

## 8 BUS STATIONS AND BUS STANDS

### 8.1 Locations & Hours of Work

#### 8.1.1 Locations

8.1.1.1 The Services shall be delivered at bus stations and bus stands. A complete list of Sites subject to the Services set out in Sections 8.1 to 8.4 of this specification is provided in Appendix A Services Matrix.

#### 8.1.2 Hours of Work

8.1.2.1 The Supplier shall deliver the Services set out in Sections 8 to 8.4 of this specification 24 hours per day, every day of the year.

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

#### 8.1.3 Restrictions

8.1.3.1 Periodic and specialist cleaning and any activity involving access to operational roadway areas to be undertaken out of peak am and pm operational periods (07:30 to 09:00, 16:30 to 18:30 Mon-Fri) unless instructed/agreed otherwise by a TfL Surface Transport Official. Activity requiring high level access / road closure (full or partial) to be agreed in advance.

### 8.2 Scope of Services

#### 8.2.1 Scope

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

8.2.1.2 The Services include but are not limited to:

- Building deep cleaning;
- Cleaning bus stations and bus stands;
- Cleaning Automated Toilet units and other toilet facilities
- Grounds, external furniture & fixtures cleaning (including bus stop posts, signage and other freestanding/fixed information units, railings, lighting columns);
- Washroom services and consumables;
- Female sanitary services and hygiene vending;
- Cleaning offices;
- Cleaning grounds, including roadways, footways and other pedestrian areas;
- Graffiti removal;
- Grounds maintenance (weed control, snow, gritting, sweeping, scavenging, litter picking, oil spillage removal);
- Electronic and manual hand driers;
- Pest control;
- Secure (confidential) waste collection;
- Consumable supplies;
- Traffic control equipment cleaning, lighting columns;
- Window cleaning (including glazed waiting areas and bus shelters);
- High level access cleaning;

### **8.3 Standards**

#### **8.3.1 General**

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

#### **8.3.2 TfL Standards**

8.3.2.1 The Supplier shall comply with the standards set out in this Specification.

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

#### **8.3.3 British Standards, Regulations & Approved Codes of Practice**

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

#### **8.3.4 Other Standards**

Not used.

### **8.4 Services Specification**

#### **8.4.1 General Cleaning**

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

8.4.1.2 The Supplier shall ensure that the offices, passenger concourse / waiting areas, toilets, driver mess rooms, Supplier staff rest rooms, kitchenettes, first aid rooms, stores, residential common areas, external concourse areas, circulation areas, shower rooms, meeting rooms and all other working areas, furniture, equipment and floor spaces, are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

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

#### **8.4.2 Routine Cleaning**

8.4.2.1 The Supplier shall provide routine cleaning of the internal and external areas to the required service standard, described in sections 8.4.3 to 8.4.6.

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

#### **8.4.3 Cleaning Standard 1 – Basic**

8.4.3.1 This standard will be applied to the following areas;

- a) Secondary stairways;
- b) Goods lifts;
- c) Loading bays;

- d) Storage areas;
- e) Roadway and footway areas;
- f) Passenger shelters.

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

- a) All floor surfaces shall be free from debris, clean and dry. Floors shall be safe and not slippery. Particular care is to be exercised when staff are still on the Sites.
- b) Wet floors shall be sign-posted and trailing cables and open sockets shall be made safe. Surfaces shall be maintained to preserve the existing state of condition and appearance.
- c) Back stairs including treads, risers, nosings, banisters, balustrades, handrails, ledges and protective wire guards where present shall be free from dust and debris.
- d) No litter, leaves or rubbish shall be present and all waste bins and receptacles emptied regularly.
- e) All surfaces to be free from chewing gum, vomit, excrement, broken glass, spillages and bodily fluids.
- f) Roadways and footways (including bollards, crash barriers, grit bins and rubbish containers) shall be free from dirt, grime, litter, leaves, chewing gum, small oil and diesel spills and general build-up of oil, fuel, grease and other engine fluids. The Supplier shall remove vomit, excrement, broken glass, spillages and bodily fluids and shall leave the surface clean. The Supplier will protect drains when cleaning roadways to ensure oil and diesel spills are not washed away into drains. The Supplier shall remove vegetation growth.
- g) The Supplier shall clean the vehicle concourse area.

#### **8.4.4 Cleaning Standard 2 – Normal**

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

- a) Offices;
- b) Meeting Rooms;
- c) Service Areas;
- d) Post Rooms;
- e) Office circulation areas;
- f) Internal & external passenger concourse / waiting areas;
- g) Drivers' mess rooms.

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

- a) All hard floors, carpets and carpet tiles shall be free from grit, dust, debris, stickers, scuff marks, litter, leaves, chewing gum, bird droppings and with no apparent stains. They shall be clean and dry. All floor coverings shall be cleaned by the manufacturer's recommended methods and recommended intervals using equipment that maximises the useable life of the floor covering.
- b) All walls, skirtings, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills shall be free from debris, marks, and dust. They shall be clean and dry with no evidence

- of residual cleaning agents. In particular, they shall be free from finger marks, verdigris stains, runs, stickers, chewing gum and cobwebs to full height.
- c) All furniture (fixed and free-standing, including but not limited to tables, chairs, fixed seating, cupboards, worktops, sinks/basins), PC Equipment (including keyboards) and telephone equipment shall be clean, dry and free from dust, grime, dirt, food debris, rubbish, chewing gum, bodily fluids, bird droppings, smears and stains. They shall be clean and dry with no evidence of residual cleaning agents.
  - d) Light fittings shall be free from dust. All signage, including emergency signage shall be clean, dry and free of stains, marks and dust.
  - e) All waste receptacles to be emptied daily to ensure they are not overflowing or foul smelling. Bins shall be empty, clean and dry inside and out, bin-liners replaced where necessary and bins placed in their original locations.
  - f) All cleaning methods used shall be of a sufficient quality to meet these standards and to maintain any guarantees.

**8.4.5 Cleaning Standard 3 – High profile**  
Not used.

**8.4.6 Cleaning Standard 4 – Hygiene**

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

- a) Toilets;
- b) Baby change facilities;
- c) Kitchenettes/Mess Rooms;
- d) Vending Areas/Mess Rooms;
- e) First Aid Rooms;
- f) Shower rooms.

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

8.4.6.3 The requirements for these areas will be in addition to those contained in Cleaning Standards 1, 2 and 3.

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

- a) All sanitary ware, including showers, shower heads, sinks, wash hand basins, baths, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, feminine hygiene bins, tiled surfaces, vending machines, splash backs, and vanity units shall be free from scum, grease, hair, scale, dust, soil, spillages and removable stains.
- b) Walls, doors, cubicle partitions and surfaces shall be washed by a disinfectant solution regularly. Mirrors shall be clean and free from smears.
- c) Soap dispensers shall be filled, operating correctly with clean nozzles, and the external surfaces shall be clean dry and free from smears.
- d) All toilets, bathrooms and shower rooms shall be kept fully stocked with supplies and shall be made available at all times.

- e) Where fitted, towel holders/dispensers shall be clean, dry and free from dust, marks and smears with clean towels fitted and the external surface of hand dryers shall be clean, dry and free from smears.
- f) Limescale build up is to be removed from taps, shower heads and lavatories at regular intervals.
- g) The Supplier shall provide, maintain and refill of air fresheners and water sanitiser units, to be economically and functionally appropriate to the area in which they shall be utilised, as part of the contract.
- h) All ceilings, ventilation diffusers and ceiling light fittings shall be free from debris, marks, dust and cobwebs. They shall be dry with no evidence of residual cleaning agents.
- i) The Supplier shall clean the Company's staff fridges in kitchenettes and tea points.
- j) The Supplier shall flush all water outlets weekly in accordance with the requirements of HSE's Approved Code of Practice, Legionnaire's Disease: the control of legionella bacteria in water systems (ACOP L8), 2010 revision, and any future revisions.
- k) The Supplier shall clean all PC Equipment (including keyboards) and telephone equipment.

#### **8.4.7 Feminine Hygiene**

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

#### **8.4.8 Periodic & Specialist Cleaning**

- 8.4.8.1 The Supplier shall carry out periodic cleaning of the internal and external areas twice per annum and deliver the Services to meet the required Cleaning Standards described in Section 8.4.3 to 8.4.6. The Supplier shall provide a programme for the periodic and specialist cleaning activities to the Company for approval. This programme will be discussed during the periodic progress meetings and revised when necessary. The Supplier shall take responsibility for ensuring the Company Staff are informed prior to carrying out periodic cleaning activities.
- 8.4.8.2 The following cleaning standards apply to the periodic cleaning activities:
  - a) All furniture, fixtures and fittings shall be deep cleaned to ensure that they are free of dust, marks and stains.
  - b) Walls, ceilings, ventilation diffusers and ceiling light fittings shall be deep cleaned at an appropriate interval to ensure that they are free of marks, stains, dust and smears.
  - c) All carpets, carpet tiles, and hard floor coverings shall be deep cleaned in accordance with manufacturer's recommendations and good industry.
  - d) All dust, dirt, stains and soiling is to be removed from window blinds and curtains. In the event that the blinds are unstrung during cleaning they shall be restrung, and when curtains are removed from rails they shall be rehung.
  - e) Dust mats shall be free of grit, dust and debris. All dust mats shall be clean and dry.

- f) All toilet and other sanitary areas shall be deep cleaned to ensure the areas are disinfected and free from dust, grime, hair, scum, limescale, marks and smears. The areas shall be dry and clean and no residue of cleaning agent shall be present.
- g) Roadways and footways shall be deep cleaned to ensure removal of all build-up of oil, diesel, lubricant, chewing gum and any other material not removed as part of general cleaning.

#### **8.4.9 External Cleaning – Entrance Areas**

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

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

#### **8.4.10 Reactive Cleaning**

8.4.10.1 The Supplier shall provide a reactive cleaning service to maintain the full and safe use of the Sites. Reactive tasks can include, but are not limited to:-

- a) Responding to and cleaning up spillages;
- b) Replenishing consumables; and
- c) Monitoring the cleanliness of the sanitary facilities.

#### **8.4.11 Barrier Mats**

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

#### **8.4.12 Wash Room and Kitchenette Consumables**

8.4.12.1 The Supplier shall provide the following consumables ensuring that washrooms and kitchenettes are fully stocked at the start of Core Hours each Working Day:

- a) paper towels;
- b) roller towels;
- c) toilet rolls;
- d) soap;
- e) bin liners;
- f) air fresheners (and associated batteries);
- g) dish washer detergent;
- h) washing up liquid;
- i) dishwasher salts;
- j) dishwasher rinse aid; and;
- k) IT and telephone equipment sanitizers / cleaning products.

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

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

#### **8.4.13 Toilet Air Freshener Discs**

8.4.13.1 The Supplier shall replenish oil soaked discs in all 240v air freshener units in toilets as detailed in Appendix A (Services Matrix), on a monthly basis.

8.4.13.2 The oil soaked discs to be supplied shall be compatible with the air freshener units and are manufactured by Signature Aromas, Signature House, 65-67 Gospel End Street, Sedgley, West Midlands DY3 3LR.

8.4.13.3 The product code and reference of the oil soaked discs to be supplied is 'Type 131 Clean Linen 8 Ocean cubes'.

8.4.13.4 The Supplier shall ensure the electricity supply (standard switch or fused spur) is isolated prior to opening the air freshener unit to replace the used disc.

8.4.13.5 The Supplier shall clean the external and internal areas of the air freshener unit in accordance with manufacturer's recommendations when replacing discs ensuring the unit is free from dust, dirt, grime and cobwebs.

8.4.13.5 The Supplier shall replace discs and dispose of used discs in accordance with the manufacturer's recommendations.

#### **8.4.14 Core External and Internal Window Cleaning**

8.4.14.1 The Supplier shall clean both sides of all internal and external glazing.

8.4.14.2 The table below indicates the required minimum frequencies:

- a) reception areas – weekly internal & external;
- b) ground floor glazing (including bus shelters, seating/waiting areas) – monthly internal & external; and;
- c) all other glazing – quarterly.

8.4.14.3 The Supplier shall apply the following cleaning standard:

- a) The Supplier shall adequately protect all floors and furniture before the commencement of work.
- b) The Supplier shall clean all glazing throughout the Sites. Glass shall mean both sides of glass of every description, including, but not limited to, internal partition glazing, display case (external surface only) and panel glazing, glass balustrades, exterior glazing and exterior windows.
- c) The Supplier shall leave glazing clean, dry and free from smears. There shall be no evidence of run marks, verdigris, stains or finger marks on glass, window ledges, sills, paintwork or surrounds.
- d) Adjacent surfaces, including sills, mullions, frames and structural parts associated with the glass, shall also be left free from liquid spillage, smears and cleaning marks.
- e) The Supplier shall ensure that any cleaning access equipment is in proper working order. Where such equipment is not provided by the Company or available on site the Supplier shall provide the specialist access equipment.

#### **8.4.15 Additional Window Cleaning**

8.4.15.1 When requested by the Company the Supplier shall carry out window cleaning in addition to the frequencies indicated above. All additional cleans shall meet the standards specified above.

#### **8.4.16 Graffiti & Stain Removal**

8.4.16.1 The Supplier shall provide a service for the removal of staining from building fabric as caused by the accidental spillage of material and graffiti.

8.4.16.2 The cleaning method and materials applied shall be appropriate to the location, and shall ensure that the building fabric is not adversely affected.

#### **8.4.17 Communication & Equipment Rooms**

8.4.17.1 Cleaning of these areas will be by arrangement. Where communication and equipment rooms are required to be cleaned, the Supplier shall undertake this in accordance with Cleaning Standard 2 and the following additional standards:

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

8.4.17.2 Under no circumstances shall any computer or computer related equipment be touched, moved, or disturbed in any way. The Supplier shall ensure that only the correct power sockets are used for cleaning equipment and not those specifically dedicated for computer use.

#### **8.4.18 Confidential Waste**

8.4.18.1 The Supplier shall ensure that confidential waste is securely handled and disposed of, and that all content is indecipherable following destruction.

8.4.18.2 The Supplier shall in all instances determine if the Company require a certificate of destruction, and provide this where necessary.

8.4.18.3 The Supplier shall ensure that confidential waste is securely handled and disposed of, and that all content is indecipherable following destruction.

8.4.18.4 The Supplier shall in all instances determine if the Company require a certificate of destruction, and provide this where necessary.

#### **8.4.19 Grounds and Horticultural Services**

8.4.19.1 The Supplier shall provide a comprehensive high quality grounds maintenance and horticultural service that includes;

- a) Ground Maintenance
- b) Horticultural Services
- c) Grass Cutting
- d) Green Infrastructure (GI)

#### **8.4.20 Grounds Maintenance**

- 8.4.20.1 The Supplier shall ensure that through the provision of a planned and reactive service all external hard surfaces are kept free of leaves, weeds, moss, lichen or any other plant growth.
- 8.4.20.2 The Supplier shall ensure that the external areas to the Sites, car parks, paving, paths, steps, ramps, walkways, terraces, ledges, boundaries, fixed seating, lighting columns and bollards are maintained free from debris, litter, animal excreta and spills and retain a generally clean and tidy appearance at all times.

#### **8.4.21 Horticultural Services**

- 8.4.21.1 The Supplier shall maintain the soft landscape at the Sites including all areas between and under plants, bushes, trees and other vegetation to provide an attractive and high quality environment, and ensure they are free of litter, leaves, weeds and any other solid matter and are tidy in appearance.
- 8.4.21.2 The Supplier shall maintain all planted areas (including planting beds and containers) to ensure they remain in healthy growth, are weed free, with dead or dying plants removed and replaced as necessary on a like-for-like basis.
- 8.4.21.3 The Supplier shall ensure that all planting pots and containers are clean and are replaced when broken, discoloured or untidy in appearance.
- 8.4.21.4 The Supplier shall ensure that all trees, shrubs, hedges and other plants are kept to an appropriate height and form ensuring they are safe, do not obstruct windows, CCTV, Signage, and Pathways and Road furniture or adversely impact on surrounding property.
- 8.4.21.5 The Supplier shall replace dead or dying plants.
- 8.4.21.6 The Supplier shall agree with The Company in advance all tree surgery works.

#### **8.4.22 Grass Cutting**

- 8.4.22.1 The Supplier shall manage the grassed areas to maintain an even, weed free lawn with a close textured sward, and a tidy and attractive appearance.
- 8.4.22.2 The Supplier shall ensure that the height of the grass shall be kept between 50mm (2 inches) and 100mm (4 inches) Keep paths clear of cuttings, collect grass and dispose of grass cutting.
- 8.4.22.3 The Supplier shall arrange the grass-cutting regime for areas planted with bulbs appropriate to the growing season of the planted bulbs.
- 8.4.22.4 The Supplier shall manage meadow grasslands in an appropriate ecological manner.

#### **8.4.23 Green Infrastructure (GI)**

- 8.4.23.1 For the purpose of this Contract, Green Infrastructure (GI) are features such as swales, living roofs and walls, and the services they provide. A schedule of GI is set out within Appendix A (Services Matrix)
- 8.4.23.2 The Supplier shall develop, implement and maintain a GI maintenance programme, completed annually before the start of the growing season.

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

**8.4.24 Reactive Pest Control Services**

- 8.4.24.1 The Supplier shall respond to reactive service requests for pest control and shall report findings and outcomes to the Company, including details of any follow up actions required / recommended.
- 8.4.24.2 The Supplier shall undertake follow up actions when requested to do so and at times agreed with the Company.
- 8.4.24.3 The Supplier may include a routine inspection during an emergency call out only if a routine visit is due and if all inspection points are covered in addition to the emergency work.

**8.5 Skills and Qualifications of Supplier Personnel**

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

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

## 9 VICTORIA COACH STATION

### 9.1 Locations & Hours of Work

#### 9.1.1 Locations

9.1.1.1 The Services shall be delivered at Victoria Coach Station (VCS). A complete list of Sites subject to the Services set out in Sections 9.1 to 9.4 of this specification is provided in Appendix A (Services Matrix).

#### 9.1.2 Hours of Work

9.1.2.1 The Supplier shall deliver the Services set out in Sections 9 to 9.4 of this specification 24 hours per day, every day of the year.

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

9.1.2.3 Core Hours of Operations:

VCS operates 24 hours per day, every day of the year. Local arrangements for the closure of terminals to allow for overnight cleaning must be agreed by VCS management and are subject to change at short notice.

Arrivals Terminal – 05:00 to 22:00 hours (typical cleaning hours 22:00 – 05:00).

West Terminal in Departures – 24 hours per day (typical cleaning hours 00:00 – 03:00).

East Terminal (Basement Toilets) in Departures – 24 hours per day (typical cleaning hours 03:00 – 05:00).

#### 9.1.3 Restrictions

9.1.3.1 Periodic and specialist cleaning such as high level cleaning, deep cleans and any activity involving access to operational roadway areas to be undertaken out of peak am and pm operational periods (07:30 to 09:30, 18:00 to 19:30 Mon-Sun), usually between 23:30 to 05:00 unless instructed/agreed otherwise by a Victoria Coach Station Official. Activity requiring high level access/lane closures (full or partial) to be agreed in advance.

9.1.3.2 Control Room may only be cleaned when staffed (07:00 to 23:00).

9.1.3.3 The staff areas of public offices and the whole of the Mobility Lounge are not available for cleaning during their normal opening hours (05:00 to 00:00).

9.1.3.4 Except to deal with daytime spillages, wet cleaning of staircases and landing areas may only be undertaken between 20:30 and 07:00 hours.

9.1.3.5 Ceilings may only be cleaned during overnight hours, (usually between 23:30 to 05:00) unless instructed/agreed otherwise by a Victoria Coach Station Official.

9.1.3.6 The common areas of the flats are not available for cleaning between 17:00 and 09:00 hours.

9.1.3.7 Noise must be kept to a minimum. Noise which would be regarded as intrusive to occupants of surrounding properties must not be made between 18:00 and 08:00 hours daily and additionally between 12:00 and 18:00 hours on Saturdays, and 08:00 and 18:00 hours on Sundays. Noise must not be made at any time which could be disturbing to, or distracting to staff at work. Machine mufflers must be effective and the playing of radios, singing and shouting are prohibited. Personal stereos are prohibited for safety reasons.

- 9.1.3.8 All windows at VCS are blast resistant, either through the type of glass used, or by the application of an appropriate film. In the case of glass covered by blast film, cleaning materials which could compromise its blast resistance or visual properties must not be used.

## **9.2 Scope of Services**

### **9.2.1 Scope**

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

9.2.1.2 The Services include but are not limited to:

- Building deep cleaning;
- Cleaning coach station terminals, lanes and coach stands;
- Cleaning toilet facilities including baby changing facilities;
- Grounds, external furniture & fixtures cleaning (including crash barriers, signage and other freestanding/fixed information units, railings, lighting columns);
- Washroom services and consumables;
- Female sanitary services and hygiene vending;
- Cleaning offices (including coach operators offices and kiosks);
- Cleaning grounds, including roadways, footways and other pedestrian areas;
- Cleaning Gladstone box;
- Graffiti & stickers removal;
- Grounds maintenance (weed control, snow, gritting, sweeping, scavenging, litter picking, oil spillage removal);
- Electronic and manual hand driers;
- Pest control;
- Secure (confidential) waste collection;
- Consumable supplies;
- Traffic control equipment cleaning, lighting columns;
- Window cleaning (including terminal glazing, offices and Gladstone box);
- High level access cleaning (Arrivals terminal canopies, exterior gate louvers, internal columns and signage);
- Loading, unloading and moving

## **9.3 Standards**

### **9.3.1 General**

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

### **9.3.2 TfL Standards**

9.3.2.1 The Supplier shall comply with the standards set out in this Specification.

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

### **9.3.3 British Standards, Regulations & Approved Codes of Practice**

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

### **9.3.4 Other Standards**

Not used.

## **9.4 Services Specification**

### **9.4.1 General Cleaning**

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

9.4.1.2 The Supplier shall ensure that the offices, passenger concourse / waiting areas, toilets, driver mess rooms, Supplier staff rest rooms, kitchenettes, first aid rooms, stores, residential common areas, external concourse areas, circulation areas, shower rooms, meeting rooms and all other working areas, furniture, equipment and floor spaces, are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

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

### **9.4.2 Routine Cleaning**

9.4.2.1 The Supplier shall provide routine cleaning of the internal and external areas to the required service standard, described in sections 8.4.3 to 8.4.6.

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

### **9.4.3 Cleaning Standard 1 – Basic**

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

- a) Secondary stairways
- b) Loading bays
- c) Storage areas
- d) Roadway and footway areas

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

- a) All floor surfaces shall be free from debris, clean and dry. Floors shall be safe and not slippery. Particular care is to be exercised when Sites is still occupied.
- b) Wet floors shall be sign-posted and trailing cables and open sockets shall be made safe. Surfaces shall be maintained to preserve the existing state of condition and appearance.
- c) Back stairs including treads, risers, nosings, banisters, balustrades, handrails, ledges and protective wire guards where present shall be free from dust and debris.
- d) No litter, leaves or rubbish shall be present and all waste bins and receptacles emptied regularly.

- e) All surfaces to be free from chewing gum, vomit, excrement, broken glass, spillages and bodily fluids.
- f) Roadways and footways (including bollards, crash barriers, grit bins and rubbish containers) shall be free from dirt, grime, litter, leaves, chewing gum, small oil and diesel spills and general build-up of oil, fuel, grease and other engine fluids. The Supplier shall remove vomit, excrement, broken glass, spillages and bodily fluids and shall leave the surface clean. The Supplier will protect drains when cleaning roadways to ensure oil and diesel spills are not washed away into drains. The Supplier shall remove vegetation growth.
- g) The Supplier shall clean the vehicle concourse area.

#### **9.4.4 Cleaning Standard 2 – Normal**

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

- a) Offices;
- b) Meeting Rooms;
- c) Service Areas;
- d) Office circulation areas;
- e) Internal & external passenger concourse / waiting areas;
- f) Drivers' mess rooms.

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

- a) All hard floors, carpets and carpet tiles shall be free from grit, dust, debris, stickers, scuff marks, litter, leaves, chewing gum, bird droppings and with no apparent stains. They shall be clean and dry. All floor coverings shall be cleaned by the manufacturer's recommended methods and recommended intervals using equipment that maximises the useable life of the floor covering.
- b) All walls, skirtings, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills shall be free from debris, marks, and dust. They shall be clean and dry with no evidence of residual cleaning agents. In particular, they shall be free from finger marks, verdigris stains, runs, stickers, chewing gum and cobwebs to full height.
- c) All furniture (fixed and free-standing, including but not limited to tables, chairs, fixed seating, cupboards, worktops, sinks/basins), PC Equipment (including keyboards) and telephone equipment shall be clean, dry and free from dust, grime, dirt, food debris, rubbish, chewing gum, bodily fluids, bird droppings, smears and stains. They shall be clean and dry with no evidence of residual cleaning agents.
- d) Light fittings shall be free from dust. All signage, including emergency signage shall be clean, dry and free of stains, marks and dust.
- e) All waste receptacles to be emptied daily to ensure they are not overflowing or foul smelling. Bins shall be empty, clean and dry inside and out, bin-liners replaced where necessary and bins placed in their original locations.
- f) All cleaning methods used shall be of a sufficient quality to meet these standards and to maintain any guarantees.

#### **9.4.5 Cleaning Standard 3 – High profile**

Not used.

#### **9.4.6 Cleaning Standard 4 – Hygiene**

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

- a) Toilets;
- b) Baby change facilities;
- c) Kitchenettes/Mess Rooms;
- d) Vending Areas/Mess Rooms;
- e) First Aid Rooms;
- f) Shower rooms.

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

9.4.6.3 The requirements for these areas will be in addition to those contained in Cleaning Standards 1, 2 and 3.

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

- a) All sanitary ware, including showers, shower heads, sinks, wash hand basins, baths, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, feminine hygiene bins, tiled surfaces, vending machines, splash backs, and vanity units shall be free from scum, grease, hair, scale, dust, soil, spillages and removable stains.
- b) Walls, doors, cubicle partitions and surfaces shall be washed by a disinfectant solution regularly. Mirrors shall be clean and free from smears.
- c) Soap dispensers shall be filled, operating correctly with clean nozzles, and the external surfaces shall be clean dry and free from smears.
- d) All toilets, bathrooms and shower rooms shall be kept fully stocked with supplies and shall be made available at all times.
- e) Where fitted, external surface of hand dryers shall be clean, dry and free from smears.
- f) Limescale build up is to be removed from taps, shower heads and lavatories at regular intervals.
- g) The Supplier shall provide, maintain and refill of air fresheners and water sanitiser units, to be economically and functionally appropriate to the area in which they shall be utilised, as part of the contract.
- h) All ceilings, ventilation diffusers and ceiling light fittings shall be free from debris, marks, dust and cobwebs. They shall be dry with no evidence of residual cleaning agents.
- i) The Supplier shall clean the Company's staff fridges in kitchenettes and tea points.
- j) The Supplier shall flush all water outlets weekly in accordance with the requirements of HSE's Approved Code of Practice, Legionnaire's Disease: the control of legionella bacteria in water systems (ACOP L8), 2010 revision, and any future revisions.
- k) The Supplier shall clean all PC Equipment (including keyboards) and telephone equipment.

#### **9.4.7 Feminine Hygiene, Hygiene Waste & Hazardous Waste**

- 9.4.7.1 The Supplier shall provide and maintain feminine hygiene bins, ensuring these are regularly emptied in order to prevent overflowing or bins becoming foul smelling.
- 9.4.7.2 The Supplier shall provide, maintain and ensure feminine hygiene vending machines are stocked at all times.
- 9.4.7.3 The Supplier shall provide and maintain bins for the collection of nappies and nappy waste, ensuring these are regularly emptied in order to prevent overflowing or bins becoming foul smelling.
- 9.4.7.4 The Supplier shall provide and maintain hazardous waste bins including sharps collection receptacles for the collection of any hazardous waste including sharps, such as syringes and hypodermic needles, ensuring these are regularly emptied in order to prevent overflowing or bins becoming foul smelling.
- 9.4.7.5 All feminine hygiene, nappy and hazardous waste shall be disposed of in line the current applicable waste disposal legislation.
- 9.4.7.6 The Supplier shall in all instances determine if the Company require a certificate of destruction, and provide this where necessary.
- 9.4.7.7 The frequency for the collection and disposal of all feminine hygiene, nappy and hazardous waste shall be determined by the Supplier to ensure that collection bins are never overflowing or foul smelling. The Company reserves the right to request additional collections and disposal if required.

#### **9.4.8 Periodic & Specialist Cleaning**

- 9.4.8.1 The Supplier shall carry out periodic cleaning of the internal and external areas twice per annum and deliver the Services to meet the required Cleaning Standards described in Section 8.4.3 to 8.4.6. The Supplier shall provide a programme for the periodic and specialist cleaning activities to the Company for approval. This programme will be discussed during the periodic progress meetings and revised when necessary. The Supplier shall take responsibility for ensuring the Company staff are informed prior to carrying out periodic cleaning activities.
- 9.4.8.2 The following cleaning standards apply to the periodic cleaning activities:
  - a) All furniture, fixtures and fittings shall be deep cleaned to ensure that they are free of dust, marks and stains.
  - b) Walls, ceilings, ventilation diffusers and ceiling light fittings shall be deep cleaned at an appropriate interval to ensure that they are free of marks, stains, dust and smears.
  - c) All carpets, carpet tiles, and hard floor coverings shall be deep cleaned in accordance with manufacturer's recommendations and good industry.
  - d) All dust, dirt, stains and soiling is to be removed from window blinds and curtains. In the event that the blinds are unstrung during cleaning they shall be restrung, and when curtains are removed from rails they shall be rehung.
  - e) Dust mats shall be free of grit, dust and debris. All dust mats shall be clean and dry.
  - f) All toilet and other sanitary areas shall be deep cleaned to ensure the areas are disinfected and free from dust, grime, hair, scum, limescale, marks and smears. The areas shall be dry and clean and no residue of cleaning agent shall be present.

- g) Roadways and footways shall be deep cleaned to ensure removal of all build-up of oil, diesel, lubricant, chewing gum and any other material not removed as part of general cleaning.

#### **9.4.9 External Cleaning – Entrance Areas**

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

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

#### **9.4.10 Reactive Cleaning**

9.4.10.1 The Supplier shall provide a reactive cleaning service to maintain the full and safe use of the Sites. Reactive tasks can include, but are not limited to:-

- a) Responding to and cleaning up spillages;
- b) Replenishing consumables; and
- c) Monitoring the cleanliness of the sanitary facilities.

#### **9.4.11 Barrier Mats**

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

#### **9.4.12 Consumables**

9.4.12.1 The Supplier shall provide the following consumables ensuring that washrooms and kitchenettes are fully stocked at the start of Core Hours each Working Day:-

- a) Paper Towels
- b) Roller Towels
- c) Toilet Rolls
- d) Soap
- e) Bin Liners
- f) Air fresheners (and associated batteries)
- g) Dish Washer Detergent
- h) Washing up Liquid
- i) Dishwasher Salts
- j) Dishwasher Rinse Aid
- k) IT and Telephone Equipment Sanitizers / Cleaning Products

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

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

#### **9.4.13 Core External and Internal Window Cleaning**

- 9.4.13.1 The Supplier shall clean both sides of all internal and external glazing.
- 9.4.13.2 The table below indicates the required minimum frequencies:
- a) Reception areas (including main entrances and departure gate doors) – Weekly internal & external.
  - b) Ground floor glazing (including coach terminals, seating/waiting areas and emergency exit doors) – Bi-weekly internal & external.
  - c) All other glazing (including high level office window cleaning and Arrivals Terminal canopies) – Quarterly.
- 9.4.13.3 The Supplier shall apply the following cleaning standard:
- a) The Supplier shall adequately protect all floors and furniture before the commencement of work.
  - b) The Supplier shall clean all glazing throughout the Sites. Glass shall mean both sides of glass of every description, including, but not limited to, internal partition glazing, display case (including wall mounted poster frames; external surface only) and panel glazing, glass balustrades, exterior glazing and exterior windows.
  - c) The Supplier shall leave glazing clean, dry and free from smears. There shall be no evidence of run marks, verdigris, stains or finger marks on glass, window ledges, sills, paintwork or surrounds.
  - d) Adjacent surfaces, including sills, mullions, frames and structural parts associated with the glass, shall also be left free from liquid spillage, smears and cleaning marks.
  - e) The Supplier shall ensure that any cleaning access equipment is in proper working order. Where such equipment is not provided by the Company or available on site the Supplier shall provide the specialist access equipment.

#### **9.4.14 Additional Window Cleaning**

- 9.4.14.1 When requested by the Company the Supplier shall carry out window cleaning in addition to the frequencies indicated above. All additional cleans shall meet the standards specified above.

#### **9.4.15 Graffiti, Stickers & Stain Removal**

- 9.4.15.1 The Supplier shall provide a service for the removal of staining from building fabric as caused by the accidental spillage of material, removal of graffiti and stickers.
- 9.4.15.2 The cleaning method and materials applied shall be appropriate to the location, and shall ensure that the building fabric is not adversely affected.

#### **9.4.16 Communication & Equipment Rooms**

- 9.4.16.1 Cleaning of these areas will be by arrangement. Where communication and equipment rooms are required to be cleaned, the Supplier shall undertake this in accordance with Cleaning Standard 2 and the following additional standards:
- a) These areas shall be free from accumulated dust.
  - b) Where possible items of furniture that are removable are not to be cleaned within the area. They shall be removed, cleaned outside the area and returned in a clean, anti-static state.
  - c) The use of brushes and brooms is expressly forbidden within server rooms; suction cleaners when used shall conform in full with British Standard BS 5415 parts 1 & 2 or its national equivalent. All non-computer equipment and

furniture shall be suction cleaned free from accumulated dust and left free from grease and smears. Switch areas at the front of tape units or disk drives shall not be dusted.

- d) Dusters shall be of chemically impregnated or other approved dust-absorbent type, except where used for dry polishing of glass when they shall be lint-free, and they shall be changed at frequent intervals before they have become fully charged with dust. The use of water for cleaning in these areas is forbidden.

9.4.16.2 Under no circumstances shall any computer or computer related equipment be touched, moved, or disturbed in any way. The Supplier shall ensure that only the correct power sockets are used for cleaning equipment and not those specifically dedicated for computer use.

#### **9.4.17 Toilet Turnstiles**

9.4.17.1 Attendants are required to supervise the turnstile-controlled entry to all public toilets within the terminals. They are to:

- a) Ensure that all customers pay the current charge for entry into the toilet facilities;
- b) Charge customers for entry in the event of a turnstile failure and to account for monies taken.
- c) Assist passengers encumbered with luggage and/or children by feeding their coins for the change into the turnstile and admitting them through the adjacent gate;
- d) Represent VCS as the first line of complaint in the event of customer dissatisfaction;
- e) Admit parents with babies to the baby changing room on request and to check its cleanliness after use;
- f) Generally assist customers who appear to need help and to direct them appropriately when they have queries related to other facilities in the Coach Station.

8.4.18.2 Attendants will be informed of cleaning and maintenance problems by customers leaving the toilets. They are to:

- a) Liaise with the contracted cleaning staff in the event of any cleaning shortcomings and report to VCS any major, or minor problems;
- b) Report to VCS maintenance section any maintenance problems including turnstile failures.

#### **9.4.18 Loading, Unloading and Moving**

9.4.18.1 The Supplier's Personnel may be requested to assist with routine and ad hoc tasks, including but not limited to loadings, unloading and moving of general equipment, stationary deliveries, water deliveries and other consumables as well as light furniture. This will be as directed by VCS staff.

#### **9.4.19 Confidential Waste**

9.4.19.1 The Supplier shall ensure that confidential waste is securely handled and disposed of, and that all content is indecipherable following destruction.

9.4.19.2 The Supplier shall in all instances determine if the Company require a certificate of destruction, and provide this where necessary.

## **9.5 Victoria Coach Station Specific General Requirements**

### **9.5.1 Communication and Numeracy Skills**

- 9.5.1.1 All staff are required to be able to deal with complaints and refer public enquiries to the appropriate place of help in understandable and customer-friendly English. They must be capable of reporting defects and problems clearly and concisely to VCS staff. Staff must be articulate and comfortable dealing with VCS staff and the public at all levels
- 9.5.1.2 All staff must be numerate and capable of cash handling and reconciliation.

### **9.5.2 Defects and Damages**

- 9.5.2.1 Any defective or damaged fabric or equipment (other than the Supplier's own) which the Supplier's Personnel becomes aware of must be reported promptly to the VCS Control Room and/or VCS Maintenance Department.

### **9.5.3 Drainage**

- 9.5.3.1 The Supplier shall dispose of any contaminated water e.g. contaminated with oil) which arises from their activities under the Contract in the designated drain which will be agreed between the Supplier and VCS.

### **9.5.4 Undesirables Characters**

- 9.5.4.1 Unwelcome or unwanted persons who are not legitimate customers at the Site may use and abuse the toilets facilities if not checked. Such undesirables must be reported to on duty operations staff and assistance will be given to evict them, if necessary, the police will be called. Supplier's staff should not get involved in any physical force.

## **9.6 Skills and Qualifications of Supplier Personnel**

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

<b>Skills Level / Qualification</b>	<b>Required for</b>
British Institute of Cleaning Science (BICSc) – PBICS Level (or equivalent)	All operatives within 6 months of the Services Commencement Date
British Institute of Cleaning Science (BICSc) – CBICS Level (or equivalent)	All supervisors within 6 months of the Services Commencement Date and all operatives within 12 months of the Services Commencement Date
BCISc accredited Assessor	To undertake in house training and assessment to PBICs and CBICs levels
The Institute of Occupational Safety and Health (IOSH) - Managing Safely – Safety Management Level	HSE Management by Managers and Supervisors
The National Examination Board in Occupational Safety and Health (NEBOSH) Certificate in Occupational Health (NVQ Level 3)	HSE Management by Managers

<b>Skills Level / Qualification</b>	<b>Required for</b>
International Rope Access Trade Association (IRATA)	High Level Access Cleaning
Prefabricated Access Suppliers' and Manufacturers' Association (PASMA) – Towers for Users	Constructing and Using Mobile Access Towers
International Powered Access Federation (IPAF) - Powered Access Licence (PAL)	Operating Mobile Elevated Working Platforms (MEWPS)
International Powered Access Federation (IPAF) - MEWPS for Managers	Planning, supervising and managing the use of Mobile Elevated Working Platforms (MEWPS)

## 10 LONDON RIVER SERVICES

### 10.1 Locations & Hours of Work

#### 10.1.1 Locations

10.1.1.1 The Services shall be delivered at London River Services' (LRS) piers. A complete list of Sites subject to the Services set out in Sections 10.1 to 10.4 of this specification is provided in Appendix A (Services Matrix).

#### 10.1.2 Hours of Work

10.1.2.1 The Supplier shall deliver the Services set out in Sections 10.1 to 10.4 of this specification outside of Core Hours. Core Hours are defined as 08:00 to 19:00 Monday to Friday. All other times including public/bank holidays and Christmas Day are regarded as outside Core Hours.

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

#### 10.1.3 Restrictions

10.1.3.1 Periodic and specialist cleaning to be undertaken out of peak am and pm operational periods (07:30 to 09:00, 16:30 to 18:30 Mon-Fri) unless instructed/agreed otherwise by a LRS Official.

### 10.2 Scope of Services

#### 10.2.1 Scope

10.2.1.1 The Supplier shall provide a comprehensive cleaning service throughout the Sites.

10.2.1.2 The Services include but are not limited to:

- Building deep cleaning (Internal Back Office areas only);
- Washroom services and consumables;
- Female sanitary services and hygiene vending;
- Cleaning offices;
- Graffiti removal;
- Electronic and manual hand driers;
- Pest control;
- Secure (confidential) waste collection;
- Consumable supplies; and;
- Window cleaning (internal glass only) - external glass cleaning undertaken by another Supplier.

### 10.3 Standards

#### 10.3.1 General

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

#### 10.3.2 TfL Standards

10.3.2.1 The Supplier shall comply with TfL Standards as they relate to the delivery of the Services.

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

**10.3.3 British Standards, Regulations & Approved Codes of Practice**

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

**10.3.4 Other Standards**

Not used.

**10.4 Services Specification**

**10.4.1 General Cleaning**

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

10.4.1.2 The Supplier shall ensure that the offices, toilets, kitchenettes, corridors and all other working areas, furniture, equipment and floor spaces, are maintained to a good level of general cleanliness and remain presentable and fit for their intended purpose.

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

**10.4.2 Routine Cleaning**

10.4.2.1 The Supplier shall provide routine cleaning of the internal areas to the required service standard, described in sections 10.4.3 to 10.4.6.

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

**10.4.3 Cleaning Standard 1 – Basic**

10.4.3.1 The Supplier shall maintain a basic standard of cleanliness and appearance in line with the following:-

- a) All floor surfaces shall be free from debris, clean and dry. Floors shall be safe and not slippery. Particular care is to be exercised when staff or members of the public are on the Sites.
- b) Step and ramps including treads, risers, nosings, banisters, balustrades, handrails, ledges and protective wire guards where present shall be free from dust and debris.
- c) No litter or rubbish shall be present and all waste bins and receptacles emptied daily.

**10.4.4 Cleaning Standard 2 – Normal**

10.4.4.1 This standard will be applied to the following areas. The required service standard is to be visible before the start of each Working Day:-

- a) Offices (including Pier Controllers' offices

- b) Corridors
- c) Meeting rooms

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

- a) All hard floors, carpets and carpet tiles shall be free from grit, dust and debris with no apparent stains. They shall be clean and dry. All floor coverings shall be cleaned by the manufacturer's recommended methods and recommended intervals using equipment that maximises the useable life of the floor covering.
- b) All walls, skirtings, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills shall be free from debris, marks, and dust. They shall be clean and dry with no evidence of residual cleaning agents. In particular, they shall be free from finger marks, verdigris stains, runs, and cobwebs to full height.
- c) All chairs and soft furnishings shall be clean, dry and free from dust. All work stations, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks shall be free from debris, stains, marks and dust. They shall be clean and dry with no evidence of residual cleaning agents.
- d) All fittings shall be free from dust, marks and smears. Light fittings shall be free from dust. All signage, including emergency signage shall be clean, dry and free of stains, marks and dust.
- e) All waste receptacles to be emptied daily to ensure they are not overflowing or foul smelling. Bins shall be empty, clean and dry inside and out, bin-liners replaced where necessary and bins placed in their original locations.
- f) All cleaning methods used shall be of a sufficient quality to meet these standards and to maintain any guarantees.

#### **10.4.5 Cleaning Standard 3 – High Profile**

Not used

#### **10.4.6 Cleaning Standard 4 – Hygiene**

10.4.6.1 This standard will be applied to the following areas. The required service standard is to be visible before the start of each Working Day:-

- a) Toilets
- b) Kitchenettes

10.4.6.2 The Supplier shall ensure that the hygiene cleaning standard is visible.

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

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

- a) All sanitary ware, including sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, brushes, toilet roll holders, feminine hygiene bins, tiled surfaces, splash backs, and vanity units shall be free from scum, grease, hair, scale, dust, soil, spillages and removable stains.
- b) Walls, doors, cubicle partitions and surfaces shall be washed by a disinfectant solution regularly. Mirrors shall be clean and free from smears.

- c) Soap dispensers shall be filled, operating correctly with clean nozzles, and the external surfaces shall be clean dry and free from smears.
- d) All toilets shall be kept fully stocked with supplies and shall be made available at all times.
- e) Where fitted, towel holders/dispensers shall be clean, dry and free from dust, marks and smears with clean towels fitted and the external surface of hand dryers shall be clean, dry and free from smears.
- f) Limescale build up is to be removed from taps and lavatories at regular intervals.
- g) The Supplier shall provide, maintain and refill of air fresheners and water sanitiser units, to be economically and functionally appropriate to the area in which they shall be utilised, as part of the contract.
- h) The Supplier shall clean the Company's staff fridges.
- i) The Supplier shall flush all water outlets weekly in accordance with the requirements of HSE's Approved Code of Practice, Legionnaire's Disease: the control of legionella bacteria in water systems (ACOP L8), 2010 revision, and any future revisions.

#### **10.4.7 Feminine Hygiene**

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

#### **10.4.8 Periodic & Specialist Cleaning**

- 10.4.8.1 Periodic cleaning of the internal and areas shall be undertaken annually and shall reflect the required Cleaning Standards described in Section 10.4.3 to 10.4.6. The Supplier shall provide a programme for the periodic and specialist cleaning activities to the Company for approval. This programme will be discussed during the periodic progress meetings and revised when necessary. The Supplier shall take responsibility for ensuring the Company's staff are informed prior to carrying out periodic cleaning activities.
- 10.4.8.2 The following cleaning standards apply to the periodic cleaning activities:
  - a) All furniture, fixtures and fittings shall be deep cleaned to ensure that they are free of dust, marks and stains.
  - b) Walls, ceilings, ventilation diffusers and ceiling light fittings shall be deep cleaned at an appropriate interval to ensure that they are free of marks, stains, dust and smears.
  - c) All carpets, carpet tiles, and hard floor coverings shall be deep cleaned in accordance with manufacturer's recommendations and good industry.
  - d) All dust, dirt, stains and soiling is to be removed from window blinds and curtains. In the event that the blinds are unstrung during cleaning they shall be restrung, and when curtains are removed from rails they shall be rehung.
  - e) Dust mats shall be free of grit, dust and debris. All dust mats shall be clean and dry.
  - f) All toilet and other sanitary areas shall be deep cleaned to ensure the areas are disinfected and free from dust, grime, hair, scum, limescale, marks and smears. The areas shall be dry and clean and no residue of cleaning agent shall be present.

#### **10.4.9 External Cleaning – Entrance Areas – Not Used**

a)

#### **10.4.10 Consumables**

10.4.10.1 The Supplier shall provide the following consumables ensuring that washrooms and kitchenettes are fully stocked at the start of Core Hours each Working Day:

- a) paper towels;
- b) toilet rolls;
- c) soap;
- d) bin liners;
- e) air fresheners (and associated batteries); and;
- f) IT and Telephone Equipment Sanitizers / Cleaning Products.

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

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

#### **10.4.11 Core Internal Window Cleaning**

10.4.11.1 The Supplier shall clean the internal glazing in internal back office areas only on a monthly basis.

10.4.11.2 The Supplier shall apply the following cleaning standard:

- a) The Supplier shall adequately protect all floors and furniture before the commencement of work.
- b) The Supplier shall clean all glazing in internal back office areas only . Glass shall mean the internal side of glass of every description, including, but not limited to, internal partition glazing, display case (external surface only) and panel glazing, glass balustrades, glazed public queue management barriers, exterior glazing and exterior windows and portholes. All external glazing to the Sites is specifically excluded.
- c) The Supplier shall leave glazing clean, dry and free from smears. There shall be no evidence of run marks, verdigris, stains or finger marks on glass, window ledges, sills, paintwork or surrounds.
- d) Adjacent surfaces, including sills, mullions, frames and structural parts associated with the glass, shall also be left free from liquid spillage, smears and cleaning marks.

#### **10.4.12 Graffiti & Stain Removal**

10.4.12.1 The Supplier shall provide a service for the removal of staining from building fabric as caused by the accidental spillage of material and graffiti.

10.4.12.2 The cleaning method and materials applied shall be appropriate to the location, and shall ensure that the building fabric is not adversely affected.

#### **10.4.13 Confidential Waste**

10.4.13.1 The Supplier shall ensure that confidential waste is securely handled and disposed of, and that all content is indecipherable following destruction.

10.4.13.2 The Supplier shall in all instances determine if the Company require a certificate of destruction, and provide this where necessary.

#### **10.4.14 Pest Control Services**

- 10.4.14.1 Pest Control visits are to be carried out during Core Hours unless otherwise stated. Supplier to identify if any services should be undertaken “out-of hours” periods (for Health & Safety” reasons)
- 10.4.14.2 The Supplier shall implement a programme of planned pest control activities in order to keep the Sites free from birds and infestation by rodents, pests, insect pests (excluding pharaoh ants), flies
- 10.4.14.3 Bird Fouling Clearance, including provision of all relevant access equipment (and subsequent cleaning of affected area)
- 10.4.14.4 Where feasible, the Supplier shall eradicate all pests from the Sites, and implement a programme of control where this is not possible.
- 10.4.14.5 The Supplier shall supply and maintain all measures at the Sites to prevent avian access, such as nets and roosting wires and shall ensure that the Sites are free from excessive build-up of avian fouling.
- 10.4.14.6 The Supplier shall provide The Company with a written report following each planned pest control visit to the Sites. These shall be dated and include but not be limited to:
  - a) A description of pests found in the building and their likely origins;
  - b) Annotated maps, plans or sketches as required;
  - c) The extent and nature of infestations or pest activity;
  - d) Potential risks identified and possible mitigation measures;
  - e) The extent of treatments undertaken; and
  - f) Further action that is required.
- 10.4.14.7 The Supplier shall use the most effective and humane methods possible and remove all animal, avian and/or insect corpses immediately upon discovery.

**10.4.15 Reactive Pest Control Services**

- 10.4.15.1 The Supplier shall respond to reactive service requests for pest control and shall report findings and outcomes to the Company, including details of any follow up actions required / recommended.
- 10.4.15.2 The Supplier shall undertake follow up actions when requested to do so and at times agreed with the Company.
- 10.4.15.3 The Supplier may include a routine inspection during an emergency call out only if a routine visit is due and if all inspection points are covered in addition to the emergency work.

**10.5 Skills and Qualifications of Supplier Personnel**

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

<b>Skills Level / Qualification</b>	<b>Required for</b>
British Institute of Cleaning Science (BICSc) – PBICS Level (or equivalent)	All operatives within 6 months of the Services Commencement Date

<b>Skills Level / Qualification</b>	<b>Required for</b>

## 11 LONDON TRANSPORT MUSEUM

### 11.1 Introduction

#### 11.1.1 Overview

11.1.1.1 The London Transport Museum (LTM) is a registered charity with the aim of displaying various types of iconic transport memorabilia from throughout the decades. As a well known public and tourist attraction with approximately 40,000 visitors per year, a prestigious cleaning service is required in all public facing areas in order to maintain its high standards and public image.

#### 11.1.2 Locations & Hours of Work

##### 11.1.3 Locations

11.1.3.1 The Services shall be delivered at London Transport Museum Sites. A complete list of Sites subject to the scope this specification is provided in Appendix A (Services Matrix).

##### 11.1.4 Hours of Work

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

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

##### 11.1.5 Restrictions

11.1.5.1 Periodic and specialist cleaning such as high level cleaning and deep cleans shall be undertaken outside peak hours (10:00 18:00 Mon-Sun), unless instructed/agreed otherwise by the Company's Representative. Activity requiring high level access (full or partial) to be agreed in advance.

11.1.5.2 Control Room may only be cleaned before Museum opening hours (07:00 to 10:00).

11.1.5.3 The staff areas of public offices and the Library are not available for cleaning during their normal opening hours (09:00 to 18:00), except to deal with daytime spillages, bin emptying, wet cleaning of staircases and landing areas.

### 11.2 Scope of Services

#### 11.2.1 Scope

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

#### 11.2.2 The Services include but are not limited to:

- Routine Cleaning;
- External Cleaning;
- Exterior Cleaning;
- Reactive Cleaning:

- Periodic and Specialist Cleaning;
- Waste Management;
- Special Requirements;
- Additional Services;
- Business Support Services;
- Feminine Hygiene and Vending;
- Air Fresheners (and batteries);
- Barrier Matting;
- Consumables;
- External and Internal Window cleaning;
- Window Cleaning Standard
- Additional Window Cleaning Services

### **11.3 Standards**

#### **11.3.1 General**

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

#### **11.3.2 TfL Standards**

- 11.3.2.1 The Supplier shall comply with all applicable Standards as they relate to the delivery of the Services.
- 11.3.2.2 The Supplier shall perform the Services to the required standards as set out within this specification for LTM and shall be adjudged by the targets and results of the General Quality Marking System (GQMS) and other associated performance measures relating to fault clearance, resource provision and completion of periodic cleaning tasks defined in Schedule 12 (Performance Measurement).

#### **11.3.3 British Standards, Regulations & Approved Codes of Practice**

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

#### **11.3.4 Other Standards**

- 11.3.4.1 None.

### **11.4 Services Specification**

#### **11.4.1 General Cleaning**

- 11.4.1.1 The Supplier shall clean all internal and external areas including fixtures, fittings, furniture and finishes, to minimise degradation, enhance asset life cycle and ensure the Company's high standards and image are maintained. The standards of cleaning, as specified below shall be visible at the start of each Working Day, unless specifically stated otherwise.
- 11.4.1.2 The Supplier shall ensure that the offices, toilets, shower rooms, kitchenettes, restaurants, reception areas, back of house areas, circulation areas, meeting and conference rooms and all other working areas, furniture, equipment and floor spaces, are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

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

#### **11.4.2 Routine Cleaning**

- 11.4.2.1 The Supplier shall provide routine cleaning of the internal and external areas to the required service standard, described in sections 11.4.3 to 11.4.8.
- 11.4.2.2 The Supplier shall monitor the provision of the Services on a daily basis to ensure that the cleaning standards are adhered to.

#### **11.4.3 Cleaning Standard 1 - Basic**

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

#### **11.4.4 Cleaning Standard 2 – Normal**

- 11.4.4.1 This standard will be applied to the following areas:-
  - a) Public Area Walkways, Staircases, Lobbies and Corridors (Acton Depot);
  - b) Office Areas;
  - c) Staff Entrance and Security Control Areas;
  - d) Meeting and Lecture Rooms;

- e) Circulation areas;
- f) Multi faith rooms;
- g) Locker rooms.

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

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

#### **11.4.5 Cleaning Standard 3 – High Profile**

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

- a) Public Area Walkways, Staircases, Lobbies and Corridors (Covent Garden)
- b) Main Entrance
- c) Shop Areas
- d) Café Areas
- e) Lunch rooms
- f) Cubic Theatre and Breakout Area
- g) Museum Gallery Spaces
- h) Board and Meeting Rooms
- i) Reception Areas (including entrance doors and glass)
- j) Passenger Lifts

- k) Auditoriums
- l) Event Spaces

11.4.5.2 The Supplier shall ensure that the high profile cleaning standard is achieved at all times.

11.4.5.3 The standards below are in addition to those contained in Cleaning Standards 1 and 2.

- a) Remove spills from carpets and other floor coverings and treat to minimise damage and reduce the risk of staining. Use only approved specialist materials within any indicated timescales for the removal and treatment of spills. The pile of the carpets in the main traffic areas shall be evenly brushed and opened against the flow of incoming traffic.
- b) All waste and other rubbish receptacles removed frequently to central rubbish collection/disposal arrangements.
- c) All fittings shall be well cleaned and cared for. Where applicable, cleaning of surface materials and other items will be undertaken in accordance with the manufacturer's specification.
- d) Stainless steel surfaces shall be treated with an appropriate cleaning and polishing agent.

#### **11.4.6 Cleaning Standard 4 – Hygiene**

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

- a) Toilets
- b) Baby Changing Facilities
- c) Bath and Shower Rooms
- d) Kitchenettes
- e) Vending Areas
- f) First Aid Rooms

11.4.6.2 The Supplier shall ensure that the hygiene Cleaning Standard 4 is visible at all times.

11.4.6.3 The requirements for these areas will be in addition to those contained in Cleaning Standards 1, 2 and 3.

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

- a) All sanitary ware, including showers, shower heads, sinks, wash hand basins, baths, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, feminine hygiene bins, tiled surfaces, vending machines, splash backs, and vanity units shall be free from scum, grease, hair, scale, dust, soil, spillages and removable stains.
- b) Walls, doors, cubicle partitions and surfaces shall be washed by a disinfectant solution regularly. Mirrors shall be clean and free from smears.
- c) Soap dispensers shall be filled, operating correctly with clean nozzles, and the external surfaces shall be clean dry and free from smears.
- d) All toilets and bathrooms shall be kept fully stocked with supplies and shall be made available at all times.

- e) Where fitted, towel holders/dispensers shall be clean, dry and free from dust, marks and smears with clean towels fitted and the external surface of hand dryers shall be clean, dry and free from smears.
- f) Limescale build up shall be removed from taps, shower heads and lavatories at regular intervals.
- g) All ceilings, ventilation diffusers and ceiling light fittings shall be free from debris, marks, dust and cobwebs. They shall be dry with no evidence of residual cleaning agents.
- h) The Supplier shall clean the Company's staff fridges and microwaves in kitchenettes and/or tea points where they exist.
- i) The Supplier shall ensure all first aid rooms are checked as required and reinstated ready for use.
- j) The Supplier shall undertake the cleaning of waterless urinals in line with manufacturers recommendations using only designated biological cleaning products
- k) The Supplier shall provide sharps bins, to be economically and functionally appropriate to the area in which they shall be utilised.
- l) The Supplier shall provide a reactive service for the disposal of clinical waste.

#### **11.4.7 Cleaning Standard 5 – Museum Asset Housekeeping**

11.4.7.1 This standard will be applied to the following assets including but not limited to:

- a) display vehicles including buses, taxis and train carriages
- b) paintwork
- c) museum artefacts and display objects
- d) display cases and cabinets

11.4.7.2 The Supplier shall use the 'National Trust Manual of Housekeeping - ISBN: 978-1907892189' as guidance for the cleaning of museum assets. The Supplier shall only clean museum assets under the supervision of the Company's Representative or the Museum Curator.

11.4.7.3 The Supplier shall clean museum assets when required to maintain a suitable level of cleanliness and avoid damaging or tarnishing objects.

11.4.7.4 The Supplier shall dust when required using suitable equipment to avoid damaging assets, normally a variable suction vacuum cleaner or a range of brushes of variable softness.

11.4.7.5 The Supplier shall assess the fragility of the paintwork for museum vehicles, artwork and other assets before undertaking any cleaning and will clean with the appropriate equipment and/or chemicals accordingly.

11.4.7.6 The Supplier shall ensure that unpainted steel areas are protected from damp, or are dried immediately after cleaning or contact with water.

11.4.7.7 The Supplier shall assess the fragility of museum surfaces and floors before undertaking any cleaning and will clean with the appropriate equipment and/or chemicals accordingly.

11.4.7.8 The Supplier shall record any newly observed damage e.g. cracks, chips or scratches in paintwork or split seams in seats in the vehicle log book.

#### **11.4.8 External Cleaning – Entrance Areas and Perimeters**

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

- a) All entrances to the Sites, perimeters surrounding the Sites and car parking areas shall be maintained so that no debris, litter, cigarette ends, chewing gum, dirt, bodily fluids, spillages or stains are apparent after cleaning. Disinfectant may be used where appropriate

#### **11.4.9 Reactive Cleaning**

11.4.9.1 The Supplier shall provide a reactive cleaning service to maintain the full and safe use of the Sites both inside and outside of Core Hours. The Supplier shall ensure these specialist requirements are undertaken as required as part of the Contract Price. Reactive tasks can include, but are not limited to:-

- a) Responding to emergencies (both inside and outside of Core hours);
- b) Responding to and cleaning up spillages;
- c) Responding to building incidents to secure affected areas and set up an incident control area (pop up tents), and the subsequent decanting of equipment;
- d) An emergency response to body spills and the disposal of clinical waste;
- e) The removal of carrion and the disposal of waste;
- f) Replenishing consumables;
- g) Restocking/replenishing kitchen areas with catering consumables;
- h) General assistance with cleaning/clearing designated conference rooms; and
- i) Monitoring the cleanliness of the sanitary facilities.

#### **11.4.10 Periodic & Specialist Cleaning**

11.4.10.1 Periodic cleaning of the internal and external areas shall reflect the required cleaning standards described in section 11.4.10.1 to 11.4.10.2. The Supplier shall provide an annual programme for the periodic and specialist cleaning activities to the Company for approval. This programme will be presented by Site, detailing each cleaning activity. It will be discussed during the periodic progress meetings and revised when necessary. The Supplier shall take responsibility for ensuring the Company staff are informed prior to carrying out periodic cleaning activities.

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

- a) All furniture, fixtures and fittings shall be deep cleaned to ensure that they are free of dust, marks and stains. The Supplier shall take extra care when cleaning antique furniture, fixtures or fittings due to their age and value.
- b) Walls, ceilings, ventilation diffusers and ceiling light fittings shall be deep cleaned at an appropriate interval to ensure that they are free of marks, stains, dust and smears.
- c) All hard floor coverings shall be deep cleaned in accordance with manufacturer's recommendations and Good Industry Practice.
- d) All dust, dirt, stains and soiling is to be removed from window blinds, curtains and bomb blast net curtains. In the event that the blinds are

unstrung during cleaning they shall be restrung, and when curtains are removed from rails they shall be rehung.

- e) Recessed dust mats shall be free of grit, dust and debris. All dust mats shall be clean and dry.
- f) All toilet and other sanitary areas shall be deep cleaned to ensure the areas are disinfected and free from dust, grime, hair, scum, limescale, marks and smears. The areas shall be dry and clean and no residue of cleaning agent shall be present.

#### **11.4.11 Waste Management**

- 11.4.11.1 The Supplier shall transport rubbish to an agreed internal or external point(s) of collection for removal by a third party supplier.
- 11.4.11.2 The Supplier shall compact waste prior to removal from buildings where a compactor is provided for use.
- 11.4.11.3 The Supplier shall provide a confidential waste service to provide confidential waste bags on request, remove bags to appropriate storage facilities and arrange collections as required.

#### **11.4.12 Special Requirements**

- 11.4.12.1 The Supplier shall review all special requirements set out in this section 11.4.12 and shall assess and take into account any other specialist requirements of a similar nature across the Sites. The Supplier shall ensure these specialist requirements are undertaken as required as part of the Contract Price. They include but are not limited to:
  - a) Careful cleaning of display cabinets and their contents, antique furniture, works of art or artwork, in a way that does not cause damage, fading or discolouration and is in accordance with Good Industry Practice.
  - b) All items with a bright work finish i.e. bronze, brass and stainless steel shall be cleaned to ensure they remain in their current condition.
  - c) Specialist stone and marble floors/surfaces are to be cleaned in a method in line with manufacturers recommended procedure and agreed in advance with the Company. The Supplier shall take special care to maintain the satisfactory appearance of specialist stone and marble.

#### **11.4.13 Additional Services**

##### **11.4.13.1 Additional Cleaning**

- a) The Supplier shall carry out additional cleaning upon the Company's request. All additional cleans shall meet the standards of this specification. The Company will pay for Additional Works that are instructed as Additional Works as defined in Schedule 6 Part B (Additional Works) in accordance with a schedule of rates to be agreed with the Supplier.

##### **11.4.13.2 Carpet Cleaning**

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

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

- c) Carpet cleaning using a bonnet mopping method.

#### 11.4.13.3 Graffiti & Stain Removal

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

#### 11.4.13.4 Decontamination and Hazardous Waste Cleaning

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

#### 11.4.13.5 Exterior Cleaning – Building Fabric

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

#### 11.4.14 Business Support Services

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

##### 11.4.14.1 Housekeeping/Janitorial

- a) The Supplier shall provide a housekeeping/janitorial service at the buildings to ensure building standards are maintained.
- b) To visit hygiene areas on a planned and reactive basis to ensure the areas are clean and hygienic and all paper towels, toilet rolls and soap are replenished.
- c) Empty waste receptacles, including confidential waste bins/shredders and dispose of rubbish in designated bins and/or compactors.
- d) Respond to calls for reactive tasks including, but not limited to, restocking/replenishing washroom areas, accidents, and general assistance with cleaning/clearing designated meeting and conference rooms.
- e) The Supplier shall undertake other housekeeping/janitorial tasks as directed by the Company's Representative.

#### 11.4.14.2 Porters

- a) The Supplier shall provide a porter service at the buildings to facilitate the movement of items (including furniture, heavy/bulky items, packages and mail items), around the Sites.
- b) The Supplier shall collect and deliver all internal items (within the same Sites) on the same day where the request is logged with the Company's Representative within 3 Hours.
- c) The Supplier shall ensure that porters/messengers obtain appropriate signatures indicating the safe delivery of goods and/or completion of the service in all instances.
- d) The Supplier shall undertake other porter tasks as directed by the Company Representative and his/her staff.
- e) The Supplier shall undertake the distribution of incoming packaged items as directed.

#### 11.4.14.3 Room Set Ups

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

#### 11.4.15 **Feminine Hygiene and Vending**

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

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

#### 11.4.16 **Air Fresheners (including Batteries)**

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

#### 11.4.17 **Barrier Matting**

11.4.17.1 The Supplier shall provide and maintain existing barrier mats. The Supplier shall ensure that all barrier matting is well maintained and kept

clean. The Supplier shall ensure that there is no accumulation of dirt on the mat, around the edges of the mat or underneath in the mat well so that it meets Cleaning Standard 2.

#### **11.4.18 Consumables**

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

- a) paper towels (toilets and kitchenettes);
- b) toilet rolls/sheets;
- c) antibacterial liquid soap;
- d) air fresheners (and associated batteries)
- e) washing up liquid;
- f) compactor sacks, refuse sacks, bin liners (all sizes);
- g) IT and Telephone Equipment Sanitizers;
- h) antibacterial Desk Sanitizer wipes;

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

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

11.4.18.4 The Supplier shall provide and install COSHH cabinets.

11.4.18.5 The Supplier shall ensure all areas used for storage are appropriately fitted and suitably arranged for their designated use, areas are to be, clean, signed, well organised and access be suitably controlled.

11.4.18.6 The provision of any additional consumable supplies shall be agreed in advance with the Company and charged as appropriate. Consumables considered to be additional to the Contract Price are:

- a) Hand sanitizer/sprays;
- b) Hand sanitizer gels;
- c) Kitchen sponges;
- d) Washing up liquid;

#### **11.4.19 External and Internal Window Cleaning**

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

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

#### **11.4.20 Window Cleaning Standard**

11.4.20.1 The Supplier shall apply the following cleaning standard:

- a) The Supplier shall adequately protect all floors, furniture and or Museum objects before the commencement of work.
- b) The Supplier shall clean all glazing throughout the Sites. Glass shall mean both sides of glass of every description, including, but not limited to, internal partition glazing, display cases (external surface only) and panel glazing, glass balustrades, exterior glazing and exterior windows.

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

**11.4.21 Additional Window Cleaning Services**

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

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

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

**11.4.22 Skills and Qualifications of Supplier Personnel**

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

Skills Level / Qualification	Required for
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<b>Skills Level / Qualification</b>	<b>Required for</b>
British Institute of Cleaning Science (BICSc) – CBICS Level (or equivalent)	All supervisors within 6 months of the Services Commencement Date and all operatives within 12 months of the Services Commencement Date

## 12 DIAL A RIDE DEPOTS

### 12.1 Introduction

#### 12.1.1 Overview

Dial a Ride is a free door to door transport service for disabled people or those unable to use public transport. Operating 365 days a year, Dial a Ride performs approximately 1.2 millions journeys per annum and requires a prestigious cleaning service to maintain the high standard of its depots which are the business and operational base for employees and their fleet of approximately 336 vehicles.

#### 12.1.2 Locations & Hours of Work

##### 12.1.3 Locations

12.1.3.1 The Services shall be delivered at Dial-a-Ride Sites. A complete list of Sites subject to the scope of this specification is provided in Appendix A (Services Matrix).

##### 12.1.4 Hours of Work

12.1.4.1 The Supplier shall deliver the Services set out in this specification both inside and outside of Core Hours for an average of 2 hours per day at each depot excluding Mandela Way. Core Hours are defined as 08:00 to 18:00 Monday to Sunday. All other times including public/bank holidays and Christmas Day are regarded as outside Core Hours.

12.1.4.2 The Supplier shall deploy at least one on-site cleaning operative to Mandela Way between 09:00-00:00 Monday to Friday and 14:00-18:00 on Saturdays.

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

##### 12.1.5 Restrictions

12.1.5.1 Periodic and specialist cleaning such as deep cleans shall be undertaken inside Core Hours unless instructed/agreed otherwise by the Company's Representative. Activity requiring high level access (full or partial) to be agreed in advance.

12.1.5.2 The Company's offices and public areas are available for cleaning during Core Hours with the exception of vacuuming which must be performed after 16:00 or providing offices are vacant.

### 12.2 Scope of Services

#### 12.2.1 Scope

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

#### 12.2.2 The Services include but are not limited to:

- Routine Cleaning;
- External Cleaning;
- Reactive Cleaning;

- Periodic and Specialist Cleaning;
- Waste Management;
- Additional Services
  - Carpet Cleaning
  - Window Cleaning
  - Barrier Mat

## **12.3 Standards**

### **12.3.1 General**

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

### **12.3.2 TfL Standards**

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

12.3.2.2 The Supplier shall perform the Services to the required standards as set out within this specification for Dial a Ride and shall be adjudged by the targets and results of the General Quality Marking System (GQMS) and other associated performance measures relating to fault clearance, resource provision and completion of periodic cleaning tasks defined in Schedule 12 (Performance Measurement).

### **12.3.3 British Standards, Regulations & Approved Codes of Practice**

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

### **12.3.4 Other Standards**

12.3.4.1 None.

## **12.4 Services Specification**

### **12.4.1 General Cleaning**

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

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

12.4.1.3 The Supplier shall ensure that all office equipment is cleaned and free from dirt or dust once a week. Office equipment includes but is not limited to: computers or laptops, keyboards and mice, monitors, large display screens, photocopiers, printers, fax machines and telephone equipment.

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

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

#### **12.4.2 Routine Cleaning**

- 12.4.2.1 The Supplier shall provide routine cleaning of the internal and external areas to the required service standard at all depots as described in sections 12.4.3 to 12.4.6.
- 12.4.2.2 The Supplier shall monitor the provision of the Services on a daily basis to ensure that the cleaning standards are adhered to.

#### **12.4.3 Cleaning Standard 1 - Basic**

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

#### **12.4.4 Cleaning Standard 2 – Enhanced Basic**

- 12.4.4.1 The Supplier shall provide routine cleaning to the internal areas of Mandela Way Depot in line with the standard described as follows:
  - a) All floor surfaces including, kitchen and washroom areas, carpeting, matting, tiling shall be free from debris, clean and dry.

- b) All kitchen work surfaces, tables, cupboard fronts, splash backs, sinks, draining boards, taps, vending machines, microwaves and toasters shall be clean and free from marks.
- c) All washroom surfaces, mirrors, dispensers, wash cubicles, door ledges, exposed pipe work and ceramic tiles within reach shall be clean and free from dust.
- d) All consumables including but not limited to toilet rolls, soap and paper hand towels shall be replenished when required.
- e) All sanitary ware and fittings including showers cubicles and shower heads shall be free from scum, grease, hair, scale, dust, soil, spillages and removable stains.
- f) All waste receptacles and ashtrays shall be emptied and waste disposed of appropriately.

#### **12.4.5 Cleaning Standard 3 – Normal**

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

- a) Office Areas;
- b) Staff Entrance and Security Control Areas;
- c) Meeting and Lecture Rooms;
- d) Multi faith rooms;
- e) Locker rooms.
- f) Main Entrance
- g) Café Areas
- h) Lunch rooms
- i) Board and Meeting Rooms
- j) Reception Areas (including entrance doors and glass)
- k) Passenger Lifts

12.4.5.2 A good standard of cleanliness and appearance is required at all times, with evidence of a regular cleaning programme. The following standards are in addition to those contained in Cleaning Standard 1 and 2.

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

- e) All waste receptacles to be emptied daily to ensure they are not overflowing or foul smelling. Bins shall be empty, clean and dry inside and out, bin-liners replaced where necessary and bins placed in their original locations.
- f) All cleaning methods used shall be of a sufficient quality to meet these standards and to maintain any guarantees.
- g) A consistent supply of IT and telephone equipment sanitizers/cleaning products to be made available in the dispensers provided.

#### **12.4.6 Cleaning Standard 4 – Hygiene**

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

- a) Toilets
- b) Bath and Shower Rooms
- c) Kitchenettes
- d) Vending Areas
- e) First Aid Rooms
- f) Canteen seating area

12.4.6.2 The Supplier shall ensure that the hygiene Cleaning Standard 4 is visible at all times.

12.4.6.3 The requirements for these areas will be in addition to those contained in Cleaning Standards 1, 2 and 3.

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

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

- i) The Supplier shall ensure all first aid rooms are checked as required and reinstated ready for use.
- j) The Supplier shall undertake the cleaning of waterless urinals in line with manufacturers recommendations using only designated biological cleaning products
- k) The Supplier shall provide sharps bins, to be economically and functionally appropriate to the area in which they shall be utilised.
- l) The Supplier shall provide a reactive service for the disposal of clinical waste.

#### **12.4.7 External Cleaning – Entrance Areas and Perimeters**

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

- a) All entrances to the Sites, perimeters surrounding the Sites and car parking areas shall be maintained so that no debris, litter, cigarette ends, chewing gum, dirt, bodily fluids, spillages or stains are apparent after cleaning. Disinfectant may be used where appropriate.

#### **12.4.8 Reactive Cleaning**

12.4.8.1 The Supplier shall provide a reactive cleaning service to maintain the full and safe use of the Sites both inside and outside of Core Hours. Reactive tasks can include, but are not limited to:-

- a) Responding to emergencies (both inside and outside of Core hours);
- b) Responding to and cleaning up spillages;
- c) Responding to building incidents to secure affected areas and set up an incident control area (pop up tents), and the subsequent decanting of equipment;
- d) An emergency response to body spills and the disposal of clinical waste to designated areas where it will be disposed of by a third party;
- e) The removal of carrion and the disposal of waste;
- f) Replenishing consumables;
- g) Restocking/replenishing kitchen areas with catering consumables;
- h) General assistance with cleaning/clearing designated conference rooms;

#### **12.4.9 Periodic & Specialist Cleaning**

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

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

- a) All furniture, fixtures and fittings shall be deep cleaned to ensure that they are free of dust, marks and stains. The Supplier shall take extra care when cleaning antique furniture, fixtures or fittings due to their age and value.

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

#### **12.4.10 Waste Management**

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

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

#### **12.4.11 Additional Services**

##### **12.4.11.1 Additional Cleaning**

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

##### **12.4.11.2 Carpet Cleaning**

The Supplier shall provide a service to undertake the deep cleaning of carpets. The cleaning of carpets is an additional service. Costs are to be provided per unit as requested in the pricing schedules against the following carpet cleaning processes:

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

##### **12.4.11.3 Internal and External Window Cleaning Services**

When requested by the Company, the Supplier shall carry out ad-hoc window cleaning services. Additional window cleaning services will be considered as Additional Works and will include.

- external face of internal and external windows;
- internal face of internal and external windows;
- both internal and external faces of external windows;
- internal and external window frame cleaning;

The Supplier shall apply the following cleaning standard:

- a) The Supplier shall adequately protect all floors, furniture and objects before the commencement of work.
- b) The Supplier shall leave glazing clean, dry and free from smears. There shall be no evidence of run marks, verdigris, stains or finger marks on glass, window ledges, sills, paintwork or surrounds.
- c) Adjacent surfaces, including sills, mullions, frames and structural parts associated with the glass, shall also be left free from liquid spillage, smears and cleaning marks.
- d) The Supplier shall confirm in writing with the Company that any specialist access equipment, cradle, gantry or anchorage device to be used is in proper working order and has been tested and inspected for use.
- e) The Supplier shall before each occasion of use, visually inspect and check manually all specialist access equipment, cradles, gantries and anchorage devices provided for use by the Company in accordance with the manufacturer's instructions. The Supplier shall keep all records of inspection accessible by the Company at all times.
- f) Where specialist access equipment is not provided by the Company or available for use on site the Supplier shall provide the specialist access equipment.

**12.4.12 Barrier Matting**

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

**12.4.13 Skills and Qualifications of Supplier Personnel**

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

Skills Level / Qualification	Required for
British Institute of Cleaning Science (BICSc) – CBICS Level (or equivalent)	All supervisors within 6 months of the Services Commencement Date and all operatives within 12 months of the Services Commencement Date

## 13 DIAL A RIDE FLEET VEHICLES

### 13.1 Introduction

#### 13.1.1 Overview

13.1.1.1 Dial a Ride is a free door to door transport service for disabled people or those unable to use public transport. Operating 365 days a year, Dial a Ride performs approximately 1.2 millions journeys per annum and requires a prestigious cleaning service to maintain the high standard of its dedicated fleet of approximately 336 vehicles and ensure that service users have a pleasant journey.

### 13.2 Locations and Hours of Work

#### 13.2.1 Locations

13.2.1.1 The Services shall be delivered at Dial-a-Ride depots. A complete list of the Sites and areas subject to the scope of each section of this specification is provided in Appendix A (Services Matrix).

#### 13.2.2 Hours of Work

13.2.2.1 The Supplier shall deliver the normal standard of cleaning services set out in this Specification (Schedule 3 – Specification) between the hours of 18:00-23:00 Monday to Friday, and 10:00-18:00 Saturday or Sunday excluding public/bank holidays and Christmas Day. Normal cleans should take an average of 30 minutes per vehicle.

13.2.2.2 Deep cleans shall take place at Mandela Way Depot only between the hours of 07:00-15:00 and should take an average of 1 hour per vehicle.

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

13.2.2.4 The Supplier shall co-operate with the Company to assess and adjust aspects of the Service in line with changing operational needs. Any impact on the availability of vehicles will be assessed by the Company prior to an adjustment to the Service.

13.2.2.5 The Supplier may conduct cleaning activities at alternative times with the prior written approval of the Company.

#### 13.2.3 Restrictions

None.

### 13.3 Scope of Services

#### 13.3.1 Scope

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

- service management
- general cleaning
- routine cleaning
- reactive cleaning
- additional services
- interior and exterior inspection
- graffiti removal

- lost property

## **13.4 Standards**

### **13.4.1 General**

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

### **13.4.2 TfL Standards**

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

13.4.2.2 The Supplier shall perform the Services to the required standards as set out within this Specification (Schedule 3 – Specification) and shall be adjudged by the targets and results of the General Quality Marking System (GQMS) and other associated performance measures relating to fault clearance, resource provision and completion of periodic cleaning tasks defined in Schedule 12 (Performance Measurement).

### **13.4.3 British Standards, Regulations and Approved Codes of Practice**

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

### **13.4.4 Other Standards**

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

## **13.5 Services Specification**

### **13.5.1 General Cleaning**

13.5.1.1 The Supplier shall undertake a range of cleaning services to all Dial-a-Ride Fleet to minimise degradation, enhance asset lifecycle and ensure the Company's high standards and image are maintained. The standards of cleaning as specified shall be visible at the start of every service, unless specifically stated otherwise.

13.5.1.2 The Supplier shall ensure that all vehicles are clean and dirt free, no litter or discarded waste whatsoever remains inside the vehicles and that no graffiti or deliberate markings including stickers or adhesive residue are present.

13.5.1.3 The Company shall provide the following facilities and equipment to be used by the Supplier in the delivery of cleaning services:

- a) dedicated cleaning areas – to be used for routine cleaning activities. Facilities available in these areas include power supplies, water supplies and plant equipment;
- b) access to all vehicles in stabling areas – to facilitate inspection and cleaning by the Supplier when vehicles are out of service;

13.5.1.4 The Supplier shall notify the Company of any faults including broken lighting, damaged seating, defective doors, defective locking mechanisms, graffiti or unauthorised stickers.

13.5.1.5 The Supplier shall undertake regular and periodic planned cleaning of vehicles to meet the minimum specified standards, to maintain positive customer perception and provide a clean and safe environment.

### **13.5.2 Service Management**

- 13.5.2.1 The Supplier shall allocate operational and management resource to maintain the specified standards and meet the performance targets defined in Schedule 12 (Performance Measurement).
- 13.5.2.2 The Supplier shall monitor the provision of the Services on a daily basis to ensure the required level of service is provided.
- 13.5.2.3 The Supplier shall deliver a programme of cleaning that is aligned to the availability of vehicles (as determined by the operational timetable) and to the operational requirements of the Company.
- 13.5.2.4 The Company will notify the Supplier of planned and unplanned works on vehicles that may impact on the scheduled cleaning services.
- 13.5.2.5 The Supplier shall provide and agree with the Company a programme of works for routine and deep cleaning which incorporates all cleaning activities to be undertaken by the resources defined within Appendix A – (Services Matrix). The Supplier shall record all programmed activities undertaken and present this information at the request of the Company and at each progress meeting.
- 13.5.2.6 The Supplier shall keep records of staff attendance and timekeeping and present this information at the request of the Company and at each progress meeting. Records shall include signing in and out information data which can be audited and used as evidence of attendance.

### **13.5.3 Routine Cleaning**

- 13.5.3.1 The Supplier shall provide routine cleaning of all fleet vehicles in accordance with the cleaning standards described in sections 1.5.4 to 1.5.5.
- 13.5.3.2 The Supplier shall monitor the provision of the Services on a daily basis to ensure that the cleaning standards are adhered to.

### **13.5.4 Cleaning Standard 1 – Normal**

- 13.5.4.1 All vehicles shall be cleaned to the following standard once every two weeks.
  - a) Vehicle Interior
    - Floors, seats and surfaces
    - Internal windows and window ledges
    - Driver cab interiors and (including controls), windscreen and mirrors
  - b) Vehicle Exterior
    - Mirrors
    - Front and rear lights
    - External windows and windscreen
- 13.5.4.2 The Supplier shall ensure a normal level of cleanliness and appearance at all times in line with the following:
  - a) All floors and internal carpets including areas beneath seats shall be free from deposits of oil, dust, debris and chewing gum with no apparent stains.

- b) All chairs and seats shall be free from deposits of oil, dust, debris and chewing gum with no apparent stains.
- c) All windows, mirrors and screens internal and external shall be free from any dust, grime, dirt, marks, smudges and finger marks.
- d) All fixtures, surfaces, railings and fittings shall be free from dust, marks and smears. Light fittings shall be free from dust and clear.

### **13.5.5 Cleaning Standard 2 – Deep Clean**

13.5.5.1 All vehicles shall be cleaned to the following standard once every ten weeks.

- a) Vehicle Interior
  - Floors, seats and surfaces
  - Internal windows and window ledges
  - Driver cab interiors and (including controls), windscreen and mirrors
- b) Vehicle Exterior
  - Mirrors
  - Front and rear lights
  - External windows and windscreen
  - All hard surfaces

13.5.5.2 The Supplier shall ensure a normal level of cleanliness and appearance at all times in line with the following:

- a) All floors and internal carpets including areas beneath seats shall be free from deposits of oil, dust, debris and chewing gum with no apparent stains.
- b) All chairs and seats shall be free from deposits of oil, dust, debris and chewing gum with no apparent stains.
- c) The driver's seat shall be wet and dry vacuum cleaned upon request by the Company.
- d) All windows, mirrors and screens internal and external shall be free from any dust, grime, dirt, marks, smudges and finger marks.
- e) All fixtures, surfaces, railings and fittings shall be free from dust, marks and smears. Light fittings shall be free from dust and clear.
- f) All external surface and areas including body work, grills and tyres shall be clean, dry and reasonably free from dirt, debris and marks with no apparent stains.

### **13.5.6 Reactive Cleaning**

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

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

## **13.6 Additional Services**

### **13.6.1 Additional Cleaning**

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

**13.6.2 Lost Property**

- 13.6.2.1 The Supplier shall report lost or discarded property and suspicious packages found in vehicles to the Company. Where these items are obviously not suspicious, i.e. the contents are clearly visible and identifiable the Supplier shall hand them to the Company.
- 13.6.2.2 The Supplier shall not touch items where the contents cannot be seen or they look suspicious, e.g. closed bags, boxes, wires or batteries visible. In these cases, the Supplier shall report the item immediately to the Company who will take the appropriate action. Where doubts exist as to whether the item is suspicious or not, the Supplier shall treat it as being suspicious.

**13.7 Skills and Qualifications of Supplier Personnel**

- 13.7.1 The Supplier shall ensure that at least one cleaning operative with a valid driving licence, insured by the Company to operate fleet vehicles and is site trained is present at each depot during shifts when cleaning is taking place in order to manoeuvre vehicles and facilitate cleaning.
- 13.7.2 The following minimum skill levels and qualifications shall be provided to a sufficient number of staff as required to provide the Services:

Skills Level / Qualification	Required for
British Institute of Cleaning Science (BICSc) – CBICS Level (or equivalent)	All supervisors within 6 months of the Services Commencement Date and all operatives within 12 months of the Services Commencement Date

## **APPENDIX A (SERVICES MATRIX)**

Appendix A is the document titled Lot 5 (Cleaning) - Schedule 3 (Specification) - Appendix A (Services Matrix) and stored on the CD-ROM at Schedule 23 (Documents on CD-ROM)

## **APPENDIX B (EQUIPMENT MATRIX)**

Appendix B is the document titled Lot 5 (Cleaning) - Schedule 3 (Specification) - Appendix B (Equipment Matrix) and stored on the CD-ROM at Schedule 23 (Documents on CD-ROM)

## **APPENDIX C (DETAIL OF SERVICES MATRIX)**

Appendix C is the document titled Lot 5 (Cleaning) - Schedule 3 (Specification) - Appendix C (Detail of Services Matrix) and stored on the CD-ROM at Schedule 23 (Documents on CD-ROM)

## **APPENDIX D (ADVERSE WEATHER MATRIX)**

Appendix D is the document titled Lot 5 (Cleaning) - Schedule 3 (Specification) - Appendix D (Adverse Weather Matrix) and stored on the CD-ROM at Schedule 23 (Documents on CD-ROM)

## **APPENDIX E (RESOURCE SCHEDULE)**

Appendix E is the document titled Lot 5 (Cleaning) - Schedule 3 - (Specification) - Appendix E (Resource Schedule) and stored on the CD-ROM at Schedule 23 (Documents on CD-ROM)

## **APPENDIX F (ASSET REPORTING OBLIGATIONS)**

To be provided by the Company within 6 weeks of the Commencement Date. Provision of the Asset Reporting Obligations Schedule shall not constitute a variation and the Supplier shall not be entitled to any adjustment to the Contract Price or relief from its obligations or Abatements as a result of such provision by the Company.

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**SCHEDULE 4: Not Used**

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### **SCHEDULE 5: Access**

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### 1. DEFINITIONS

**Accepted Access Plan** means the latest Access Plan accepted by the Company's Representative and the Access Manager and which supersedes previous Accepted Access Plans.

**Access** means a type of access set out in Appendix 4 (Access Subcategories).

**Access Manager** means the person designated by the Head of Access as the manager for access requests for the Services and who will act as the single point of contact for all access related matters.

**Access Plan** means the access plan prepared by the Supplier in accordance with the Access Plan Template.

**Access Plan Template** means the template provided as Appendix 1 (Access Plan Template) to this Schedule 5 (Access).

**Access Subcategories** has the meaning given in paragraph 1.9 of section 6 of this Schedule 5.

**Access Visualisation Tool** means a tool which provides a graphical overlay on a London Underground 'Harry Beck' map of planned and booked work for a user specified area (Track / Stations) for a user specified time period.

**Application to Work Form** means the form contained in Appendix 2 (Application to Work Form) to this Schedule 5.

**Bank Holiday** means a recognised UK Bank Holiday. Start and end times as per definition for "Sunday" stated below.

**Emergency Access** has the meaning given in paragraph 1.5 of section 6 of this Schedule 5.

**Engineering Hours** means any time when traction current is switched off (as published in the Guide to Switching Current On and Off subject to variance as published in an Engineering Notice) and trains are not running (ref [LUL Rule Book](#) 17 for the definition of Engineering Hours), as is applicable to the running line.

**Engineering Notice** means a publication produced and circulated within TfL at short notice containing details of engineering works, special current arrangements, engineers' possessions and engineers' trains and similar activities not included in the Traffic Circular.

**Engineering Look Ahead Notice** means a draft publication produced and circulated by TfL providing a week-view of items that, at that time, are planned to be published on the Engineering Notice for a specific shift.

**Exclusive Access** has the meaning given in paragraph 1.4 of section 6 of this Schedule 5.

**General Access** has the meaning given in paragraph 1.1 of section 6 of this Schedule 5.

**Head of Access** means the person responsible for managing access to the TfL infrastructure for the Services. This role includes but is not limited to the responsibility for the publication of safety documentation.

**Incident Officer** means the senior TfL operating officer responsible for managing an incident.

## LOT 5: CLEANING: EXECUTION VERSION

**L&E Closures** has the meaning given in paragraph 1.8 of section 6 of this Schedule 5.

**Latest Request Date** means the last date an access request can be made in line with a given timescale.

**Local Station Access Arrangement Reference Files** means the files published by the Head of Access detailing where works may potentially be undertaken on Stations in Traffic Hours including details of possible locations for the storage of materials and equipment and Station opening and closing hours.

**LUL Network** means the stations and depots (wherever situate), assets, systems, track and other buildings which are used for the maintenance and provision of the underground service known as the London Underground.

**LUL Rule Book** means the rule books covering the operation of trains and Stations and accessing the Track.

**Major Closure** has the meaning given in paragraph 1.6 of section 6 of this Schedule 5.

**Minor Closure** has the meaning given in paragraph 1.7 of section 6 of this Schedule 5.

**Monday to Friday** means the time from start of Traffic Hours on Monday morning to the time at the end of Engineering Hours on Friday night/ Saturday morning.

**Network Rail** means Network Rail Infrastructure Limited company nr 02904587.

**Network Rail Interface Locations** means locations on the LUL Network where Network Rail infrastructure interfaces with TfL infrastructure including but not limited to the location identified in Appendix 5.

**Nightly Engineering Protection Arrangements (NEPA) Notice** means a publication produced and circulated within TfL at short notice containing details of safety related material for engineering Services and engineer's trains and vehicles.

**Night Tube** means the provision of a 24 hour revenue service commencing from the Night Tube Start Date.

**Night Tube Start Date** means 19 August 2016.

**Night Tube Running Period** means nominally the period between 21:00hrs Friday night and 06:00hrs Sunday morning.

**Night Tube Sections** means the sections of the TfL Network which provide Night Tube. The applicable sections of the TfL Network are:

- (a) The Central Line route between and including Hainault, Loughton and Ealing Broadway Stations (no Night Tube outside of this route)
- (b) The Jubilee Line entire network
- (c) The Northern Line route between and including High Barnet, Edgware and Morden Stations via the Charring Cross Branch (no Night Tube outside of this route)
- (d) The Piccadilly Line route between and including Cockfosters and Heathrow Terminal 5 Stations (no Night Tube outside of this route)

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- (e) The Victoria Line entire network.

**Non-Restrictive/Exclusive Access** has the meaning given in paragraph 1.2 of section 6 of this Schedule 5.

**Operational Managers** mean any or all of group station managers and train operations managers.

**Operational Assurance** means an Operational Assurance Notification made to TfL in accordance with the requirements of Standard 1-538 (Assurance).

**Others** mean people or organisations who are not TfL, the Company's Representative, the Supplier or any employee, sub-contractor or supplier of the Supplier.

**Possession Meeting** means a meeting to discuss the viability of a proposed Track possession.

**Pre-Closure Request Meeting** means a meeting to discuss the viability of a proposed closure request.

**Published** means in respect of:

Restrictive Access and Exclusive Access to Track, that the works need to be notified in the Engineering Look Ahead Notice, the Engineering Notice and the Nightly Engineering Protection Arrangements (NEPA) Notice; and

Restrictive Access and Exclusive Access to Stations, that the works need to be notified in the Station Works Plan.

**Restrictive Access** has the meaning given in paragraph 1.3 of section 6 of this Schedule 5.

**SABRE** means Site Access Booking for Railway Engineering, being the system used to plan access, and any system that may supersede it at any time in the future.

**Saturday** means the time from start of Traffic Hours on Saturday morning to the time at the end of Engineering Hours on Saturday night/Sunday morning

**Specialist Protection** means all protection arrangements in addition to the Supplier's site person in charge (SPC) (with dual protection qualifications) including but not limited to possession masters; protection resources to implement possession protection arrangements; staff to isolate traction current, technical officers to implement a set of protection arrangements and protection on Network Rail Infrastructure.

**Station Works Plan** means the general access requests; planned works weekly and planned daily publications circulated by TfL detailing the access arrangements for works planned to be undertaken at all Stations.

**Stations** means areas to which LUL Rule Book 10 applies including buildings, equipment or facilities designed to be used by customers to access or leave a train.

**Sunday** means the time from start of Traffic Hours on Sunday morning to the time at the end of Engineering Hours on Sunday night/Monday morning.

**Track** means areas to which LUL Rule Book 17 applies including Track, tunnels, embankments and other line side infrastructure.

## LOT 5: CLEANING: EXECUTION VERSION

**Traffic Circular** means the weekly traffic circular which contains diverse information such as, infrastructure changes, train service changes, events affecting TfL, notification of restrictions to TfL operations and operational communications.

**Traffic Hours** means when traction current is switched on (as published in the Guide to Switching Current On and Off subject to variance as published in an Engineering Notice) and trains are running (ref [LUL Rule Book](#) 17 for the definition of Traffic Hours) as is applicable to the running line.

**Work Request** means the work request e-Form provided on TfL's access booking portal and which is completed by the Supplier to reflect the Access Plan and requirements for plant and equipment and specialist protection.

**Working Time** means a period of agreed access (including closures) in either Traffic Hours or Engineering Hours.

## LOT 5: CLEANING: EXECUTION VERSION

### 2. GENERAL OBLIGATIONS

1. The Supplier shall comply with its obligations under this Schedule 5 (Access).
2. The Supplier shall be responsible for supplying to the Company's Representative and the Access Manager all such information and taking all such steps as may be necessary to enable the Company's Representative to obtain where applicable Operational Assurance in respect of the Access required by the Supplier.
3. The Parties agree that:
  - 3.1 the dates and times of any Access approved may be cancelled, altered or delayed on notice (or no notice in the case of an emergency or for safety reasons). Alternative arrangements shall be made as soon as the Company's Representative and Access Manager can permit;
  - 3.2 the provisions of Clause 30 of the Contract shall be deemed to apply during such cancellation, alteration or delay to approved Access provided that such cancellation, alteration or delay is not caused (in whole or part) by a failure by the Supplier to comply with its obligations under this Schedule 5;
  - 3.3 neither Party shall have any claim against the other as a consequence of such cancellation, alteration or delay; and
  - 3.4 the Supplier shall as soon as practicable take all reasonable steps necessary to avoid, overcome or minimise the effect of such cancellation, alteration or delay.
4. For access to Network Rail and/or train operating companies' infrastructure and stations, the Supplier is solely responsible for securing access. The Supplier shall make all necessary arrangements directly with Network Rail and/or train operating companies and shall comply with all their rules and regulations.
5. For Access, following a request to the Supplier from the Company's fault reporting centre for a part or all of the Services, the Supplier shall apply for Access in accordance with the requirements of this Schedule 5.
6. The Company shall have no responsibility to the Supplier, and the Supplier shall hold the Company harmless against any Losses that may arise out of any failure by the Supplier to comply with this Schedule 5.

## LOT 5: CLEANING: EXECUTION VERSION

### 3. THE ACCESS PLAN

1. The Supplier shall, in accordance with the timescales set out in Appendix 1 (Contract Mobilisation and Transition Plan) to Schedule 18 (Mobilisation Requirements), prepare an Access Plan with the objective of maximising the efficient use of the available Working Time and taking account of the following:
  - the information provided in the Local Station Access Arrangement Reference Files (the use of any potential storage areas identified by the Local Station Access Arrangement Reference Files remains subject to the Supplier obtaining the appropriate storage licences);
  - if the Services can be carried out in Traffic Hours (and the Supplier shall construct the Access Plan to achieve the optimisation of Working Time);
  - the minimisation of the number and duration of closures;
  - the utilisation and extension of existing planned closures;
  - the timescales for booking access and closures as defined in this Schedule 5 (Access);
  - the sharing of Access with Others and the minimisation of disruption of the work of Others;
  - if the productivity of Engineering Hours working can be increased, safely, by completing the clearance of workers, materials tools and equipment tools in Traffic Hours (and the Supplier shall support its plans with method statements detailing appropriate measures for the protection of the public);
  - the maximisation of Working Time during Engineering Hours when accessing the Track through a Station (where it is safe to do so, all persons, plant and equipment may be positioned within the Station ready to access the Track immediately on confirmation of traction current being turned off);
  - a minimum call back time of twenty (20) minutes for Track access before the expiry of each shift of Engineering Hours (to allow for the safe removal of all workers, materials, tools, equipment and the like) unless a shorter period is agreed by the Company's Representative;
  - any limitation on Engineering Hours specific to the Services as may be specified by the Company's Representative;
  - the time required for the Supplier to ensure the Site is left clean and safe; and
  - Night Tube.
2. The Supplier shall submit its proposed Access Plan to the Company's Representative for acceptance. Within two weeks of the Supplier submitting an Access Plan for acceptance the Company's Representative shall either accept the Access Plan or notify the Supplier of his reasons for not accepting it. A (non-exclusive) reason for not accepting an Access Plan is that:

## LOT 5: CLEANING: EXECUTION VERSION

- it is not compatible with the Access Plan Template;
  - it does not take into account the information provided in the Local Station Access Arrangement Reference Files;
  - it does not optimise the Working Time;
  - it proposes an excessive number or duration of closures;
  - it does not adequately make use of existing planned closures;
  - it does not comply with the timescales for booking Access and closures as set out in this Schedule 5 (Access);
  - it assumes the use of an existing closure for which an Application to Work Form has not been approved by the Access Manager;
  - it assumes an extension to an existing planned closure which has not had the prior approval of the Access Manager;
  - requests an access or closure type which is not appropriate for the Services;
  - it does not adequately provide for the work of Others;
  - it does not maximise the use of available access;
  - it does not allow for minimum call back periods or other working constraints detailed by the Company's Representative;
  - it does not provide as a minimum all the information provided in the Access Plan Template;
  - it does not allow sufficient time for the Site as a whole to be left clean and safe;
  - it does not allow for the operation of Night Tube.
3. The Supplier shall submit a revised Access Plan for acceptance in the following circumstances:
- if the Accepted Access Plan is no longer applicable in all the circumstances; or
  - within the period for reply after the Company's Representative has instructed the Supplier to do so. For the avoidance of doubt such instruction does not constitute a Variation Proposal or entitle the Supplier to apply for an extension of time.
4. Should the Supplier need to work hours additional to those stated in the Accepted Access Plan (within the constraint of the maximum working hours available within the booked access types), the Supplier shall give at least five (5) Working Days' notice and obtain the Company's Representative's prior written acceptance.

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### 4. BOOKING AND ARRANGING ACCESS

1. The Supplier shall be required to book and co-ordinate access to the Site with the Access Manager in accordance with the Work Request/SABRE process and the Accepted Access Plan. The Supplier accepts that access to the Site will be refused without a valid SABRE number and the Supplier shall be responsible for checking that it is in possession of a valid SABRE number for all access requirements detailed on the Accepted Access Plan. If the Supplier is not in possession of the same it shall advise the Company's Representative accordingly.
2. The Supplier shall comply with the requirements of the use of LUCAS (London Underground Combined Access System) and Sentinel (Network Rail's Access and Competency System), particularly in the context of access control at the point of Site entry. The Supplier shall note that individuals will be refused access to Sites without a valid LUCAS or Sentinel Card.

The Supplier acknowledges that TfL is phasing out the use of LUCAS cards and is adopting Sentinel as a replacement access and competency control system. On expiry of existing LUCAS cards the Supplier shall sponsor Supplier Personnel required to work on TfL infrastructure to obtain replacement Sentinel cards if they are not already a Sentinel card holder.

#### 3. Training, Certificates, Identity Cards and Entry Permits

- 3.1 The Supplier is responsible for ensuring that all staff and Supplier Personnel are suitably trained, competent and carry the appropriate and requisite certification for performing the roles required of them in carrying out the Services.

The Standards, and in particular QUENSH and the LUL Rule Book(s) set out the training and certifications required to be met by the Supplier.

- 3.2 Not used
- 3.3 The Supplier is responsible for arranging, booking, and paying for all requisite medicals, training and certification of its staff and / or Supplier Personnel.
- 3.4 The Supplier shall allow a minimum of 28 days' notice period for all TfL provided training and certification courses and will include the same on any proposed Access Plan or programme. The Supplier acknowledges that any time period less than this cannot be guaranteed, and although the Company may make efforts facilitate a shorter notice period wherever possible, the Supplier does not rely on such reduced time periods being accommodated.
- 3.5 At the Services Commencement Date, the Supplier shall produce a competency matrix for all its staff or Supplier Personnel involved in providing the Services detailing the training, certification and other competency information held on record. The Supplier shall update the matrix until the Expiry Date and make the same available on request of the Company's Representative.

## LOT 5: CLEANING: EXECUTION VERSION

### 4. London Underground Access control

4.1 LUCAS (London Underground Combined Access System) smartcards have not been issued since 01/04/2015. Unexpired cards issued before this date remain valid until they expire or by further notification from TfL.

4.2 All Supplier Personnel require either

- A valid LUCAS smartcard OR
- A Sentinel smartcard endorsed with the Industry Common Induction (ICI) competence plus the LU-ICI endorsement

(in each case a "Smartcard")

in order to access the Sites and carry out works on London Underground operational infrastructure.

4.3 The Supplier shall register to become a Sentinel Sponsor (as such term is defined in RISQs) via RISQs. Further details can be found at the following Achilles website address (Achilles administer the scheme on the behalf of RISQs).

[http://www.achilles.com/en/?option=com\\_content&view=article&id=285](http://www.achilles.com/en/?option=com_content&view=article&id=285).

4.4 The Supplier will and will procure that any sponsored individuals must abide by the Sentinel Scheme Rules, the latest version of these can be found at the following Sentinel website address:

<https://www.railsentinel.co.uk/Content/Downloads/SentinelSchemeRules.pdf>

4.5 The Smartcard is specific to an individual and is not transferable.

4.6 The Supplier shall procure that Supplier Personnel carry their Smartcard at all times when working on operational TfL Network property and present their Smartcard to any authorised representative of TfL for inspection when requested to do so. Failure to produce a valid Smartcard, or requisite certification, for inspection may result in the individual being instructed to leave the Site. A Smartcard is not required when working solely on non-operational TfL Network property.

4.7 The Smartcard does not entitle Supplier Personnel to any benefits other than permitting access to the Site for the purpose of carrying out Services during the agreed hours of work. The LUCAS Smartcard remains the property of the Company and is required to be returned immediately upon request.

4.8 Details of required courses and medicals are detailed in QUENSH.

4.9 Exceptions to the Smartcard process;

For certain exceptional access circumstances it may not always be practical or cost effective to enrol the suppliers or Others onto the Sentinel Scheme. In such a case, the Company shall issue a temporary LUA-LU paper certificate.

Such scenarios whereby temporary LUA-LU paper certificates are issued would be;

- Specialised contractors requiring limited access

## LOT 5: CLEANING: EXECUTION VERSION

- Survey work requiring limited access

If the Company's Representative decides to permit exceptional access to the Site or any working areas, the Supplier must obtain the Company's Representative's written acceptance regarding the Supplier Personnel and work activities prior to commencement on Site.

- 4.10 The Supplier acknowledges that any person attempting to gain access to the Site or working areas who is not in possession of a valid LUCAS or Sentinel Smartcard shall be treated as a visitor. All visitors, except for authorised collection or delivery drivers, must be escorted or supervised at all times by an authorised member of staff whilst on Site.

The Supplier shall maintain a register of all visitors including:-

- Name;
- Employer;
- Nature of business / persons being visited;
- Time in;
- Time out;
- Supervisor/escort name including signature.

The Supplier shall provide a health and safety Site briefing to each visitor and shall procure that such visitor shall sign a form to confirm that they have received the briefing and understand the Site rules and their respective responsibilities as a visitor.

The Supplier shall issue the visitor with a temporary pass that is valid for a maximum 24 hours and which clearly indicates the expiry date and time of such visit.

The Supplier shall ensure the temporary pass is returned when the visitor leaves the Site and that a list of any lost passes is maintained.

The Supplier shall ensure that lost electronic visitor passes are de-activated immediately on the Supplier being made aware of the loss.

### 5. London Underground – Access Control

- 5.1 When booking in and out of the Site, the Supplier shall procure that the Supplier Personnel report in, record entry and exit, and present their Smartcards when and where required, in accordance with the local access control arrangements.

- 5.2 Where a Smartcard reader is installed on Site as part of the local access control arrangements, then the Supplier shall procure that all Supplier Personnel as a mandatory requirement swipe their Smartcard on entry and egress from the Site. Any individuals found on Site where such a card-reading system is in place who have not followed such a procedure may be instructed to leave Site for the duration of the associated shift, regardless of whether they may hold the appropriate Smartcard. The Company takes no responsibility for any abortive costs or impact to schedule of any such instruction to any member of the Supplier's staff under such circumstances.

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- 5.3 If the Supplier wishes to make a change to the Accepted Access Plan or to the Supplier's requirements for Access after being approved by the Company's Representative and Access Manager, the Supplier shall submit written request of such change and a revised programme and Access Plan to the Company's Representative and Access Manager confirming any and all revised Access requirements.

## LOT 5: CLEANING: EXECUTION VERSION

### 5. CLASH CHECKING

1. The Supplier shall be responsible for checking for clashes (Clash Checking) in respect of access booked by Others and the Company's Representative in respect of which the Company's Representative has provided the Supplier with the Access Visualisation Tool. The Supplier shall also monitor the following publications:
  - (a) Engineering Look Ahead Notice
  - (b) Engineering Notice
  - (c) Nightly Engineering Protection Arrangements (NEPA) Notice
  - (d) Traffic Circular
  - (e) Station Works Plan
2. In the event of clashes the Supplier shall notify the Company's Representative and, where instructed, submit a revised Access Plan for acceptance. The indicative publication timescales (in advance of proposed works) for the above notices are as provided in Appendix 3 (Indicative Timescales for the Publication of Notices).
3. Clash Checking is a condition precedent in respect of any entitlement to apply for relief pursuant to Clause 30.
4. In the event that the Supplier attends the Site and access is not provided by TfL in accordance with the Accepted Access Plan the Supplier shall complete the Cancelled or Delayed/Curtailed Access Form contained in Appendix 6 (Cancelled or Delayed/Curtailed Access Form).
5. Without prejudice to the generality of Clause 30, Clash Checking, the completion of a Cancelled or Delayed/Curtailed Access Form in full (including the obtaining of all necessary signatures) and the identification of the period of access in question on the Accepted Access Plan (with the relevant SABRE number) are all condition precedents in respect of any entitlement to apply for a Relief Event.

## LOT 5: CLEANING: EXECUTION VERSION

### 6. TYPES OF ACCESS

1. Summarised below are the types of access that the Supplier's Access Plan shall be based upon. In preparing the Access Plan the Supplier shall select the type of access required for the Services. The Supplier shall consult with the Access Manager as to the appropriateness of the selection as set out in the Access Plan. The Access Manager's decision as to the types of access and closures which can be used in the formulation of the Access Plan is final and binding.

- 1.1 General Access

General Access is a category of access for undertaking non-exclusive/non-restrictive works on the TfL Network, using all necessary tools and equipment. It is valid for both Station and Track. SABRE numbers may be valid for up to a whole financial year, but can also be issued for shorter time periods to suit work demands.

General Access may be applied for to cover large areas of the TfL Network, for example whole lines, or for more discreet locations or worksites to suit work demands. The Supplier may apply for a number of General Access SABRE numbers, but the Access Manager will aim to limit the proliferation of General Access SABRE numbers for the same or similar work teams, projects, or areas etc.

General Access does not need to be Published.

- 1.2 Non-Restrictive/Exclusive Access

Non-Restrictive/Exclusive Access is a category of access for undertaking non-restrictive and non-exclusive works on the TfL Network, using all necessary tools and equipment. It is valid for both Station and Track.

The Supplier shall clearly define the area covered by a Non-Restrictive/Exclusive Access request and shall limit the area to the minimum required to deliver the Services.

Non-Restrictive/Exclusive Access does not need to be Published.

- 1.3 Restrictive Access

Restrictive Access is a category of access that places a restriction on what can take place within a particular worksite and where the restriction will apply to all parties attempting to work that particular shift.

In the event that the Supplier believes that Restrictive Access is necessary, the Supplier shall demonstrate that this is the most appropriate form of access and shall take account of the impact that the granting of Restrictive Access would have on the network and other work streams. The Supplier acknowledges that Restrictive Access will not typically be permitted to cover a protracted number of shifts or consecutive shifts, across the same geographical area.

The Supplier shall clearly define the area covered by a Restrictive Access request and shall restrict the area to the minimum required to deliver the works and avoid unduly impeding the works of Others.

Restrictive Access will need to be Published.

## **LOT 5: CLEANING: EXECUTION VERSION**

### **1.4 Exclusive Access**

Exclusive Access is a category of access that prohibits any party not directly involved in the works (for which Exclusive Access has been booked) from working in that worksite.

In the event that the Supplier believes that Exclusive Access is necessary, the Supplier shall demonstrate that this is the most appropriate form of access and shall take account of the impact that granting Exclusive Access would have on the TfL Network and other work streams. Exclusive Access will not typically be permitted to cover a protracted number of shifts or consecutive shifts, across the same geographical area.

The Supplier shall clearly define the area covered by an Exclusive Access request and shall restrict it to the minimum area required to deliver the works and to avoid unduly impeding the works of others.

Exclusive Access will need to be Published.

### **1.5 Emergency Access**

Emergency Access is access required to deal with an Incident as defined in the LUL Rule Book, or which is required to rectify the failure of an asset which, if not rectified, would have a material adverse impact on passenger services for the following day. Emergency Access takes precedence over any other booking or request as directed by the Incident Officer.

### **1.6 Major Closures**

A Major Closure can be classified as any planned disruptive work which results in any TfL service being unavailable between 0600 and 2100 on a weekday (excluding Bank Holidays).

### **1.7 Minor Closures**

A Minor Closure can be classified as any planned disruptive work, apart from L&E Closures (defined below) which results in any TfL services being unavailable outside the hours of 0600 and 2100 on a weekday (excluding Bank Holidays or at any other time at Weekends and Bank Holidays (including the Night Tube Period for work within the Night Tube Sections).

### **1.8 L&E Closures**

Lift & Escalator (L&E) Closures are closures of lifts, escalators, travelators, fixed stairways, routeways or cross-passageways which can be accommodated without requiring a Station or platform to be closed. The Supplier will liaise with the Access Manager to review the impact of any requested L&E Closure in the context of any other concurrent TfL Network closures. The Company's Representative may also participate in such liaison.

### **1.9 Access Subcategories**

## **LOT 5: CLEANING: EXECUTION VERSION**

Within the above access types there are a number of access subcategories which are used in the booking system. The subcategories are detailed in Appendix 4 (Access Subcategories) hereto and a description of the typical work to which they apply, such as track possession, is also provided in order to assist the Supplier in identifying the type of access applicable to particular works.

## LOT 5: CLEANING: EXECUTION VERSION

### 7. CLOSURE REQUESTS PROCESS

1. Where the Supplier intends to make a closure requests the Supplier shall attend a Pre-Closure Request Meeting or Possession Meeting with the Access Manager before a Work Request is submitted by the Supplier for approval. The Company's Representative may attend such meetings.
2. Where the Company's Representative and the Supplier agree that a proposed closure has business justification the Supplier shall confirm with the Access Manager the acceptability of the proposed closure. Where the Access Manager confirms that the proposed closure dates are not acceptable the Supplier will liaise with the Access Manager to identify alternative closures that are as near as possible and equivalent to, the closures originally proposed by the Supplier. The Company's Representative may also participate in such liaison. The Supplier acknowledges that the Access Manager's decision as to acceptability of a proposed closure or proposed alternative closures is final and binding.
3. The Access Manager may reject proposed closures on (without limitation) the grounds that if granted such proposed closures would unduly limit journey opportunities. By way of guidance, and without limitation, examples of such a limitation of journey opportunities would be:
  - a closure of a central London Station during a seasonal event;
  - a closure of key Station for access to a popular one-off event during the period of the event;
  - a closure of a key branch for access to airport terminals during a peak travel weekend; or
  - a closure on a part of a line when there is a concurrent closure on the only alternate line during an abnormally busy period.
  - Similarly a closure request may be rejected where it is considered that the level of disruption caused is not justifiable given the nature and the scope of the works.

## LOT 5: CLEANING: EXECUTION VERSION

### 8. TIMESCALES FOR BOOKING ACCESS AND CLOSURES

1. In preparing an Access Plan the Supplier shall make allowance for the minimum booking periods for the applicable access and closure types, as listed in the following table:

Type	Applicable to:			
	Station Access	Track Access	Working Time in	
			Engineering Hours	Traffic Hours
General Access Non-Restrictive/ Exclusive Access	Yes (14)	Yes (14)	Yes	Yes
Restrictive Access Exclusive Access	Yes (21)	Yes (56)	Yes	Yes
Major Closures	Yes (540)	Yes (540)	No	Yes
Minor Closure	Yes (222)	Yes (222)	No <sup>(ii)</sup>	Yes
L&E Closure	Yes (90)	N/A	Yes	Yes

Notes:

- i. The above table gives the T- date in brackets by which planning must be completed (the Latest Request Date). The Supplier must allow for sufficient time for adequate access planning.
  - ii. A Minor Closure may be applicable to Engineering Hours if a vehicle is being outstabled. Where no more than two vehicles are being outstabled at any single location the timescale for booking may, subject to the agreement of the Access Manager, be reduced to 90 days.
  - iii. A closure in respect of a depot or siding may be required if the proposed works affect the operational railway.
2. At specific locations the minimum booking period for closures stated in the above table may be able to be reduced. Where a reduced period applies this shall be specified by the Company's Representative.
  3. The Supplier shall plan access as early as possible and in no event shall apply for access or closures after the Latest Request Date has passed.
  4. Where access is required to Network Rail infrastructure at the Network Rail Interface Locations the minimum booking period for all access types is 294 days access except for Major Closures which remains unchanged.

## LOT 5: CLEANING: EXECUTION VERSION

### 9. UTILISING EXISTING CLOSURES

1. The Supplier shall actively seek to utilise TfL's existing closure programme to progress the Services. The Supplier may request details of such closure programme from the Company's Representative, to the extent relevant to the provision of the Services.
2. The Supplier shall identify all possible opportunities to use TfL's existing closure programme and shall provide any information necessary to complete the Application to Work Form. The Supplier shall complete the Application to Work Form and submit this to the Access Manager and the Company's Representative for approval. The Supplier shall submit the Application to Work Form a minimum of 15 (fifteen) weeks prior to the relevant closure start date. The Supplier shall attend the planning meetings for the relevant closure and prepare for submission by the Supplier any information as may be requested by the Access Manager as part of this planning process. The Company's Representative may attend such planning meetings.
3. The Supplier may also propose an extension to an existing planned closure. The Company's Representative shall consider the proposal and where the benefits of the extension more than offset the increased customer disruption, shall authorise the Supplier to seek endorsement by the Access Manager. The Access Manager shall determine whether the request should be taken forward as a formal application and shall advise the Supplier accordingly. Where such application has been approved by the Company's Representative, the Supplier shall submit an updated Access Plan, to reflect such application, to the Company's Representative for approval. Where such application has been approved by the Company's Representative, the Supplier shall submit an updated Access Plan, to reflect such application, to the Company's Representative for approval.
4. The Supplier recognises the level of disruption and limitation of journey opportunities which result from closures and where the Contractor plans any change to the scope or type of works to be undertaken under an existing closure, shall seek the approval of the Company's Representative accordingly. The Contractor shall seek consent for the change from the Access Manager. The Contractor accepts that if the Access Manager or the Company's Representative considers that the changes in scope are such that the business benefit of the works to be carried out is no longer commensurate with the disruption caused, that the closure may be cancelled. For the avoidance of doubt where a closure is cancelled in these circumstances, the provisions of Clause 30 do not apply and the Contractor shall submit a revised Access Plan for acceptance by the Company's Representative.

## LOT 5: CLEANING: EXECUTION VERSION

### 10. PROTECTION

1. The Supplier shall consult and agree all protection arrangements (including provision of additional Specialist Protection resources) with the Company's Representative and the Access Manager. The Supplier shall seek formal approval for the agreed protection arrangements (including provision of agreed Specialist Protection resources) by submitting a Work Request.
2. The Supplier shall provide a minimum of 1 qualified Site Person in Charge (SPC) for each work party where relevant. The Supplier's SPC (who shall work on the track) shall hold a dual qualification enabling them to provide protection as well as work site supervision and shall work as part of the protection detail. If works are planned to take place during Engineering Hours, the SPC shall hold a dual qualification enabling them to provide protection during Engineering Hours, and shall be familiar with the area that they will be working in and safe routes to / from the worksite, as such there should be no need for additional protection staff to be employed (e.g. PWT-EH).
3. In the event of additional Specialist Protection staff being required, the Supplier shall advise the Company's Representative accordingly and the Supplier shall request the additional Specialist Protection resources from the Access Manager a minimum of 21 days before the Specialist Protection is required. The Supplier will seek the approval of the Company's Representative before the submission of such request. The Access Manager will review the protection arrangements and determine the number and qualifications of any Specialist Protection staff that may be required. This will be done in consultation with the Supplier and the Company's Representative. Any Specialist Protection will be arranged by the Access Manager and provided by the Company.
4. The cost of Specialist Protection staff will be charged back to the Supplier in the event of cancellation (or non-utilisation) on the following basis:
  - (a) Cancellations made 96 hours or more in advance of the activity start date – no charge will be levied by the Company;
  - (b) Cancellations made less than 96 hours before the job start date – the full cost will be charged to the Supplier.

The above durations are subject to the cancellation being made before 12:00hrs on a weekday (Monday to Friday inclusive). Where a cancellation notice is received after 12:00hrs, the 96 hour cancellation period will be calculated from 09:00hrs on the next weekday.

## **LOT 5: CLEANING: EXECUTION VERSION**

### **11. EQUIPMENT ROOMS**

The Supplier shall arrange access to Switch, Relay, Machine and other Equipment Rooms by giving the Company's Representative a minimum of two days' notice of his intention to access these areas.

The Supplier shall ensure that the security of Switch, Relay, Machine and other Equipment Rooms are maintained and that all access doors are securely locked when the work in the room is completed. The Supplier is responsible for the safe working conditions within the Switch, Relay, Machine and other Equipment Rooms.

Supplier Personnel shall not leave the Site in possession of an LUL key and are not permitted to have a duplicate of any of LUL's keys manufactured.

# LOT 5: CLEANING: EXECUTION VERSION

## Appendix 1: Access Plan Template

Transport for London  
**London Underground Limited**

<Programme>  
 <Project>  
 <UIP Code>  
 <Document Reference>

### Access Plan

Lifecycle Stage <lifecycle stage>

Prepared by		
<b>Manager</b> (LU Accountable Manager / LU Project Manager)	The Access Plan conforms to the template and the information is up to date, reflecting the current state of the project design and requirements for access.	
Name:	Signed:	Date:
Approved by		
<b>LU Access Manager</b>	I confirm that the Access Plan provides sufficient information to agree the access arrangements in principle and no further design details are needed at the current time.	
Name:	Signed:	Date:

**Distributed to:**

<Name>	<Role>	<Name>	<Role>
<Name>	<Role>	<Name>	<Role>
<Name>	<Role>	<Name>	<Role>
<Name>	<Role>	<Name>	<Role>

**Document History**

Revision	Date	Summary of changes

MAYOR OF LONDON

Transport for London 



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<b>7.0 SPECIALIST PROTECTION (if applicable)</b> Describe what specialist resources will be required & whether these will be provided by LU / Contractor or a Third Party
<b>8.0 VEHICLES / PLANT / EQUIPMENT (if applicable)</b> Describe what Vehicles / Plant / Equipment will be required
Describe any access / planning requirements
<b>9.0 ADDITIONAL INFORMATION</b> Add any other information which may be pertinent to the access requirements here
<b>For details on completion timescales for processing Access Requests, talk to an Access Manager</b>
<b>A resource loaded schedule of work is to be attached when the form is submitted for final approval &amp; processing</b>

**LOT 5: CLEANING: EXECUTION VERSION**

**Appendix 2: Application to Work Form**

<b>Multi-Worksite Possession Team Application to Work Form</b>					
Date of Application			Week No.		<b>Equivalent Engineering hours shifts</b>
Date of Possession			Week No.		
Responsible manager for work	Name				
	Organisation		Cost Centre		
	Contact number		E mail:		
Scope of work: Brief Description					
<b>Chainage</b>					
	Line(s) Affected	Times Req'd.	Limits		
<b>Worksite Location</b>					
Lines Affected Including EB - WB - IR - OR - NB - SB Limits 1 No. Form For Each Respective Worksite					
Is it Possible to Pass Engineering Trains through your worksite. Ensure all information is correctly entered.		Yes If Yes, how much notice req'd. to clear site		No If No, enter justification below	
<b>Engineering Trains</b>					
Are Engineering trains working in your worksite		Yes		If Yes, how many and which type:	
		No			
<b>Road Rail Vehicles (RRVs)</b>					
Are EHs Possessions required to Outstable RRVs prior to Closure		Yes		Are EHs Possession required to return RRVs following Closure	Yes
		No			No
Comments					
<b>On Track Plant / machinery</b>					
Are any On Track Plant / machinery Working in your worksite		Yes		If yes ensure you enter all information correctly in the respective boxes below	
		No			
Line(s) Affected		Access		Egress	
<b>Resources</b>					
Are any specific resources required for your worksite		Yes		If yes ensure you enter all information correctly in the respective boxes below	
		No			
Are all staff on site Track Accustomed certificated?		Yes			
		No		If no ensure, adequate time is allocated to clear line(s) of all non cert. staff to allow passage of Engineering train if applicable	
Anticipated No of staff in worksite					
Control measures for access to worksite					
Is station Access required		Yes	No		
Worksite Notification: Date Worksite Notification accessible for review.					



## LOT 5: CLEANING: EXECUTION VERSION

### Appendix 4: Access Subcategories

Station works			
Access Type	Booking Description	Days	Work Type Description
General Access	General Access (non Track)	14	For undertaking the majority of everyday access needs, using relevant tools and materials. Not to be used for works that imposes a restrictive or exclusive requirement on other access users.
Non Restrictive/ Exclusive Access	<b>APPENDIX 1</b> Non Restrictive/ Exclusive Access (non Track)	14	For undertaking everyday access needs, using relevant tools and materials within a defined area
Restrictive Access	Restrictive - Asbestos Premises	21	Only issued to specialist Asbestos contractors registered with LU for asbestos works. Access for asbestos works e.g. removal for which no other parties can be present on grounds of safety.
	Restrictive - Bright Lights	21	For where access introduces the use of additional lighting that could potential impact other access users. Rarely applied.
	Restrictive - Closure Area	21	To define an area of a station subject to a Closure (i.e. taken out of service for the purposes of engineering works).
	Restrictive - Movement of Materials	21	For where access necessitates the movement of materials either through a station that may impact on other access users. May include craning over of materials.
	Restrictive - Noisy Works	21	For where access will result in particularly noisy works that may have an impact on other access users.
	Restrictive - Plant / Chemicals in a confined space	21	For where access introduces the use of plant and chemicals in a confined space. Rarely used.
	Restrictive - Power Cessation- Power Outages Possible	21	For where access will introduce a cessation of power that may impact other access users (e.g. need for temporary supplies/portable lighting).
Exclusive Access	Exclusive – Asbestos Exclusion Zone	21	Only issued to specialist Asbestos contractors registered with LU for asbestos works. Access for asbestos works e.g. removal for which no other parties can be present on grounds of safety.

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<b>Track works</b>			
<b>Booking Description</b>	<b>Booking Description</b>	<b>Booking Description</b>	<b>Booking Description</b>
General Access (Non Exclusive/ Non-Restrictive)	General Access (Track)	14	For undertaking the majority of everyday access needs, using relevant tools and materials. Not to be used for works that imposes a restrictive or exclusive requirement on other access users.
Non Restrictive/ Exclusive Access	Non Restrictive/ Exclusive Access (Track)	14	For undertaking everyday access needs, using relevant tools and materials within a defined area.
Restrictive	Restrictive - Allied Track	56	To define an area of track used in conjunction with, or subject to impact from, another access booking e.g. unloading of materials from a train booked under an Exclusive Specified Area.
	Restrictive - Asbestos Premises	56	Only issued to specialist Asbestos contractors registered with LU for asbestos works. Access for asbestos works e.g. removal for which no other parties can be present on grounds of safety.
	Restrictive - Bright Lights	56	For where access introduces the use of additional lighting that could potential impact other access users. Rarely applied.
	Restrictive - Closure Area	56	To define an area of the LU railway subject to a Closure (i.e. taken out of service for the purposes of engineering works).
	Restrictive - Motorised Trolley	56	For the operation of a motorised track trolley on the railway.
	Restrictive - Movement of Materials	56	For where access necessitates the movement of materials either on, over or adjacent to the LU railway that may impact on other access users. May include craning over of materials.
	Restrictive - Noisy Works	56	For where access will result in particularly noisy works that may have an impact on other access users.
	Restrictive - Out-stabled Trains	56	To define an area of the LU railway where a service train is stabled (normally in platforms/sidings). May restrict the type of works that can be performed adjacent to this location.
	Restrictive - Plant / Chemicals in a confined space	56	For where access introduces the use of plant and chemicals in a confined space (e.g. platform inverts). Rarely used.

## LOT 5: CLEANING: EXECUTION VERSION

Track works			
Booking Description	Booking Description	Booking Description	Booking Description
	Restrictive - Power Cessation- Power Outages Possible	56	For where access will introduce a cessation of power (e.g. tunnel lighting, supply points) that may impact other access users (e.g. need for temporary supplies/portable lighting).
	Restrictive - Protection Area	56	To define an area of track used as a protecting or 'buffer' zone. Used in conjunction with another Exclusive booking e.g. Specified Area, Possession.
	Restrictive - Sub Station Works	56	Primarily for the use of LU Power teams requiring access to sub stations supplying power to the LU traction current system.
	Restrictive - Wheels Free Zone	56	For works that require the running rails to be free of electrically conducting plant or equipment e.g. trolleys, trains etc. Usually used for works requiring isolation of the signalling circuits e.g. commissioning.
Exclusive	Exclusive	56	For works necessitating sole access of the LU railway, and not more appropriately catered for under other categories herein. Only used sparingly and for short durations due to its restrictive nature on other works.
	Exclusive - Asbestos Exclusion Zone	56	Only issued to specialist Asbestos contractors registered with LU for asbestos works. Access for asbestos works e.g. removal for which no other parties can be present on grounds of safety.
Exclusive	Exclusive - Current Rail Resistance Measurements	56	Primarily for the use of LU Power teams requiring controlled current measurements of the traction current delivery system.
	Exclusive - Engineers' Current Area	56	For the running of engineering vehicles on live traction current in accordance with the LUL Rule Book.
	Exclusive - Possession	56	For the exclusive control of access to a given area of the railway. Traction current may be on or off. May involve the use of engineering trains, RRVs etc. As defined in the LUL Rule Book
	Exclusive - Running on current, moving according to signals	56	For the running of vehicles on live traction current obeying LU signalling systems (e.g. test trains). Often referred to as 'Cancelled Engineering Hours'. As defined in the LUL Rule Book.

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<b>Track works</b>			
<b>Booking Description</b>	<b>Booking Description</b>	<b>Booking Description</b>	<b>Booking Description</b>
	Exclusive - Specified Area	56	For the running of engineering machines e.g. trains, RRVs on the railway. As defined in the LUL Rule Book
	Exclusive - Traction Current Switching During Eng Hrs	56	For access that requires traction current to be switched on and off intermittently during the engineering hours shift. Primarily used in relation to power supply testing/commissioning etc.