

Cleaning Services Tender

Appendices

- APPENDIX B – Key Performance Indicators
- APPENDIX C – Service Response Time Agreements
- APPENDIX D – Invoice Format

Appendix B – Key Performance Indicators

The contractor will incur financial penalties for failed targets. Penalties will be charged at a rate of £50 per point (%). Checks to be carried out monthly and scored against KPI's quarterly.

Performance Measurement - Routine cleaning tasks

Date: <<insert month, year>>	Response	Individual Target	Achieved	Comments	Responsibility
1. The site monitoring / walk around inspections are completed as per the schedule set out in the specification.	Yes / No	85%			Contractor
2. The areas monitored are within the agreed performance levels set out in the specification for each building.	Yes / No	85%			Contractor
3. No justified notifications or adverse comments have been received concerning the speed of response.	Yes / No	85%			Contractor
4. No justified notifications or adverse comments have been received concerning the quality of the general cleaning.	Yes / No	85%			Contractor
5. No justified notifications or adverse comments have been received concerning the cleanliness of the toilets.	Yes / No	85%			Contractor
6. All cleaning chemical are stored correctly and conform to COSHH regulations.	Yes / No	85%			Contractor

Overall Routine cleaning tasks KPI target =	85%
Overall Routine cleaning tasks KPI compliance % =	95%

Performance Measurement – Ad hoc work

Date: <<insert month, year>>	Response	Individual Target	Achieved	Comments	Responsibility
7. All ad hoc work is agreed and completed in specified timescales.	Yes / No	85%			Contractor
8. No justified notifications or adverse comments have been received concerning: a) poor staff liaison b) staff feedback c) staff programming d) standard of work	Yes / No Yes / No Yes / No	85%			Contractor
Overall Ad hoc work KPI target =		85%			
Overall Ad hoc work KPI compliance % =		100%			

Performance Measurement – Health & Safety

Date: <<insert month, year>>	Response	Individual Target	Achieved	Comments	Responsibility
9. Did all sub-contractors comply with the Control of Contractors Policy / Procedures prior to visiting the site?	Yes / No	100%			Contractor
10. Any accidents or near misses reported?	Yes / No	100%			Contractor
11. If any accidents occurred, were the correct procedures carried out in terms of reporting the accident and any remedial actions?	Yes / No	100%			Contractor
12. No complaints received relating health & safety issues.	Yes / No	100%			Contractor
13. The training records have been updated.	Yes / No	100%			Contractor
Overall Health and Safety KPI target =		100%			
Overall Health and Safety KPI compliance % =		100%			

Performance Measurement – Contract Management

Date: <<insert month, year>>	Response	Individual Target	Achieved	Comments	Responsibility
14. Invoicing on time, in line with preferred template (Appendix D).	Yes / No	100%		Pass / Fail each time this indicator is reported.	Contractor
15. Successful provision of the complete Key Performance Indicator report, in line with agreed timescales.	Yes / No	100%			Contractor
16. Provision of report showing comparison of actual expenses to budget, to include labour, equipment & consumables cost and chemical cost	Yes/No	100%			Contractor
Overall Contract Management KPI target =		100%			
Overall Contract Management KPI compliance % =		100%			

Summary of Performance Measurement

Date:	Target	Achieved	Compliance %
19. Routine cleaning tasks	85%		
20. Ad-hoc work	85%		
21. Health and Safety	100%		
22. Contract management	100%		
Total Performance Compliance =		100%	
COMMENTS			

Appendix C – Service Response Times Agreement

Should emergency or non-routine work be required, the Contractor should respond as follows. There are differences between the response times expected when cleaning staff are already on-site (as scheduled) and outside the contracted working hours, as set out in the table below.

Contact Priority Level	Action Required	During Normal on-site working Activities (on site support)	Outside Normal Site Activities (no on site support)
Emergency			
High Priority Issues of a serious nature relating to Health and Safety risks, or issues likely to seriously disrupt the clients' core business. Requests from the client(s).	Rapid response required	Within 15 minutes	Less than 4 hours
Medium Priority Requests relating to specific issues affecting a particular individual that is of serious nature.	Prompt response required	Within 30 minutes	Less than 12 hours
Low Priority Requests relating to issues of a general nature which do not affect a specific individual.	Routine response required	Within 8 hours	Less than 24 hours
Non-Routine Work			
Ad Hoc Work (including ad hoc labour)	Routine response required	Work to commence	As agreed (Task Order)

Appendix D – Invoice Format

Monthly consolidated invoices should be provided with breakdowns by site, identifying contract monthly charges and ad-hoc non-contract items separately. The preferred layout for these invoices is set out below.

Contracted items

Building Name	Description	Order Number	Total Cost
Building 383 & Site	Cleaning Contract Monthly Charge (December 2012) month 3 of 60	4050xxx	£
Mary Lyon Centre (MLC)	Cleaning Contract Monthly Charge (December 2012) month 3 of 60	4050xxx	£
Total - Cleaning Contract Monthly Charge (month / year) month x of 60			£

Schedule of rates items / non-contracted items

Week	Building Name	Description	Order Number	No of Units	Unit Cost	Total Cost
DD/MM/YY	Building 383	Window cleaning	4050xxx			£xxx
DD/MM/YY	Mary Lyon Centre (MLC)	Consumables	4050xxx			£xxx
DD/MM/YY	383/MLC	Feminine Hygiene	4050xxx	22		£xxx
	383/MLC	Mat Cleaning	4050xxx			
Total - Ad hoc work (month / year) month x of 60						£xxx

