance Structure**

9. The *Client* is represented by PJHQ in which Demand and Supply responsibilities come together. PJHQ J8 has financial authority for the Contract and contractual authority rests with DIO Commercial (Operations International (Commercial)). Requirements and

justifications for expenditure are articulated by the Designated Officer (DO) PJHQ in conjunction with commercial staff at the UK Support Node (Africa) and representatives of deployed military units.

10. Delivery to meet the requirement is co-ordinated and monitored by the Theatre Designated Officer (TDO), Theatre Designated Officer (TDO) and the wider Facilities Management Staff supported by a Contract Management Plan and assurance regime. The *Client* will provide an appropriate FM team with assistants across the estate. The *Contractor* is responsible for the delivery of the service described in this document and is expected to provide a clear management structure. Good communications at each level are essential to facilitate an open and collaborative working relationship.

## CONSTITUENT PARTS

11. The Table of Services contained in Annex A – the Site Information Pack (SIP) details the constituent parts of the Requirement and their contents. In summary:

12. **Core requirements:**

- a. CONTRACT MANAGEMENT AND MONITORING
- b. FULL SERVICE CATERING
- c. CLEANING
- d. LAUNDRY
- e. WASTE MANAGEMENT
- f. VECTOR AND VERMIN CONTROL
- g. BULK LIQUIDS
- h. SLUDGE, BLACK AND GREY WATER REMOVAL AND DISPOSAL
- i. CASUAL MEALS
- j. FUEL DELIVERY

13. **Non-Core requirements:**

- a. Additional Services as identified

## REQUIREMENT

14. The Requirement is broken down into two areas:

- a. **Core Service** is non-discretionary services required to maintain the Affected Property and services safe, legal and operational. Para 12a to 12j of this Requirement constitute the Core service:
- b. Sustainable development to include the effective consumption of utilities and replacement of equipment.
- c. **Non-Core Services** are discretionary additional services that can be requested at the discretion of the *Client* to meet specific customer needs.

15. The *Contractor* shall have a common understanding of the Contract with the *Client* and deliver the Services to a consistent standard throughout the Affected Property. The full detail of the Services to be provided is set out in this schedule.

16. The *Contractor* shall have overall responsibility for the delivery of requirements described in the Schedule twenty-four (24) hours a day and three hundred and sixty-five (365) days per annum across the Affected Property. As a minimum, on normal Working Days access to Services shall be provided 0700 to 1900 hours. Working days will be different across different sites but will consist of seven working days, actual working days are to be agreed on a site-by-site basis with the *Client*.

17. The *Contractor* shall accept that a commitment to work outside of the stipulated working hours may arise, which is deemed to be included within the Core Fee, as a result of:

- a. Any tasks with frequencies of daily or twice daily.
- b. Emergency call-outs.
- c. Very urgent works i.e. hazardous cleaning.
- d. The need to accommodate any agreed operational requirement of the *Client*.
- e. The need to rectify any failure to achieve an adequate level of operation, maintenance or sustainment.

18. The *Contractor* through its work, actions and advice shall support Operational Activity by keeping the Affected Property and Sustainment in a Compliant and fit for use Condition.



## **TRANSITION**

19. The Supplier shall manage the transition to the Contract and shall implement full service delivery at the In-Service Date (ISD) to meet the requirements of Part 4: Contract Mobilisation -Demobilisation of this Schedule and Call-Off Schedule13:Mobilisation.

## **MANAGEMENT OF THE SERVICE**

20. The Supplier shall manage the outputs required under the Contract and shall keep in place an appropriate organisational structure to support the operational delivery and management of a safe, legal and operational Estate throughout the duration of the Contract. The Supplier shall provide effective management and leadership at all levels of the Service.
21. The Supplier shall ensure that all Supplier's staff undertaking work against the Contract are skilled, competent, and appropriately trained and follow all relevant professional codes of practice, standards, guidelines, regulations and directives, applicable to their specialist area. All staff are to be qualified for their role.
22. The Supplier shall ensure that all staff undertaking work against the Contract, both permanent and temporary, receives relevant induction, site familiarisation and training for their role.

## **ACHIEVEMENT OF VALUE FOR MONEY**

23. The Supplier shall at all times seek to optimise the achievement of Value for Money to the Buyer. This is both for the Services delivered directly under the Contract, and for related Services carried out by Third Parties, but which are influenced by the Supplier's actions. In achieving Value for Money the Supplier shall ensure the needs of the Buyer are met.

## **PERFORMANCE MANAGEMENT**

24. The Supplier shall meet extant Performance Measures specified with the Key Performance Indicators section of this booklet. The Supplier's dedicated contract compliance manager shall provide accurate and validated data on activity and performance, in mutually agreed formats, and facilitate processing and comparison with historic information to track trends over time. The Supplier shall be responsible for the collection and generation of the full range of data required by the Buyer to support this activity.

25. The Supplier shall attend contractual performance meetings.
26. The Buyer shall carry out their own planned and ad-hoc investigations into works activities to assess deviance from agreed time, cost, and quality of work, and to achieve an independent view of the quality of the Supplier Internal Checks. The Services to be audited are to be selected from data collected from the CAFM system. The Buyer may also carry compliance checks in addition to this selection.

## QUALITY MANAGEMENT

27. Quality Management System (QMS). The Supplier is to install, operate and maintain their approved corporate Quality Management System (QMS) and any appropriate local procedures to take account of collaborative working in on sites. All aspects of the QMS must comply with ISO 9001:2015 and it should be used to control all work carried out by the Supplier, their workforce and their sub-Suppliers. It must also have the capability of auditing, monitoring and reporting on self-delivered works and those works outsourced to sub-Suppliers.
28. The Supplier shall issue copies of the internal company quality audit programme(s) and the results of the audits to the Buyer. All elements of ISO 9001:2015 and QMS are to be audited to determine the QMS are effective in achieving the quality objectives. The frequency of audit is dependant upon the activity being carried out, with the programme and frequency agreed with the Buyer.
29. Quality Plan (QP). The Supplier is to provide the Buyer with a QP, in accordance with ISO 001:2015 and update it annually or when major changes are required and it must also reflect the Contract Requirements. A full set and up to date copy of the QP must be given to the Buyer when updated or when requested. The QP must also reflect the collaborative working arrangements and, as a minimum, set out the methods by which the following requirements will be addressed:
30. Identifying amendments made to the Site Information Pack, Asset register and Services.
31. The criteria to be used for holding pre-contract start and progress meetings.
32. The criteria to be used for holding design and / or specification reviews.

## **STORES MANAGEMENT**

33. The Supplier shall be responsible for maintaining an adequate and sufficient stock of spares, materials and consumables to meet requirements and priorities set out in the Contract.
34. The Supplier shall provide stores management system and personnel to enable efficient operation of all facilities.

## **SUPPLIER STAFF - COMPETENCE**

35. The Supplier shall provide a management regime to provide the services described in the Contract. The Supplier shall provide details of their management regime at time of Tender.
36. The Supplier shall employ trained, qualified, security cleared personnel and supervise their personnel for the Sites and shall maintain a competent and effective workforce, as required to operate and maintain the Site in accordance with the Contract, including any remedial services arising from the inspections or emergency callouts.
37. The Supplier shall be competent for the work covered by this Contract, be trained to a standard which is comparable with the UK Health and Safety Executive (HSE) guidance and be familiar with the potential dangers of this type of work. Unless otherwise indicated, the Supplier shall be registered for the appropriate category of work. Tenderers shall submit written evidence of registration with their Tenders.
38. The Supplier shall provide labour with the requisite standard of technical knowledge and experience of the type of work involved to meet the requirements of the Contract. The Supplier shall provide the Buyer with formal evidence of his work force's competence (e.g., current food handling certificate of competence, or current training certificates for such as services a cheffing).
39. Prior to the execution of the Contract, the Supplier shall nominate key persons from their own staff and from members of the Supply Chain (identifying in each case whether they are employed or sub-Supplier staff) who may require access to the Site in connection with the performance of the Contract. The Supplier shall nominate only suitably qualified and competent personnel.
40. The Supplier shall not remove any of the nominated key persons from carrying out the Services under the Contract without prior written approval from the Buyer. If such approval is given, the Supplier shall replace that person with a suitably qualified and competent replacement within an agreed timescale (unless the Buyer and the Supplier agree a replacement is unnecessary).

41. The Buyer may request the removal of any of the persons engaged in the performance of the Contract if, in the opinion of the Buyer, his/her performance or conduct is or has been unsatisfactory. On receipt of such a request in writing, the Supplier shall promptly remove the person concerned and replace that person with a suitably qualified and competent replacement within an agreed timescale (unless the Buyer and the Supplier agree a replacement is unnecessary).
42. The Supplier shall comply with and shall ensure that all their employees, agents, sub-Suppliers and suppliers comply with the security requirements set out in the Contract.

## **SUPERVISION**

43. The Supplier shall be responsible for co-ordination, supervision and administration of the Services, including all sub-contracts. The Supplier shall arrange and monitor a programme with each sub-contractor, specialist sub-contractor, supplier, local Employer statutory undertaker, and obtain and supply information as necessary for co-ordination of the work.
44. In addition to the constant management and supervision of the Services provided by the Supplier's Agent, all significant types of work shall at all times be under the close control of competent Supervisors to ensure maintenance of satisfactory quality and progress. Supervisors shall be competent in their particular discipline.

## **INDUCTION TRAINING**

45. The Supplier is responsible for arranging or providing the statutory induction training for all members of his team and supply chain. This training is to make individuals aware of the Theatre H&S requirements, emergency procedures, and as far as is reasonably practicable, any hazards that are reasonably identifiable. The Supplier and supply chain employees are required to attend a unit safety brief.
46. The Supplier is also responsible for providing all his visitors, sub-Suppliers etc. engaged by him or visiting in connection with facility management works, with induction training.

## **IDENTIFICATION OF SUPPLIER'S PERSONNEL**

47. The Supplier's site operatives shall be readily identifiable at all times by wearing suitable clean working clothing with the Supplier's name clearly identified.
48. The Supplier shall also ensure that all sub-contractors' operatives are also readily identifiable at all times by wearing suitable clean working clothing with the name of the sub-contractor or Supplier clearly identified. There must be a clear distinction between staff carrying out different roles (hygiene, front of house v. rear of house etc.) and UK Nationals, Third Country Nationals (TCNs) and Locally Recruited Workers (LRWs).
49. The Supplier shall ensure that each operative is in possession of a Supplier's Identification Card, which is to be displayed at all times.
50. The Supplier shall ensure that each operative and sub-contractors operative is in possession of suitable, sufficient and serviceable personal protective equipment for the task being performed.
51. The Buyer reserves the right to instruct the Supplier to remove immediately from site/theatre any operative (both Supplier and sub-contractor). The Buyers' decision will be final in all cases.
52. Any operative so ordered under from site/Theatre may only return to work on the written permission of the Buyer, following suitable and sufficient re-training. It should be noted that permission may not be granted and should not be assumed even after re-training.

## **MANAGEMENT OF SUB-CONTRACTORS**

53. Sub-contracting any part of the Contract shall not relieve the Supplier of any of its obligations, duties or liabilities under the Contract.
54. The Supplier is responsible for managing the sub-contract to ensure that it is completed within the agreed time-scale and cost, and t the standard specified. The Supplier shall be responsible for monitoring that, where applicable, all H&S and quality standards are complied with.

- 55. The Supplier will be responsible for ensuring a satisfactory level of performance by the Suppliers sub-contractors through site inspections, control and justification of variation orders, and regular contact with the Buyer.
- 56. The Supplier shall ensure that any security issues and / or constraints which may impact upon the performance of the Service are appropriately managed and the Buyer is informed.
- 57. Any input from end-users at meetings or during the course of the services must be authorised by the Buyer. The Supplier shall ensure that their staff and sub-contractors are understand that end-users have no authority whatsoever to order variations to the agreed Services and that the Supplier will be held responsible for any unauthorised changes so actioned, bearing any costs involved.

## **SITE CLOSURE AND REMEDIATION MANAGEMENT**

- 58. The Supplier shall provide a suitable management structure to undertake the site management functions associated with any future drawdown of facilities and locations, including the management and coordination of any subsequent remediation services that may be required.

## REQUIREMENT OVERVIEW

Table below details, in general, services required across each site. Table is supported by the Requirement Detail and Site Information Packs which provide service provision clarity.

FM requirements	Description	REDACTED		REDACTED	
		REDACTED	REDACTED	REDACTED	REDACTED
Contract Management and Monitoring	Site Wide	X	X	X	X
Cleaning	Domestic	X		X	
	Technical				
	Medical				
Vermin and vector control		X	X	X	
Waste management	Domestic	X	X	X	
	Technical				
	Medical				
Catering services		X			
Fuel Delivery	On request	X	X	X	X
Sludge, black and grey water disposal		X	X	X	
Laundry		X			
Bulk Liquids		X	X	X	X
Casual Meals		X			

## REQUIREMENT DETAIL

Provide and maintain an overarching professional organisation with the necessary policies, management capability and equipment where required to undertake the tasks identified in this Statement of Requirement (SOR).

REF	REQUIREMENT	ADDITIONAL REQUIREMENT	IN ACCORDANCE WITH THE FOLLOWING STANDARDS	KPI
<b>1. Contract Management and Monitoring</b>				
1.1	<b>SATISFACTION</b> Maximise consumer satisfaction with the services provided. This is to be evidence based by surveying user satisfaction and reporting findings.	a) Ensure improving consumer satisfaction is a key consideration in service delivery of this contract. b) Satisfaction reports are to be submitted monthly. c) Take a proactive approach to new services/facilities and changes to existing services/facilities to deliver improved consumer satisfaction. d) Provide a mechanism for measuring consumer satisfaction during the first 6 months of the Contract and a strategic plan to develop 6 month rolling consumer satisfaction survey across the contract for the life of the contract. e) The Contractor shall provide a framework where consumer satisfaction can be assessed, as agreed with the Authority, across a broad section of the consumer community. f) Plan, provide and implement any remedial action, in conjunction with and permission from the Authority, following all types of consumer surveys and provide feedback to the consumer. (1) Any action that has no additional cost shall be included (2) Anything outside the contract shall be dealt with as a Contract Amendment.	Consumer Satisfaction Mechanism to be agreed.	Service Delivery Timelines Service Quality



REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
<b>2. Full Service Catering</b>				
2.1	<p>The Contractor is to provide a full catering service for the provision of feeding</p> <p><i>2.1.1 to 2.1.8 are specified tasks to this requirement.</i></p>	<p>a) A full catering service is a complete end to end service which encompasses all aspects of delivering a catering service including, but is not limited to: food ordering and forecasting, catering support and delivery, stock control and rotation, DFAC operation and management, QA, waste management and cleaning.</p> <p>b) The Contractor shall provide all kitchen preparation equipment, utensils, cooking equipment and furnishings for the dining facility, including serveries, tables, chairs, cutlery, and crockery where not provided by the Client.</p> <p>c) Meal service times are to be of an appropriate time and duration.</p> <p>d) Indicative timings are:</p> <ul style="list-style-type: none"> <li>(1) Breakfast 0600 - 0830</li> <li>(2) Lunch 1100 – 1300</li> <li>(3) Dinner 1800 – 2000</li> </ul> <p>e) UK DFACs is to be staffed with an English-speaking manager.</p> <p>f) The Establishment requires a surge capacity, which may be at little or short notice. Surges will also be during planned roulements/relief-in-place (RIP) periods which can be forecasted.</p> <p>g) Food will be provisioned by the contractor.</p> <p>h) The Contractor's staff are to be suitably trained and qualified, and are to be thoroughly familiar with all relevant regulations and job requirements. The</p>	<p>Service to be compliant with JSP 456.</p> <p>Staffing levels to be sufficient to provide the required service using appropriately trained personnel.</p> <p>Chefs to be qualified in accordance with JSP 456.</p> <p>Food standards to be compliant with EU standards.</p> <p>To be compliant with the Food Service Logistic Support Inspection programme.</p>	<p>Service Delivery</p> <p>Timelines</p> <p>Targets</p> <p>Service Quality</p>

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REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
		<p>Contractor shall ensure all staff receive comprehensive induction and familiarisation training for the position in which they are employed.</p> <p>i) All training records are to be available on site and made available to the Authority on request.</p>		
2.1.1	The Contractor shall Prepare, Cook and Serve meals for UK Forces, and attachments as authorised by the Authority, at the specified locations.	<p>a) Actual Feeding strengths will be confirmed on a daily basis by the Authority's site representative.</p> <p>b) Normal Feeding Strengths will be inclusive of all extra meals (if required) and will be forecast 5 days in advance by the Authority's site representative.</p> <p>(1) Booklet 4 holds all quantities per location.</p> <p>(2) Menus are to be of British origin, although variances are allowable, including theme nights and popular demand.</p> <p>c) The caterer is to cook for +5% of the forecast feeding strength from within the per capita rate.</p> <p>d) Surge requirements will be notified with as much lead time as is operationally practical by the Authority's site representative.</p> <p>(1) Reduced menu choice is acceptable for unforeseeable circumstance, however the Authority is to be informed immediately that this is going to happen, outlining reasons and an expected timescale to remedy the situation.</p> <p>e) A 28 days menu cycle is to be provided that is discussed and approved by the DO or Delegated Representative.</p>	<p>Compliant with JSP 456 Vols. 1, 2, 3, in particular nutritional standards - JSP 456 Vol. 1 Chap 4.</p> <p>Menus to be compliant with JSP 456 Vol. 1 Chap 4</p> <p>Nutritional standards to be compliant with JSP 456 Vol. 1 Chap 4</p> <p>Food Service to be compliant with JSP 456 Vol. 1 Chap 6</p>	<p>Service Delivery</p> <p>Timelines</p> <p>Targets</p> <p>Service Quality</p>

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REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
		<p>f) Menu cycle to be suitable for and adjusted to the demographic of the population being fed at that time.</p> <p>g) Meals/catering required are:</p> <p>(1) Breakfast</p> <p>(2) Lunch Meal</p> <p>(3) Evening Meal - Main meal of day</p> <p>(4) Religious Festival Catering – to include Christmas Meals and traditional dinners (depending on nation this may be Christmas Eve as opposed to Christmas Day). Additional funds will be made available by the authority (agreed in advance of the festival).</p> <p>h) Vegetarian and specialist meals on medical grounds are to be included.</p> <p>i) Ramadan night time catering for entitled Muslim personnel.</p> <p>j) Other Religious festival or national feeding where requested.</p> <p>k) The Contractor may need to provide ad-hoc or special functions, in addition to the core requirement, which may range from a top-table lunch to a more formal dinner. The Firm Price of each function shall be on request.</p>		

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REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
2.1.2	Order, receive, store and account for food service commodities in accordance with the Contract.	a) The Contractor shall submit a Provisioning Plan to the Authority, based upon the proposed menu cycle, within the first three months of Contract commencement. The cost of the provisioning plan is to remain within the Operational Daily Messing Rate.	To be compliant with JSP 456 Vols. 1, 2, 3.  The Provisioning Plan to be submitted to the Authority within the first three months of Contract commencement.  Once submitted, the Plan will form part of the contract.	Service Delivery Timelines Targets Service Quality
2.1.3	Maintain monthly ration account in accordance with the Contract	a) The Contractor should use a Microsoft-compatible electronic system to account for all rations.	JSP 456 Vol. 2.	Service Delivery Timelines Targets Service Quality
2.1.4	Design, implement and manage a quality assurance system for the delivery of the Full Catering Service which should include an internationally recognised management process e.g. HACCP	a) The contractor shall conduct internal quality assurance and control across all catering functional areas.  b) The Contractor shall provide and maintain a Catering Quality Assurance Plan and Register.	To be environmental health compliant.  The Catering Quality Assurance Plan and Register to be submitted to the Authority within the first three months of Contract commencement. Once submitted, the Plan will form part of the contract and be inserted into the Contract (Plans)	Service Delivery Timelines Targets Service Quality
2.1.5	The Contractor shall Provide staff who are qualified to the standards required in the references, who comply with the specified regulations and are medically fit for their duties.	<b>Training:</b>  a) All catering staff are to be appropriately trained in Food Safety, commensurate with their position and responsibilities, using a recognised qualification programme (e.g. RSPH, CIEH).	All staff are trained to the appropriate level commensurate with their position.  JSP 456 Vol 3 Ch 4	Service Delivery Timelines Targets Service Quality

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REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
		<p>b) All Management and Head Chefs are to be qualified to Adv Food Hygiene standard.</p> <p>c) All other chefs and kitchen porters are to be qualified to a Basic Food Hygiene standard as a minimum.</p> <p><b>Medical Assurance:</b></p> <p>d) The contractor is to ensure that all catering staff (including UKNs, LRWs and TCNs to be employed in catering / catering support activities) are fit to handle food and trained accordingly.</p> <p>e) Robust, auditable systems are to be in place on initial employment and routinely thereafter which proactively and reactively ensure that food safety is not compromised by those employed. This is to include defined measures for the identification and exclusion of personnel, where necessary, whom may jeopardise food safety through ill health (e.g. parasites (blood borne or otherwise), bacterial infections such as E-Coli 0157 and salmonellas, Hepatitis A or skin infections).</p> <p>f) The Authority's Representatives may visit any catering facility without prior notification to assess food safety processes and practices.</p> <p>g) The Authority reserves the right to exclude any member of staff on health grounds and may screen members of staff randomly using Authority facilities.</p> <p>h) All pre-employment and annual medicals and associated tests are at the contractor's expense.</p>	<p>Staff to be medically fit for catering duties, meeting the Medical Assurance criteria.</p>	

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REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
2.1.6	<p>The contractor shall Provide staff who are appropriately* dressed in terms of safety and presentation whilst on duty.</p> <p><i>*Appropriately - catering employees are to be clean, washed and well presented. They are to wear clean clothing and PPE which is suitable for catering use (e.g. chef whites) and complies with health and safety regulations and JSP 456.</i></p>	<p>a) Catering employees are to be clean, washed and well presented.</p> <p>b) All employees engaged in the catering function, which includes portering, preparation of and serving of food are to be dressed in appropriate, clean, protective clothing and headwear.</p> <p>c) All protective clothing worn by Catering Service staff plus special clothing, towels, cooking cloths etc are to be provided by the Contractor and laundered at the requisite temperatures.</p>	Compliant with Health and Safety regulations and JSP 456 Vol 1, 3.	Service Delivery Timelines Service Quality
2.1.8	Provide a system which ensures only entitled personnel have access to, and can dine in, Authority DFAC.	<p>a) The contractor is to put in place a system to ensure only entitled personnel can access and use the DFAC facilities.</p> <p>b) The Contractor is to monitor and record use of the facilities by authorised visitors.</p> <p>c) The Authority will provide the contractor with the breakdown of the personnel entitled to use the respective facility by nation, unit, contractor etc.</p> <p>d) The contractor is to provide a weekly report to the Authority detailing the number of diners per facility per meal, and include details of non-entitled personnel who have attempted to gain access.</p>	Only Personnel who are entitled are permitted access to Authority DFAC.	Service Delivery
2.2	Hot Drinks Supplies	<p>a) The Service Provider shall provide brand name tea, coffee, milk sugar and sweeteners to various locations throughout the Establishment for use by the Establishment's population.</p> <p>(1) Locations to be agreed with the DO.</p>		Service Delivery Targets Service Quality

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REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
2.3	Contractor Staff Feeding	<p>a) The Authority shall permit the Contractor, at nil cost to the Authority, save for utility costs, to feed its own staff using the Establishment's catering and dining facilities.</p> <p>(1) The Contractor shall provide their own provisions for staff feeding but they may be stored alongside the Authority's provisions.</p> <p>(2) The Contractor's provisions are to meet the same standards as the Authorities Provisions.</p> <p>(3) The Contractor may use the Authority's facilities in the preparation and distribution of staff meals.</p> <p>(4) The Contractor shall de-conflict staff feeding times with those of the Authority.</p>		Timelines Targets
2a.1.9	Maintenance of Catering Equipment	<p>a) The Contractor will be responsible for the servicing and maintenance of their own equipment.</p> <p>b) In addition to this if any item of equipment requires refuelling for its continued use this shall also be the contractors responsibility.</p>		Timelines Targets
2a.1.10	Disposal of food waste	<p>a) The Contractor will provide suitable and sufficient bins, with well fitting lids, for each type of refuse.</p> <p>(1) Additionally this waste will need removing from site.</p> <p>(2) It shall be disposed of in accordance with local health and waste regulations.</p>		Service Delivery Timelines Targets

#### 4. Cleaning

<p>4.1</p>	<p><b>General Cleaning</b></p> <p>The contractor shall Provide a comprehensive cleaning service at the locations specified in the Services and Locations summary.</p>	<p>Cleaning:</p> <ul style="list-style-type: none"> <li>a) The Quantity Table at Annex B to this Schedule 3 (Quantity Tables) details the current requirement in terms of quantity and volume and gives the frequency to meet the required Service levels.</li> <li>b) The Service Levels required by the Authority are listed in detail at Annex B to this Schedule 3 (Facilities Cleaning Services).</li> <li>c) The Contractor shall implement and undertake all activities contained with the Cleaning Requirements And Frequency schedule at Annex B to this Schedule 3 (Facilities Cleaning Services).</li> <li>d) Provide and maintain a Cleaning Plan to cover regular, periodic and deep cleaning for all areas indicated within Annex A and Annex B to Schedule 3 to Contract – SOR.</li> <li>e) The Contractor shall provide the facility for the Authority to demand the following on ad-hoc basis. The Contractor shall be able to provide the following services:             <ul style="list-style-type: none"> <li>(1) <b>Reactive cleaning</b> includes (but is not limited to) the cleaning up of liquid spills, broken glass, overflows/flooding, human and animal faeces, blood and vomit, and also includes the additional cleaning of entrances and passageways to buildings during inclement weather during normal working hours. Reactive cleaning may also be required in isolation areas; the contractor will be required to provide PPE to employees.</li> </ul> </li> </ul>	<p>Compliant with UK regulations and standards.</p>       <p>Contractor's Cleaning Plan (agreed with the Authority within the first month of Contract commencement.</p>   <p>Once agreed, the Cleaning Plan provided will form part of the Contract.</p>	<p>Service Delivery Timelines Targets Service Quality</p>
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		<p>(2) <b>Unscheduled Cleaning</b> – There is to be flexibility within the cleaning schedule. There may be instances when additional cleaning may be required; for example, during outbreaks of communicable disease or significant spillage of body fluids. There must be a clearly identified process for requesting additional cleaning. This may extend outside the healthcare facility to single barrack block or mess accommodation where patients are bedded down during an outbreak of respiratory or diarrhoeal illness; this must be documented in the cleaning contract:</p> <p>(3) Outbreaks of infectious disease may have implications for cleaning requirements in communal locations on units, for example accommodation blocks. These additional requirements are included in order to mitigate the spread of infection in the event of an outbreak.</p> <p>(4) A suitable disinfecting agent (at least as good as sodium hypochlorite) must be available for use.</p> <p>(5) Contractors are required to comply with legislative requirements and undertake their own risk assessment to ensure that chemicals are stored and used correctly. Their staff must be appropriately trained and be provided with suitable personal protective equipment (PPE).</p> <p>(6) <b>Accommodation.</b> In the majority of cases, personnel affected by communicable diseases such as GII or influenza are required to stay in their own accommodation until the symptoms have passed. In this instance, the contractor will provide enhanced cleaning within</p>		
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		the accommodation and provide additional hand washing facilities (running water, soap (preferably liquid soap), a hygienic means to dry hands and alcohol-based gels to use after hand washing. In the case of a GII outbreak, where shared toilet facilities are used it is usual for a number of WCs to be allocated for symptomatic persons only. These facilities should be cleaned and disinfected at least 4 times per day.		
4.2	<b>Reactive and Specialist Cleaning</b> <i>(on-demand)</i>	<p>a) The Contractor shall provide a 24hrs reactive and specialist cleaning service which must accommodate short notice requests made by the Authority.</p> <p>b) Requests for reactive or specialist cleaning must be actioned within an agreed timescale with the user depending on the urgency of the task, defined by the Authority.</p> <p>c) The Contractor shall provide a (not 24hrs) service for short notice requests made by the Authority to be actioned immediately if required or within an agreed timescale depending on the urgency of the task.</p> <p>d) Cleaning of secure/sensitive areas is to be conducted personnel agreed by the Authority.</p> <p>e) The Contractor is to provide specialist and general cleaning materials and equipment.</p> <p>f) If a major incident occurs, a request to relax other KPIs for a short period of time may be submitted for consideration by the Authority. Additionally, the Authority will provide additional specialist and general cleaning materials and equipment as required following a major incident.</p>	<p>In accordance with all UK regulations and standards.</p> <p>The service is based on the provision of up to an estimate of 20 small to medium scale incidents per month (e.g. cleaning VIP accommodation or area facility clean after troop activities).</p>	<p>Service Delivery</p> <p>Timelines</p> <p>Targets</p> <p>Service Quality</p>

REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
<b>5. Laundry</b>				
5.1	<p>The contractor shall provide a laundry service, to include the checking, collection, loading, unloading and delivery of laundry for cleaning, during regular normal working hours, 6 (six) days per week. The service is for entitled personnel's personal and issued military clothing.</p> <p>The laundry service is for a bag wash using a suitable detergent with no pressing (but to include folding).</p> <p>Note: Folding of laundry is not included in the requirement for QAA and TPN.</p> <p>All laundry shall be returned clean within a maximum turnaround time of 48 hours once collected by the contractor, with the target to complete in as short a time as possible.</p> <p>The contractor is responsible for first line maintenance and theatre wide management of the laundry equipment.</p>	<p>a) The Contractor is to demand specialist and general cleaning materials to provide a service 6 (six) days a week, to include any surge.</p> <p>b) Laundry facilities are to be provided by the contractor. These may be on or off site.</p> <p>c) Authorised Military and civilian personnel may submit a maximum of 1 laundry bag, 3 times per 7 day period. Each bag is to weigh no more than 5 Kg and shall contain no more than 20 items.</p> <p>d) Scales are to be calibrated and certificates available to be reviewed by the Authority.</p> <p>e) Laundry is to be invoiced per Kg to one decimal point.</p> <p>f) The contractor can expect increased drop off and pick up activities preceding and during the breakfast meal time period. Operating hours and laundry resourcing shall accommodate this requirement – opening hours are to reflect the need of the customer, and to be agreed with the Authority representative.</p> <p>g) The contractor shall operate a wash, dry- and fold service using laundry bags provided to entitled personnel by the Authority.</p> <p>h) The contractor shall initiate a deposit and collection system that is able to locate individuals' laundry immediately upon demand.</p> <p>i) The contractor is to ensure that laundry in its custody is safeguarded at all times, kept under cover and not exposed to adverse environmental conditions (i.e. dust, rain and extreme</p>	<p>The contractor shall turnaround laundry, returning it clean and dry, within a maximum of 48 hours, 6 days per week.</p>	<p>Service Delivery Timelines Targets Service Quality</p>

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REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
		<p>heat). The same shall apply if laundry is transported from one laundry facility to another.</p> <p>j) The contractor shall provide an auditable laundry usage and tracking system to capture user information (i.e. eligibility and nationality) for cost attribution purposes and to support usage statistics.</p> <p>k) Spot checks of laundry weigh-ins will be conducted by the Authority or delegated representative thereof without notice.</p> <p>l) The contract shall provide a dedicated service for the following:</p> <p>(1) Catering. The contractor shall process Catering whites/linen separately from all other laundry. They shall be washed with a detergent in water at least 71° C (160° F) for at least 25 minutes.</p> <p>(2) Mechanic/Petroleum. The contractor shall process petroleum/oil contaminated laundry separately from other laundry. They shall be washed with a detergent in water at least 71° C (160° F) for at least 25 minutes.</p> <p>(3) Bedding. The contractor shall process bedding issued by the Authority to its personnel. These items will not be placed into laundry bags, but into contractor provided receptacles. Personnel should be able to collect clean bedding as they drop their used sheets at the laundry drop off point. The bedding is to be washed, dried, folded and placed back onto the shelves, ready for collection. Personnel who have opted to use their own bedding, must place their sheets into their personal issue laundry bags and process as per normal clothing.</p>		

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REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
		<p>m) The contractor is to apply the following priority to laundry handling:</p> <p>(1) Priority 1 - Military or Work Uniforms (including Catering)</p> <p>(2) Priority 2 - Issue items (bed linen/sheets) including sleeping bags</p> <p>n) The contractor shall handle the clothing and textiles given to it with care and carry out the works in a professional manner. The contractor shall issue its employees with protective clothing (gowns, gloves, face mask, hair caps, etc.) to be worn when handling soiled laundry and shall change to new protective clothing before handling clean laundry.</p> <p>o) All laundered articles shall be fully dried, folded and returned inside the laundry bag unless where it is specified that the laundry should be ironed. This includes minimizing fading, wrinkling, and shrinking), and re-inserted into the same laundry bag they came in prior to returning the bag to the user.</p> <p>p) All laundered articles shall be fully dried in order to prevent mildew/odour and where specified folded prior to return, in the same laundry bag as they were issued in.</p> <p>q) Laundry from medical, kitchen and for petroleum contaminated laundry shall be stored in such a way that they will not come into contact with other garments and textiles until the end of processing.</p> <p>r) Any non-laundry items that are found among the laundry shall be returned to the client by the contractor. If identification documents, weapons, ammunition, explosive substances, or</p>		

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REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
		<p>other contraband are found the contractor shall immediately inform the Authority's site representative in that location.</p> <p><b>Lost items and compensation:</b></p> <p>s) The Contractor will reimburse the individual if laundry goes missing or is stolen. The Authority will inform the Contractor of the reimbursement amount. The Authority has the final say on the amount to be reimbursed.</p> <p>t) If theft occurs, it is the contractor's responsibility to invoke the necessary disciplinary procedures.</p> <p>u) Miscellaneous Laundry Services. All items that cannot be processed by the standard laundry equipment shall be grouped under miscellaneous laundry services and cleaned with a high pressure washer or by hand. Items that might fall under miscellaneous laundry services are for example: Heavy military boots, tactical vests, rugs, etc.</p>		

REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
<b>6. Waste Management</b>				
6.1.1	<b>General Management</b>  The contractor shall Implement, develop, maintain, review and continuously apply a Waste Management Plan.	<p>The contractor shall manage all waste streams in the manner most appropriate to each, ensuring HN legal compliance and in agreement with the Authority. The Disposal Services Authority manages MoD mandated waste streams through a Single Service contract.</p> <p>a) The contractor shall support overall government sustainable development objectives and targets. Where appropriate taking into account any opportunities offered by existing service provided by the Local Authority (LA) or recycling initiatives supported by Government sponsored organisations to achieve best value for money.</p> <p>b) The contractor shall maximise, if in place, the Authority's Waste Focal Point (WFP) in each site the financial return from reuse/recycling/recovery.</p> <p>c) Through proactive and continual waste management with the Authority's WFP, for both the Authority's waste streams and any generate by the performance of this contract, the Contractor shall offer maximum financial return and to meet Greening Government Targets:</p> <p>d) Manage the waste streams towards the upper end of the waste hierarchy, i.e. reuse or recycle, unless constrained through legislation.</p>	<p>The Contractor shall implement a Waste Management and Implementation Plan.</p> <p>The Contractor's services shall conform with HN environmental law, unless exceptions are agreed with the Authority.</p> <p>JSP 418</p>	Service Delivery Timelines Targets Service Quality

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REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
		<p>e) Segregate waste at source to a level that maximises the recycle's value and minimises contamination, ensuring that the collection fleet is compatible with any segregation on site where financially viable to do so in consultation with the Authority.</p> <p>f) Maintain accurate waste outputs by weight in metric tonnes for each waste stream on a monthly basis.</p> <p>g) Ensure an ongoing awareness and applicability of best industry practice that is appropriate to the Authority's requirements.</p> <p>h) Provide appropriate site-specific guidance on the management of waste streams to the Authority.</p> <p>i) The Contractor is to provide information schemes to publicise and encourage participation by site population/workforce in any recycling and waste initiatives introduced by the Contractor.</p> <p><i>Note: where a JSP gives no guidance or policy for overseas posts, UK Policy Rules and Guidance applies within the JSP.</i></p> <p><i>Note: Landfix / Waste Facilities Tax to be costed into the Firm Price</i></p>		



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REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
6.1.2	<p><b>General and Domestic Waste</b></p> <p>Provide a full considered collection service for waste that is segregated at source into the following categories:</p> <ol style="list-style-type: none"> <li>1. Plastic Bottles</li> <li>2.Cans/Tins/Aerosols</li> <li>3. Paper and Cardboard</li> <li>4. Wood</li> <li>5.General Waste</li> </ol>	<p>a) All waste to be collected and stored safely until such a time that it is disposed of by the Contractor.</p> <p>b) The Contractor will provide suitably sized trash cans/dumpster collection points for collection and segregation of waste at source. Segregation Streams shall include:</p> <ol style="list-style-type: none"> <li>(1) Plastic Bottles</li> <li>(2) Cans/Tins/Aerosols</li> <li>(3) Paper and Cardboard</li> <li>(4) General Waste</li> </ol> <p>c) The Contractor shall ensure that to the extent it identifies all sensitive (and, where found, protectively marked) waste material during the sift and sort process of categorised waste then such identified sensitive waste will be disposed of under the supervision of the Authority in accordance with the Security Regulations pertaining to the type of waste.</p> <p>d) Bins shall include bin liners.</p> <p>e) Bins shall be emptied daily.</p> <p>f) Bins shall be cleaned weekly.</p>	<p>All Waste Management procedures shall conform to environmental law, unless exceptions are agreed with the Authority.</p>	<p>Service Delivery</p> <p>Timelines</p> <p>Targets</p> <p>Service Quality</p>
6.1.3	<p><b>Receptacles</b></p> <p>The Contractor shall clean waste collection areas (including the remediation of any waste related spillage)</p>	<p>Receptacles and immediately surrounding areas are to be hygienically Cleaned on a weekly basis to minimise the risk of smell, contamination, disease or pests.</p>	<p>JSP 418</p>	

REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
	and maintain clean waste receptacles.	<p>Specific receptacle requirements are contained within the quantities data and volumetric tables.</p> <p>The Contractor will be responsible for reporting any evidence of pest infestation to the Unit Supervising Officer or nominated representative.</p>		
6.1.4	<p><b>Industrial Waste</b></p> <p>The contractor shall Provide full waste collection and disposal service, to incl. the following: waste oils and lubricants (incl. kitchen oils), used spill-sorb, waste paints, scrap metal (non-war like), scrap tyres, batteries and products from vehicle and equipment maintenance.</p> <p>Note some of the above items may be considered hazardous waste and require disposal and treatment as a hazardous waste management stream.</p>	<p>a) All waste to be collected and stored safely so that it is not overflowing or presenting a FOD risk until such a time that it is disposed of by the Contractor.</p> <p>b) The Service Provider will maintain an Action Plan for any hazardous waste spills that is subject to review and approval by the Authority.</p> <p>c) The Service Provider will maintain appropriate and sufficient spill kits in all locations where hazardous waste liquids are stored.</p> <p>d) Failure to clear waste in a may invoke KPI penalties.</p> <p>e) The contractor shall monitor daily waste management and empty when they are full. Or if requested by the Authority.</p>	<p>The Contractor's services shall conform with environmental law.</p> <p>Documentation requirements as per the Waste Transfer Note completion requirements described in the 'General and Domestic Waste' section of this SOR.</p>	<p>Service Delivery</p> <p>Timelines</p> <p>Targets</p> <p>Service Quality</p>

REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
6.1.6	<b>Site Audits</b>  The Contractor shall provide the Authority with a quantitative and qualitative series of site surveys/audits during the first 6 months of the Contract to set the baseline for the Contract and basis for the Waste Strategy and Waste Management and Implementation Plan	<p>The Survey/Audit is to be undertaken by a qualified and experienced Waste Manager. From the Survey/Audit, a Waste Management And Implementation Plan shall be created on behalf of the Authority. The Survey/Audit shall be to quantify waste streams for optimum disposal, identifying those which should go to the mandated DSA contracts whilst driving disposal at the upper end of the waste hierarchy.</p> <p>The WMIP will:</p> <ul style="list-style-type: none"> <li>a) Be maintained as a flexible living document.</li> <li>b) Identify the most cost effective opportunities for waste separation.</li> <li>c) Provide the framework for ongoing improvement and innovation.</li> <li>d) Ensure that waste minimisation, reuse/recovery/recycling, landfill targets, Government targets and Authority's waste strategy are met and provide an effective methodology for regular measurement.</li> <li>e) Ensure compliance with environmental and safety legislation, including duty of care.</li> <li>f) be formally reviewed annually and informally on a regular basis as agreed with the authority.</li> </ul>	<p>EU legislation and MOD SD Strategy JSP 418</p> <p>The Contractor shall implement a Waste Management and Prevention Plan.</p>	<p>Service Delivery Timelines Service Quality</p>

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REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
		<p>The Contractor shall create a validated baseline of all waste streams on each site, cross referenced to waste tonnage. Should the waste stream not be measurable in tonnage or have to be estimated, the environment Agency conversion factor shall be used which will be supplied by the Authority.</p> <p>The contractor shall produce an overarching Waste Management Strategy. The Waste Management Strategy shall include details on the vision and practical implementation of how to meet Government waste targets and other MOD and legal requirements using the upper end of the waste hierarchy.</p>		
6.1.7	Contractor is to create manage and take account of all relevant documentation	<p>As specified in the Environmental Protection Duty of Care Code of Practice, all relevant Waste Management records shall be generated where appropriate (e.g. transfer and consignment notes), retained and accounted for at the site of waste production. These shall include the details of all waste streams produced by the site. Records must be retained for the length of time as directed by the legislation.</p> <p>The Contractor shall make available, having been given reasonable notice, documentary evidence of current licences, permits etc as reasonably requested by the Authority.</p>	As specified in the Duty of Care Code of Practice	Service Delivery Timelines Service Quality

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REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
		<p>The Contractor will assist the site to develop and maintain a central waste register and provide information with respect to all waste streams, hazardous and non-hazardous and produce a waste acceptance criteria management plan for hazardous waste consigned to hazardous waste landfill.</p> <p>The Central Waste Register is also to contain all legislative documents required for Duty of Care compliance, the Waste Management Plan, carries and consignees licences and is to be kept current, retained for the length of time as directed by the legislation an linked to the site's Environmental Management System. The Contractor shall make the Central Waste Register available to the Authority and Regulatory Authorities on request.</p>		

REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
<b>7. Vermin, Vector and Weed Control</b>				
7.1	Provide full routine vector/vermin control and carcass disposal service to keep UK camps free from pests and vermin to allow for a safe and hygienic working environment.	<p>a) The Contractor is to report routinely (weekly as a minimum) to the Theatre Environmental Protection Officer / Environmental Health Team (via the Authority representative).</p> <p>b) To include control of the following, but not exclusive to: mosquitoes, sand flies, ticks, flies, spiders, snakes, scorpions, rodents, birds, cats, dogs, feral animals and any other insect/animal deemed to be a pest by the Authority.</p> <p>c) The contractor is to maintain an auditable Pest Control Register.</p> <p>d) The Contractor shall provide a full swing fogging service at dusk and dawn during periods of mosquito activity to keep the site free from mosquitoes when requested by the Authority.</p> <p>e) An enduring bird control solution to be maintained in hangars and large storage spaces.</p> <p>f) The service is to include the control of birds, but is not to include Bird Air Strike Hazard (BASH) at flight lines.</p>	<p>Vermin/Vector Control Plan to be Compliant with JSP 375.</p> <p>In-country legislation.</p>	<p>Service Delivery</p> <p>Timelines</p> <p>Service Quality</p>
7.2	Provide reactive vector/vermin control and carcass disposal service to keep UK camps free from pests and vermin to allow for a safe and hygienic working environment.	<p>a) The Contractor shall provide a service with short notice requests made by the Authority actioned immediately or within an agreed timescale to maintain control of vector/vermin levels at the locations.</p>	<p>Vermin/Vector Control Plan to be Compliant with JSP 375.</p>	

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REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
		<p>b) The contractor is to maintain an auditable Pest Control Register.</p> <p>c) If a major incident occurs (i.e. infestation of rodents), a request to relax other KPIs for a short period of time may be submitted for consideration by the Authority. The Authority will also provide replacement consumables following a major incident.</p>		
7.3	Provide a full swing fogging service at dusk and dawn during periods of adult mosquito activity to keep UK camps free from mosquitoes and allow for a safe and hygienic working environment.	a) Timings outside those stated are only to be altered with the permission of the Authority.	Vermin/Vector Control Plan to be Compliant with JSP 375.	Service Delivery

REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
<b>8. Bulk Liquids</b>				
8.1.1	<b>Potable Water</b> The contractor shall Provide a service to bulk collection potable water from central water points within locations and deliver to several areas throughout locations as dictated by usage in order to provide clean water to UK personnel for laundry, washing, showers etc.	a) Water source provided and maintained by the Host Nation  b) The contractor is to provide the equipment required to complete the task.	Schedule for effective service delivery is to be in line with site SOP's as per Authority requirements.	Service Delivery Timelines Service Quality
8.1.2	<b>Potable / Bottled (water fountains) Water</b>	a) Provide bulk bottled water at all sites based up to 10ltrs or (2.2 gallon) per person per day consumption rate as per policy.  (1) Bottled water should be provided in 22Ltr sized water fountain bottles.  (2) The water is to be distributed to various locations at each site, agreed by the Authority.  (3) Brands (and any changes thereof) are to be pre-approved via the Designated Officer (via Environmental Health Tech).	Potable water to meet UK standards.	Service Delivery Service Quality
8.1.3	<b>Potable/Bottled (cooking water)</b>	a) Provide bulk bottled water at all sites based on 1ltr per day. b) Bottle water cooking 1.5ltr bottles.		



REF	REQUIREMENT	ADDITIONAL INFORMATION	SERVICE STANDARD	KPI
<b>14. Casual Meals</b>				
14.1	The Contractor is to provide Casual Meals on an ad hoc basis at the request of the Authority	<p>a) Casual Meals are to provided to guests and visitors who may only visit a location for a short period and therefore will not require the full 3 meals a day.</p> <p>b) All Casual Meals must be authorised by the Authority in advance and the contractor informed so that they can be catered and accounted for as a casual meal.</p> <p>a) A single meal is to offered at a percentage rate of the total Firm Price per man per day for the respective location.</p> <p>b) Casual Meals are to be provided within the normal catering service and timings. They are for the use of visitors and guests only and are not to be used as a substitute for the normal catering service by in location theatre personnel.</p> <p>The Contractor is to record all casual meals authorised by the Authority and are to clearly annotate them as causal meals on the monthly invoice.</p>	Same as Full Catering Services	Service Delivery Service Quality

<b>16. Sludge, Black And Grey Water Removal And Disposal</b>				
16.1	<b>Sludge and Black and Grey Water Removal and Disposal</b>  Provide a full black and grey waste water removal and disposal service including the removal of sludge, grease, sewerage and grey water from tanks, portaloo's, portable hand wash stations and oil/petrol interceptors in Authority locations.	a) The removal of sewage, sludge, grease, grey water and oil/petrol interceptors from tanks may vary in frequency due to population surges at each camp, but should be expected to be daily.  b) A petrol/oil interceptor; they are to be kept clear and maintained.	Removal plan provides a clear description of how portaloo's, traps and tanks will be emptied and how overflow/backflush problems will be avoided. Keep UK Camps clean and free from disease and comply with environmental controls.	Service Delivery Timelines Service Quality
<b>19. Fuel Delivery</b>				
19.1	<b>Generator Refuelling</b>  The Contractor is required to provide diesel fuel as required by the Employer.	<u>Generator Refuelling</u>  a) Supply and delivery of diesel fuel as required to the generators on location, the locations and estimated usage (monthly) are shown below:  <b>REDACTED</b>  <b>REDACTED</b>  <b>REDACTED</b>  <b>REDACTED</b>  b) There is no Host Nation (HN) fuel available on site. All fuel must be acquired off site and delivered by the Contractor.	.  <u>Generator Refuelling</u>  Fuel to be in accordance with DEF STAN 01-005.  Refuelling activity is to be carried out in accordance with the safety standards specified under Joint Air Publication (JAP) 100E-10, Chap 29.1 Fuelling-Defueling and Operation of Engine driven Equipment.	Service Delivery Timelines Service Quality



## **FACILITIES CLEANING SERVICES**

### **Detailed Requirements**

1. The Contractor shall provide cleaning Services for all offices, fixed accommodation areas and public areas IAW standards detailed in Annex 3 B-B and at the suggested frequency as outlined in Annex 3 B-B.
2. The Contractor shall develop a cleaning schedule within the mobilisation period to be Approved by the Authority's DO outlining frequencies and type of cleaning by building asset number and associated public areas. This schedule shall include a cleaning frequency table and hours of operation for each facility detailing how often and when the Service will be undertaken. A list of cleaning requirements is attached at Annex 3 B-B with required frequencies.
3. The following shall be cleaned by the Contractor:
  - a. Structural fabric including floors and ceilings, internal and external walls, internal and external windows, window ledges, doors and partitions, and drains, gutters and eaves;
  - b. Fittings and fixtures including carpets and floor coverings, mirrors and glass, curtains and blinds, light fittings, vents, ceiling fans and air conditioning vents, washbasins and showers, toilet pans and urinals, taps and levers, and handles and handrails;
  - c. Rubbish receptacles, waste bins, recycling containers; and
  - d. Inside and outside furniture including display cabinets and contents, divans, tables and chairs.

### **Cleaning and Frequency**

4. The Contractor shall clean the designated facilities in accordance with the agreed cleaning frequencies.
5. The Contractor shall undertake additional cleaning Services as requested by the Authority's DO.
6. The Contractor shall provide re-cleaning should any cleaned facility not meet the required standards.
7. The Contractor shall carry out all facilities cleaning Services and take all reasonable care to prevent staining, marking or otherwise damaging the walls, roof, floors, floor coverings, skirting boards, partitions, furniture, or fixtures of any premises.
8. In the course of performing the facilities cleaning Services, Contractor's Personnel shall identify any damage or fault in the buildings or their fixtures and notify the contact centre.

9. The Contractor shall ensure that all cleaning agents used in performance of the Services comply with current UK Regulations and guidelines and have been Approved for use beforehand by the Authority's DO.

### **Equipment and Consumables**

10. The Contractor shall provide, replenish and maintain all equipment and consumable items required for performance of the facilities cleaning Services (i.e. cleaning agents); for use by Service personnel in various kitchenettes including paper towels, dish washing detergent, scourers and liquid hand soap; and consumables in the ablution blocks (i.e. soap, liquid soap, toilet paper, toilet deodorants, hand disinfectant and paper towels.

### **Occupational Health and Safety**

11. The Contractor shall ensure that Material Safety Data Sheets (MSDS) are obtained for all chemicals and substances used in performance of the Services.

12. The Contractor shall advise the Authority's DO where MSDS are unavailable from the supplier or manufacturer of any substance.

13. The Contractor shall ensure that no person is at any time while at AMAB are exposed to health and safety risks due to Contractor activities or processes.

14. The Contractor shall ensure that all containers and dispensers are correctly labelled in accordance with MSDS and stored in suitable ventilated storage areas.

15. The Contractor shall, for display purposes, securely affix all MSDS either directly to storage areas or in the vicinity of storage areas.

### **Incident Reporting**

16. The Contractor shall report all OHS related incidents to the Authority's DO in writing.

a. Incidents of a relatively minor nature are to be reported to the Authority's DO within 24 hours of the occurrence of the incident.

b. Serious incidents are to be reported to the Authority's DO immediately.

17. The Contractor shall report all damages caused by the Contractor to fixtures and facilities, in writing to the Authority's DO within 24 hours of becoming aware of the damage.

### **Storage Facilities**

18. The Contractor shall keep all storage facilities, provided for the purposes of storing cleaning equipment, in a clean and tidy condition at all times.

### **Surge Requirements**

19. The Service Provider needs to meet the following requirements:

- a. Short-notice surge.
- b. Routine surge.

## Performance Standards

Measures	Standards
<b>Cleaning Quality</b>	The Contractor is to maintain a cleaning quality such that the re-cleaning requests are maintained below three per month.
<b>Compliance with Cleaning Standards and Schedule</b>	The Contractor shall comply with cleaning standards 95% of the time.
	All cleaning activities are conducted in accordance with the cleaning schedule and to the frequencies specified in related requirements 100% of the time.
<b>Consumer Products</b>	The Contractor shall ensure that all necessary consumer products as listed under Detailed Requirement 10 are available at all times.

## Business Rules

18. The Contractor shall ensure that all lighting (other than security lights) is switched off when buildings are vacated.
19. Where Contractor's Personnel are issued with keys (which may include conventional keys or any other form of access control: cipher lock codes, proximity cards or swipe cards) to allow entry to facilities they must secure the facilities on exiting, unless Authority personnel have in the meantime taken control of the area.
20. Authority escort will accompany cleaning staff within designated restricted areas.
21. Contractor shall provide a list of cleaning products to be used for this Service.
22. All cleaning agents must be of the neutral type (low irritant, biodegradable, and low phosphate). Unless otherwise agreed by the Authority's DO, no hazardous cleaners, solvents such as turpentine, kerosene, ammonia, silicones or similar cleaning agents are to be used.

## Exclusions

Task	Description
<b>Storage facilities</b>	The Contractor is not required to provide storage facilities for cleaning equipment. The Authority will provide a cleaners storage area or cleaning cupboard for the Contractor to store equipment required for Service performance.
<b>Equipment and vehicles</b>	The cleaning of equipment and vehicles are excluded from this Service.

## Reporting Requirements

Reporting Type	Description	Timing
<b>Quality</b>	1. A log of all re-cleaning requests must be maintained by the Contractor.	
	2. A report is to be provided to the Authority detailing records of all re-cleaning requests received by the Contractor.	Monthly
<b>Cleaning Compliance</b>	1. A record of all facilities cleaned and consumer products re-stocked must be maintained by the Contractor.	
	2. A report is to be provided to the Authority detailing records of facilities cleaned and consumer products re-stocked.	Monthly
<b>Damage and Breakages Reporting</b>	1. A record of all damages and breakages caused during performance of the cleaning Service must be maintained by the Contractor. Notification of any damages or breakages shall be provided to the Authority in writing within 24 hours.	
	2. A report is to be provided to the Authority detailing information such as all Maintenance or upkeep requirements discovered damages and breakages caused, and the remedial action taken by the Contractor.	Monthly

## CLEANING SPECIFICATIONS

1. The Contractor shall carry out all facilities cleaning Services without staining, marking or otherwise damaging the walls, roof, floors, floor coverings, skirting boards, partitions, furniture, or fixtures of any premises. Where damages occur during performance of the Services, the Contractor shall notify the Authority's DO in writing within 24 hours of becoming aware of the damage, and shall remedy the damage by Repair or replacement, including provision of all necessary materials, to the satisfaction of the Authority's DO at no additional cost to the Authority.
2. For the purpose of this Statement of Work, the following definitions apply:
  - (1) Cleaned: Freed from dirt or impurities. All dirt, filth and unwanted substances removed.
  - (2) Disinfected: All micro organisms and pathogens are destroyed by cleaning with the use of a disinfectant cleaning agent such as bleach.
3. The Contractor shall clean all areas within nominated facilities and will adhere to the following cleaning specifications:
  - a. Sweeping - sweeping other than in food handling areas shall be accomplished using brushes, brooms, treated dust mops or electric vacuum cleaners; dry sweeping includes the prior removal of dried matter using appropriate equipment;
  - b. Damp Mopping - damp mopping shall be carried out in areas where wet mopping is not desirable (e.g. wooden floors) and shall be conducted following sweeping using cotton yarn or sponge mops; mops are to be dampened using water and a detergent Approved by the Authority's DO so as not to leave a water or detergent residue;
  - c. Wet Mopping - wet mopping shall follow sweeping and is for the cleaning of floors other than carpeted or wooden floors which are to be cleaned using cotton or sponge yarn mops; mops are to be frequently immersed in warm water and an Approved disinfectant/detergent, or in water only, when mopping to remove wet mopping residue; care is to be taken to avoid standing water and dark, streaked or cloudy areas; care is also to be taken to avoid splashes on equipment, furniture, walls, trim, doors and adjacent carpets. Bucket water is to be changed frequently to maximise the clean finish;
  - d. Washing - washing shall be substituted for, or conducted in addition to, wet mopping on concrete floors (usually on rear platforms, outside storage areas, in some toilets, and around entrances and exits); a water hose with sufficient pressure to remove all residue of mopping or loose rubbish is to be used followed by a thorough scrubbing using a stiff bristled broom;
  - e. Scrubbing - floor scrubbing on other than wooden floors is to be performed using a cylindrical or disc-type machine, or combination scrubber-vacuum machine; a detergent or disinfectant solution is to be used and immediately followed with a plain water rinse and damp mop;
  - f. Dusting - dusting is to be carried out using hand dusters or dusting tools where surfaces are difficult to reach i.e. above 2.2m; dusted surfaces are to be free of all dirt, dust, lint, streaks, cobwebs and soil spots; in food preparation areas where it is not practical to store all food and cover food handling equipment and utensils, damp wiping is to be substituted for dusting;
  - g. Damp Wiping - damp wiping is to be performed using a clean cloth dipped in disinfectant or dampened by a spray bottle; surfaces which have been damp wiped are to be free of dust, food particles, grease, streaks, spots or water residue;
  - h. Spot Cleaning - spot cleaning is the cleaning of small areas of a variety of surfaces to maintain a general overall satisfactory appearance and standard of cleanliness without damaging the surface; spot cleaning may include sweeping, vacuuming, stain removal (for



carpets), mopping, dusting or damp wiping;

i. Wall Cleaning - wall cleaning is to include walls, doors, door jams, posts, partitions, decorations, radiators, skirting boards, trim and wall mounted fixtures and is to be accomplished using damp wiping; walls in high moisture areas such as washing rooms are to be cleaned at a frequency necessary to ensure mould does not form; chlorine based compounds are to be used on all ceramic or vitreous surfaces;

j. Doors and Walls (internal) - these surfaces are to be washed clean using non-abrasive cloths, hot water and an appropriate cleansing agent in order to maintain the visual attractiveness of the internal areas of the facilities; walls in bathroom/toilet areas are to be cleaned at a frequency necessary to ensure mould does not form;

k. Doors and Walls (external) - using brushes, water and detergents these surfaces are to be washed clean and any debris (e.g. cobwebs, insect nests – only following consultation with the Authority's DO) removed;

l. Glass Cleaning - glass cleaning is to be carried out on glass other than external surfaces of exterior windows; it is to include damp wiping using a clean cloth or sponge followed by polishing with dry cloths or paper towels; adjacent rims and frames are also to be wiped clean using damp wiping procedures; glass is to be left free from dirt, dust, streaks or smudges;

m. Window Cleaning - window cleaning is to include the cleaning of the internal and external surfaces of windows, which form an integral part of the outer surface of the buildings; windows are to be washed using a sponge or cloth dipped in a rinsing detergent solution then dried by wiping with dry cloths, paper towels or 'squeegee' tools; windows are to be left free from dirt, dust, streaks or smudges; screens are also to be removed, cleaned and replaced;

n. High Cleaning - where surfaces and fixtures require high cleaning (i.e. in excess of 2.2m high), standards of cleaning are to be in accordance with those detailed above;

o. Excess water is to be removed by mop or squeegee and soap and body fats are to be removed from shower walls;

p. Skirtings and Ledges - skirtings and ledges are to be dusted or wiped clean;

q. Dusting Furniture and Fittings - all furniture and fittings (e.g. power points, air conditioners, water coolers, light switches and fire extinguishers) are to be wiped clean with a damp cloth and dried;

r. Lights - light covers are to be removed and cleaned; all broken lights are to be reported by the Contractor to the Authority's DO by COB on the day they are noticed; any breakages caused by the Contractor shall be replaced at the Contractor's expense; light bulb/light replacement will not be the responsibility of the Contractor;

s. Dust Bins - contents of bins are to be emptied and bins are to be cleaned with a suitable disinfectant and dried;

t. Recycle Bins - contents of recycle bins are to be emptied and disinfected;

u. Toilets and Urinals - toilets and urinals are to be scrubbed, washed down and disinfected daily with single use consumables to ensure a hygienic standard; all stains, spillages and encrustations are to be removed from all toilets and urinal fixtures and surrounds using an Approved disinfectant; urinal strainer caps are to be scrubbed; both sides of all toilet seats are to be cleaned using an Approved disinfectant; all toilet fixtures including plumbing fittings, pipes, cisterns, etc are to be cleaned and washed with water and Approved detergent; toilets are to be left well ventilated, water soluble deodorant blocks (note: crystals are not to be used under any circumstances), toilet paper, a hygienic means of hand drying and soaps are to be present permanently, and the areas are to remain smelling clean; 3 spare toilet rolls should be placed in each cubicle at all times;

v. Hand basins and Showers - to prevent mould and mildew, showers are to be scrubbed

and disinfected daily with an appropriate disinfecting agent, such as bleach, with single use consumables to remove body fats, mould, scum, build-up and other deposits in order to ensure a clean and hygienic finish; mirrors and stainless steel fittings are to be cleaned with an appropriate cleaner to leave them free of streaks, stains, finger marks and smudges. Shower curtains must be changed regularly to prevent mould;

w. Tea Boat Areas - sinks and bench tops are to be disinfected and dried, all refuse removed; food scraps removed;

x. Laundries - laundries are to be swept, scrubbed and hot mopped to a clean state; sinks are to be cleaned and machines wiped down inside and out; lint is to be removed from the filters and bowls of washing machines and driers, all washing machines and driers external surfaces are to be wiped clean so that no dust or washing powder residue remains; and

y. Blinds/Drapes/Vertical Blinds/Venetian Blinds - all internal blinds, drapes, vertical blinds and Venetian blinds and the like are to be cleaned annually.

z. Outdoor Recreational Areas – all tables, chairs and other outdoor furniture shall be damp wiped, paved areas swept and pergola or overhead sails de-cobwebbed.

4. **Special Requirements.** The Contractor shall ensure that when cleaning specialist facilities detailed below.

#### **Computer Server rooms:**

5. The Contractor shall perform all cleaning of computer rooms, ensuring:

6. brooms must not be used – only dry dust control mops are to be used;

7. no liquids, including buckets containing liquid, are permitted to be taken into Central Processing Unit (CPU) rooms – damp cloths only are to be used;

8. treated cloths must be used for all dusting;

9. only ammonia free products are to be used; and

10. where computer rooms have raised/false floors, the Contractor shall vacuum the area under the floor using a vacuum cleaner fitted with a triple filter system. Such areas are only to be cleaned at the request of the Authority's DO.

#### **Frequency**

11. Where Authority personnel request Services from the Contractor which are at variance with those specified under this Statement of Work, the Contractor is to seek authorisation from the Designated Officer before proceeding.

12. The Contractor shall carry out all facilities cleaning Services without staining, marking or otherwise damaging the walls, roof, floors, floor coverings, skirting boards, partitions, furniture, or fixtures of any premises. Where damages occur during performance of the Services, the Contractor shall notify the Authority's DO in writing within 24 hours of becoming aware of the damage, and shall remedy the damage by repair or replacement, including provision of all necessary materials, to the satisfaction of the Authority's DO at no additional cost to the Authority.

13. In the course of performing the facilities cleaning Services, Contractor's Personnel shall identify any damage or fault in the buildings or their fixtures and notify the Authority's DO within 24 hours of becoming aware of the damage or fault.

14. Where damages occur during performance of the Services, the Contractor shall notify the Authority's DO in writing within 24 hours of becoming aware of the damage, and shall remedy the damage by repair or replacement, including provision of all necessary materials, to the satisfaction of the Authority's DO at no additional cost to the Authority.

#### **Consumables**

15. All consumables provided by the Contractor shall be of a standard generally accepted by the UK community in facilities of an equivalent standard. The standard for some specific items is as follow:

- a. Soap – shall be both mildly perfumed toilet and abrasive hand soap in cakes and liquid dispensers;
- b. Toilet rolls / tissues - shall be two ply tissue as a minimum;
- c. Toilet brushes – shall be cleaned daily and replaced with new on an as required basis. The replacement of toilet brushes is a Contractor responsibility.
- d. Paper towels - shall be strong enough to remain in one piece during use;
- e. Disinfectant – hospital grade;
- f. Deodorants - shall have an unobtrusive odour (deodorants used in urinals shall be water soluble blocks and not of the crystal type deodorants); and
- g. Shower curtains - shall be washed clean by the Contractor when soiled and maintained free of mould; shower curtains shall be replaced with new curtains on an as required basis. The replacement of shower curtains is a Contractor responsibility.

**QUANTITY TABLE**

	Special	daily	weekly	Monthly				
				1	2	3	6	12
FLOORS								
Sweep/vacuum, mop, and spot clean all floors including corridors, stairways, tea rooms and amenities areas		X						
Wash floors in entrance lobbies, foyers, stairways etc		X						
Wash concrete floors in toilets and outer areas		X						
Clean out all mat wells			X					
Remove sand, dust from door tracks		X						
Strip clean all vinyl or similar floor covering, relay non-slip polish and rebuff							X	
WALLS AND CEILINGS								
Spot clean all partitions, walls and door surfaces, including stairways			X					
Dust all horizontal surfaces including skirtings, ledges, panels, prints, plaques, picture frames etc			X					
Clean and wash ceilings in kitchens, amenities and refreshment areas				X				
Wash all wall and door surfaces in entrance lobbies and passage areas						X		
Wash all painted, tiled or similar wall and ceiling surfaces throughout								X
MIRRORS and GLASS								
Clean glass/mirrors and glass entrance doors and surrounds			X					
Spot clean glass and mirrors in doors			X					
Clean glass in partitions, partition doors, directory boards, prints, windows and mullions						X		
Clean all internal and external mirrors		X						
Clean all windows within buildings and within each level inside the buildings							X	
FURNITURE AND FITTINGS								
Dust all furniture, ledges and office equipment including computers.			X					
Clean/empty waste paper bins and recycling containers and surrounds. Replace bin liners with clean liner bags.		X						
Clean/empty rubbish/food bins and surrounds; replace bin liners with clean plastic bags as necessary.		X						

	Special	daily	weekly	Monthly				
				1	2	3	6	12
Clean drinking fountains, stainless steel sinks, draining boards and similar fittings.		X						
Wash and clean hand basins.		X						
Clean the tops of all office counters.		X						
Wash all tables and chairs in general communal areas.			X					
Wash all tables and chairs in outdoor communal areas.			X					
Dust/clean office fan.				X				
Dust and wash all venetian, vertical and/or normal blinds in all areas.						X		
Wipe all desks, tables, counters and chairs.			X					
Dust the tops of all cabinets/book cases and compactus Units.				X				
Defrost and clean out all Defence provided refrigerators (Operator shall implement a roster so as to advise users accordingly).							X	
<b>TOILETS/SHOWERS</b>								
Sweep, wet mop with disinfectant and dry all floors and wipe clean all wall and door surfaces.		X						
Remove all mould and soap/body fat residue from all shower tiles and bath tubs.		X						
Wash all surface areas of pans, seats, hand basins, urinals, paper dispensers and other fittings.		X						
Scrub urinal steps.		X						
Service all toilets with hand drying implements (i.e. paper towelling, blow dryers) toilet paper and soap.		X						
Disinfect daily.		X						
Empty and wipe clean all waste paper bins and towelling receptacles. Replace bin liners with clean plastic bags as required.		X						
Inspect, remove and reinstall shower curtains for cleaning purposes or replacement.			X					
Remove all foreign matter from urinals, toilets, showers, baths and hand basins.		X						
Wash concrete floors in toilets and outer areas.		X						

	Special	daily	weekly	Monthly				
				1	2	3	6	12
Scrub clean floors, walls and doors in toilets and showers.				X				
<b>EXTERNAL AREAS</b>								
Remove all waste paper, rubbish and waste material around buildings.		X						
Remove cobwebs, dust and dirt from outside walls and eaves.				X				
Clean windows, awnings and blinds.							X	
Clean walls and doors.							X	
Clean patios, verandas, balconies and pergolas.				X				
Empty ashtrays and bins		X						
Remove waste of a putrefying nature from premises.		X						
<b>HIGH CLEANING (Inclusive of windows, walls, ceilings etc.)</b>								
Ceilings - clean to dust, grime, cobweb and grease free condition.							X	
Ledges - clean to dust/grime and grease free condition.							X	
Window Sills and surrounds - Clean to dust/grime, cobweb and grease free condition.							X	
Windows – Clean internally and externally to a streak and smudge free condition.							X	
Room Roof Fans – Clean to a dust, grime and grease free condition.							X	
Lights and fittings – Clean to a dust/grime, cobweb and grease free condition. Remove all insect and foreign matter from the inside of light covers.							X	
Ceiling support beams and trusses – Clean and free all dust/grime and grease.								X
Walls - Clean all walls and eaves above 2.2m in height to a dust/grime and grease free condition.								X
Air conditioning vents - Clean and free of all dust /grime and grease					X			
Rooftop gutters and drains – remove dirt and debris.							X	
Sky lights - Clean all sky lights								X
<b>SPECIAL CLEANING REQUIREMENTS</b>								
Common rooms, tea rooms and stairwells			X					

	Special	daily	weekly	Monthly				
				1	2	3	6	12
Industrial Bins for kitchens -wash out all dirt, grime and grease. Remove any excess waste		X						
Wash building exteriors using pressure clean equipment - on request of the Authority's DO.								X
Cleaning Computer Rooms and LAN Rooms				X				

## OVERARCHING REGULATIONS

1. The matrix below is to be used as a guide for the relevant legislation/regulation to be applied in the delivery of each service.
2. Where relevant, the regulations outlined below can be applicable to any of the services.
3. Where ambiguity may exist or legislation is changed/updated the EU standard is to be applied, unless the UK standard is higher in which case this is to be applied in consultation with the Authority and the relevant JSP.

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OFFICIAL

Laundry	X	X	X	X	X	X	X	X	X							X	X	X		X	X								X	
Waste Management	X	X	X	X	X	X	X	X	X				X	X		X			X	X		X	X	X			X		X	X
Waste Management - Hazardous Waste Disposal	X	X	X	X	X	X	X	X																			X			X
Vermin and Vector Control	X	X	X	X	X	X	X	X					X	X		X			X	X				X			X			X
Vermin and Vector Control - Swing Fogging	X	X	X	X	X	X	X	X														X	X				X			X
Bulk Liquids	X	X	X	X	X	X	X	X			X	X															X			X
Bulk Liquids - Fuel Delivery	X	X	X	X	X	X	X	X														X	X							X
Sludge and Black and Grey Water Removal and Disposal	X	X	X	X	X	X	X	X					X	X													X			X
Equipment Maintenance	X	X	X	X	X	X	X	X	X													X							X	X