

APPENDIX A

CONTRACT & CLEANING SPECIFICATION - 2019

The following specification is to encompass all locations as per the attached geographical schedule. Specific works will be titled or in brackets as highlighted.

The College currently obtains its cleaning services from a single contractor (the contract has been in place for three plus one years). The College therefore considers that the terms of the Acquired Rights Directive (77/187/EC); the Acquired Rights Directive (98/50/EC); the Acquired Rights Amendment Directive (2001/23/EC) and/or the Transfer of Undertakings (Protection of Employment) Regulations 2006 "TUPE" apply.

The College strongly advises Tendering Companies to obtain their own professional advice on the application and effect of the Directive/TUPE on their company should it be in the position of being the successful Tenderer.

****Please note this is a TUPE bid.**

The College reserves the right to issue contracts to one or more company; however this would be limited to no more than one contractor per site per function, i.e. we reserve the right to split the cleaning and security functions.

TENDER EVALUATION

The Contract will be awarded to the Tendering Company(s) who presents the most overall economic and commercially advantageous solution to the College. The evaluation will be conducted to predefined criteria which will include levels of service standards and procedures, Contractor interviews and presentations, and by taking up references with previous customers.

As part of the procedure the College will seek to ensure that each Contractor has fully acquainted itself with the present layout of accommodation, facilities, access and security arrangements and the nature and extent of the cleaning tasks involved. In the College's view this, as a minimum, would comprise a visit to each building included within the Contract Specification.

WORKS SPECIFICATION

TEACHING AREAS

Daily Tasks

- Empty and spot clean waste bins
- Damp wipe finger marks from internal glass, doors and panels
- Vacuum traffic areas of carpet
- Damp dust/wipe unencumbered furniture
- Clean graffiti from interior fixtures, fittings and fabric
- Pick up litter
- Remove chewing gum
- Vacuum entire exposed floor/carpet surfaces
- Damp wipe and buff mirrors

Three times weekly tasks

- Spray buff hard floor surfaces

Weekly tasks

- Polish tables and working surfaces
- Perimeter dust

Monthly tasks

- Vacuum upholstered furniture
- High dust
- Spot clean spillage's and stains from carpet
- Spray clean hard floor surfaces
- Damp wipe all skirting

Three times year tasks

- Wash and dry waste bins
- Vacuum window covering (blinds etc)
- Wash door frames, both sides of doors and viewing panels
- Wash and dry all plastic chairs and table legs
- Remove all chewing gum etc. from beneath desks
- Wash all window sills and frames
- Clean internal glazing

Important Notes:

Ceramics classrooms shall not be swept.

Vacuuming and or damp mopping are to be used. The contractor shall ensure that vacuums shall have suitable micro filters to prevent clay dust, containing silica, being distributed.

Science Laboratories

No specialist equipment should be touched or cleaned. Any broken glass, including test tubes should be reported to the science technician and not disturbed by the contractor's staff. The college science technician will advise if there is a need to clean any sinks in this area. If there is a

requirement as part of a periodic clean the technician will ensure that the sinks are left in a safe condition to be cleaned.

ADMINISTRATION OFFICES

Waste separation, clear bags for paper.

Daily Tasks

- Empty and spot clean waste bins
- Damp wipe finger marks from internal glass, doors and panels
- Appropriately clean traffic areas
- Damp dust/wipe unencumbered furniture
- Clean graffiti from interior fixtures, fittings and fabric
- Pick up litter
- Spray buff hard floor surfaces
- Vacuum entire exposed floor/carpet surfaces
- Damp wipe and buff mirrors

Weekly tasks

- Polish tables and working surfaces
- Perimeter dust
- Spray buff hard surface floor areas

Monthly tasks

- Vacuum upholstered furniture
- High dust
- Spot clean spillage's and stains from carpet
- Spray clean hard floor surfaces

Three times a year tasks

- Wash and dry waste bins
- Vacuum curtains, drapes and all blinds
- Wash door frames, both sides of doors and viewing panels.
- Wash and dry all plastic chairs and table legs
- Clean all internal glazing
- Wash all window sills and frames

Circulation Areas

Daily Tasks

- Empty and spot clean waste bins
- Damp wipe finger marks from internal glass, doors and panels
- Appropriately clean traffic areas
- Damp dust/wipe unencumbered furniture
- Clean graffiti from interior fixtures, fittings and fabric
- Remove chewing gum
- Pick up litter
- Spray buff hard floor surfaces
- Vacuum entire exposed floor/carpet surfaces
- Damp wipe all exposed ledges
- Wipe drinking fountain and all pipe work with appropriate germicidal cleanser
- Wipe radiators and remove any debris

- Removal all rubbish from empty lockers and wipe down both internally and externally

Weekly tasks

- Polish tables and working surfaces
- Perimeter dust
- Spay buff hard surface floor areas

Monthly tasks

- Vacuum upholstered furniture
- High dust
- Spot clean spillage's and stains from carpet
- Spray clean hard floor surfaces

Three times a year tasks

- Wash and dry waste bins
- Vacuum curtains, drapes and all blinds
- Wash door frames, both sides of doors and viewing panels.
- Wash and dry corridor furniture
- Clean all internal glazing
- Wash all window sills and frames

TOILETS

Twice Daily tasks – during term time, otherwise daily

- Main Reception, Catering Reception and F1 Corridor every hour (Check cleaned and sign off)
- Refill all soap, towel and tissue dispensers
- Pick up litter
- Empty and spot clean waste bins
- Remove chewing gum
- Inspect and clean as necessary
- Maintain any record sheets initialling when inspections have been carried out

Daily Tasks

- Empty and spot clean waste bins
- Damp wipe finger marks from internal glass, doors and panels
- Appropriately clean entire exposed floor
- Damp mop hard floor surfaces (colour controlled mops to be used)
- Wash and buff dry sanitary ware and all fittings
- Damp wipe all pipe work, cisterns, edges, wall tiles and partitions up to 2 metres high
- Damp dust / wipe all hand dryers, soap dispensers, towel dispensers and tissue dispensers
- Damp wipe and buff mirrors
- Clean graffiti from interior fixtures, fittings and fabric
- Pick up litter
- Polish metal fixtures and fittings

- Wipe radiators and remove any debris
- Wet mop all hard floors

Weekly tasks

- Damp wipe all skirting
- Damp wipe all window sills
- Wash door frames and both sides of doors

Monthly tasks

- Wash and dry waste bins
- High dust
- Scrub stone floors
- Wash all window sills and frames

Three times a year tasks

- Wet scrub all floors
- Wash all walls, partitions etc – floor to ceiling

SHOWERS / CHANGING ROOMS (INC' PAVILION)

Daily tasks

- Empty and spot clean waste bins
- Damp wipe finger marks from internal glass, doors and panels
- Appropriately clean entire exposed floor / carpet surface
- Wash and buff dry sanitary ware and all fittings
- Wash shower cubicles, trays, pipe work, edges, wall tiles and partitions to 2 metres high
- Damp wipe all pipe work, cisterns, edges, wall tiles and partitions to 2 metres high
- Damp dust/wipe all hand dryers, soap dispensers, towel dispensers and tissue dispensers
- Damp wipe and buff mirrors
- Remove chewing gum
- Clean graffiti from interior fixtures, fittings and fabrics
- Wash mop all hard floor surfaces
- Polish metal fixtures and fittings

Weekly tasks

- Damp wipe all skirting
- Damp wipe all window sills
- Wipe radiators

Monthly tasks

- Wash and dry waste bins
- High dust
- Wash door frames and both sides of doors
- Scrub stone floors

Three times a year tasks

- Wash all window sills and frames
- Wet scrub all floors where possible
- Wipe all lockers
- Wash all walls, partitions etc. floor to ceiling

WORKSHOPS (including ACE centre)

Daily tasks

- Empty and spot clean waste bins
- Damp wipe finger marks from internal glass, doors and panels
- Clean graffiti from interior fixtures, fittings and fabric
- Pick up litter
- Remove chewing gum
- Sweep pedestrian traffic area

Weekly tasks

- Sweep/vacuum all exposed floor areas
- Damp wipe all skirting

Monthly tasks

- Perimeter dust

Quarterly tasks

Scrub off and deep clean floors

Annual tasks

- High dust (vacuum) including all wall surfaces, machinery ducting, (all exposed ducting) light fittings, shelves and edges etc.

FITNESS CENTRES and SPORTS HALL

Please note – the fitness equipment in this area is not to be cleaned, and no unauthorised use is permitted

Daily tasks

- Empty and spot clean waste bins
- Damp wipe finger marks from internal glass, doors and panels
- Clean graffiti from interior fixtures, fittings and fabric
- Pick up litter
- Remove chewing gum
- Appropriately clean all exposed floor areas
- Damp mop all exposed floor areas
- Spot clean walls

Weekly tasks

- Polish metal fixtures and fittings
- Wash mop all hard floor surfaces
- Damp wipe all skirting
- Wipe radiators

Monthly tasks

- Perimeter dust

Three times a year tasks

- High dust (vacuum) including all wall surfaces, light fittings, window sills and edges etc.
- Wash all walls to remove body fat
- Clean high level windows and sills
- Fully maintain flooring as per manufacturers spec

CAFETERIAS / RESTAURANTS / COFFEE SHOPS

Twice Daily Tasks

- Empty and spot clean waste bins
- Pick up litter from the floor

Daily Tasks

- Damp wipe finger marks from internal glass, doors and panels
- Remove chewing gum
- Appropriately clean all floor surfaces

Three times weekly tasks

- Perimeter dust
- Spray buff hard surface floor areas
- Damp wipe all skirting/exposed surfaces

Weekly tasks

- Polish metal fixtures and fittings
- High dust
- Spot clean spillage's
- Spray clean/wet mop hard floor surfaces

Monthly tasks

- Spray clean hard floor surfaces
- Wash door frames and both sides of door
- Damp wipe all furniture frames
- Vacuum window coverings/decorative canopies etc
- Dry dust metal shutters

Three times yearly tasks

- Clean walls, doors – floor to ceiling
- Dust and polish light fittings, carpets cleaned
- Floor stripped and re-sealed and polished
- Fully maintain flooring as per manufacturers spec
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****note reflectors located in the cafeteria at Booth Lane are NOT to be cleaned****

Annual task in all Production kitchens at all campuses

- Clean all internal extraction vent channels and hoods (Grease extraction)
- High Dust

LIFTS

Daily tasks

- Appropriately clean all floor area
- Pick up litter
- Remove chewing gum
- Clean graffiti from interior
- Polish mirrors

Weekly tasks

- Clean walls / doors to up to 2 metres high
- Damp wipe all skirting

Three times yearly tasks

- Clean walls, doors – floor to ceiling
- Carpet cleaned

PERSONAL CARE / FIRST AID ROOMS

Daily tasks

- Empty and spot clean waste bins
- Damp wipe finger marks from internal glass, doors and panels
- Replenish paper towels and soap where necessary
- Clean hand basins – to include all taps, splash back tiles and all pipes
- Appropriately clean all floor area
- Damp mop floor
- Pick up litter
- Remove chewing gum

Weekly tasks

- Wipe window sills
- Vacuum all exposed floor area
- Wipe and buff mirrors
- Perimeter dust
- Damp wipe all skirting

Three times yearly tasks

- All furniture wiped and dried
- Wash and dry window sills and frames

NURSERY UNIT Booth Lane

Daily tasks

- Empty and spot clean waste bins
- Replenish paper towels and soap where necessary
- Clean hand basins – to include all taps, splash back tiles and all pipes
- Appropriately clean all floor area
- Wipe down all hard surfaces
- Pick up litter
- Wash hard floors
- Toilets – as specified above frequency 2 visits during term time
- Office – as specified above

Weekly tasks

- Wipe window sills
- Wipe and buff mirrors
- Perimeter dust
- Wipe table tops
- Damp wipe all skirting

Three times yearly tasks

- All furniture wiped and dried
- Wash and dry window sill and frames
- Clean carpets

DANCE STUDIOS

Daily tasks

- Dust mop dance floor
- Damp wipe and buff mirrors
- Damp clean all hand rails

Weekly tasks

- Polish tables and working surfaces
- Perimeter dust
- Spray buff hard surface floor areas
- Damp wipe all skirting

Three times year tasks

- Appropriately clean window coverings
- Wash door frames, both sides of doors and viewing panels
- Clean all internal glazing
- Wash all windows sills and frames
- Floor to be stripped, sealed and polished (non-slip) in accordance with manufacturers guidance.

STAFFROOMS, (Including any toilets, kitchen & coffee lounges therein)

Daily tasks

- Empty and spot clean waste bins

- Damp wipe finger marks from internal glass, doors and panels
- Appropriately clean all pedestrian traffic areas
- Damp dust/wipe unencumbered furniture, to include sinks and kitchen unit sides
- Clean graffiti from interior fixtures, fittings and fabric
- Pick up litter

Three times weekly tasks

- Spot mop hard floor surfaces
- Appropriately clean entire exposed floor / carpet surfaces
- Damp wipe all skirting

Weekly tasks

- Polish desk tops, tables and working surfaces
- Perimeter dust
- Spray buff hard surface floor areas
- Damp wipe and buff mirrors
- Damp wipe all skirting

Monthly tasks

- Appropriately clean upholstered furniture
- High dust
- Spot clean spillages and stains from carpets
- Spray clean hard floor surfaces

Three times year tasks

- Wash and dry waste bins
- Appropriately clean window coverings
- Wash door frames, both sides of doors and viewing panels
- Wash all window sills and frames
- Clean all internal glazing

BEAUTY, NAIL and HAIR SALONS – including wet areas,

Daily tasks

- Empty and spot clean waste bins
- Damp wipe finger marks from internal glass, doors and panels
- Replenish paper towels and soap where necessary
- Clean hand basins – to include taps, splash back tiles and all pipes
- Damp wipe and buff mirrors
- Appropriately clean entire floor areas
- Damp mop floor
- Pick up litter
- Remove chewing gum
- Polish metal fixtures and fittings
- Wet mop all hard floor surfaces
- Dust wall mounted equipment

Weekly Tasks

- Polish desk tops, tables and working surfaces
- Perimeter dust
- Appropriately clean upholstered furniture
- Damp wipe all skirting

Monthly tasks

- Spray buff/clean hard floor surfaces
- High dust

Three times year tasks

- Wash and dry waste bins
- Appropriately clean window coverings
- Wash door frames, both sides of doors and viewing panels
- Wash all windows sills and frames
- Deep clean hard floors

LAUNDRY ROOMS

Daily tasks

- Empty and spot clean waste bins
- Damp wipe finger marks from internal glass, doors and panels
- Sweep entire floor areas
- Damp mop floor
- Pick up litter
- Clean hand basins- to include all taps, splash back tiles
- Polish metal fixtures and fittings

Weekly tasks

- Wipe clean working surfaces, including tops, sides and fronts of machines
- Perimeter dust
- Wet mop all hard floor surfaces
- Damp wipe all skirting

Monthly tasks

- Spray clean / buff hard floor surfaces
- High dust

Three times year tasks

- Wash and dry waste bins
- Wash door frames, both sides of doors
- Wash all window sills and frames

LIBRARY & RESOURCE CENTRES

Daily tasks

- Empty and spot clean waste bins
- Damp wipe finger marks from internal glass, doors and panels
- Appropriately clean entire exposed floor / carpet surfaces
- Damp mop hard floor surfaces
- Damp dust / wipe unencumbered furniture
- Polish reception desk
- Clean graffiti from interior fixtures, fittings and fabric
- Pick up litter
- Remove chewing gum

Three times weekly tasks

- Perimeter dust
- Spray buff hard floor surfaces

Weekly tasks

- Polish desk tops, tables and working surfaces
- Perimeter dust
- Spray buff hard surface floor areas
- Damp wipe all skirting

Monthly tasks

- Appropriately clean upholstered furniture
- High dust
- Spot clean spillages and stains from carpet
- Spray clean hard floor surfaces

Three times year tasks

- Wash and dry waste bins
- Appropriately clean window coverings
- Wash door frames, both sides of doors and viewing panels
- Wash all window sills and frames
- Clean all glazing

Annual tasks

- Damp wipe all shelves
- Clean carpets

Internal Circulation Areas and Cafeteria

Daily

Booth Lane Hours required 9:30hrs – 17:00hrs

Daventry 10.30 hrs to 16.30 hrs

- Provide an operative who will maintain the standards of cleanliness in these areas after the primary clean is completed.
- All internal litter bins to be checked and emptied when necessary. (Booth Lane)
- Litter pick
- Clean all spillages
- Replenish toilet supplies
- Spot clean as required, vision panels, flooring etc
- General janitorial/emergency response cover required
- Carry a radio at all times

EXTERNAL AREAS

Daily

- All external litter bins to be emptied daily where necessary. (Booth Lane)
- Sweep all main entrance areas and remove chewing gum
- All external entrance/threshold areas and E block (Booth Lane) smoking area to be swept and cigarette butts removed. Booth Lane 08.00 hrs to 11.00 hrs

- General litter pick of main internal pedestrian routes throughout the campus. (Booth Lane) 14.00 hrs to 16.00 hrs

It is Important to note that this cover will provide as well as existing general cleaning issues (within contract) a service for dealing with issues such as spillages etc throughout the campus which may include body fluids.

Monthly

All external cigarette butt bins to be emptied where necessary.

The contractor will familiarise themselves with the appended building log applicable to the cleaning of all items and ensure they comply with the recommendations fully

Weekend cover

Saturday morning general cleaning is required during term time; this will require two cleaning staff 07.30 to 10.30 hrs. (Currently Lower Mounts only)

Additional Periodic Tasks

External window clean to include guttering (accessed via water pole)
External window clean includes window frames and sills. Frequency twice yearly all sites.

High level dust to ducting and radiant panels. Frequency annual all sites.

High level internal window clean. Frequency twice yearly all sites.

Kitchen deep clean. All sites, cleaning of internal extraction hoods and vents annually

Workshops deep clean floors. Frequency annual all sites.

Opening up duties – all sites

Monthly Inspection processes

Contract management to ensure monthly review meetings with client to analyse and respond to identified issues in performance and efficiency etc.

Statistical analysis to be agreed with client over the monitoring of standards of performance in each area.

Contract management to ensure standards are inspected and analysed monthly in each area.

Materials/Equipment/Consumables

The College shall provide, free of charge, a sufficient supply of toilet requisites, i.e., soaps (all types), towels (tissue, roller, paper etc.), toilet rolls

and tissues for replenishment during each building's allocated cleaning hours.

Except where specified otherwise the Contractor shall provide and maintain all equipment in a safe working condition, materials and cleaning products necessary for the provision of the Service.

The Contractor shall ensure that all Equipment and Materials used in the provision of the Service is fit for purpose for the performance of the service and shall conform to the relevant European and British Standard or equivalent where such exists.

All Equipment to be used in the provision of the Service shall be identified with the Contractor's distinguishing mark.

The Contractor shall submit with his Tender schedules of all Equipment and Materials to be used in the provision of the Service for the approval of Northampton College and throughout the duration of the Contract details of any proposed amendments, additions or deletions thereto.

The Contractor shall permit any of the College's staff nominated for such purpose to inspect, with or without prior notice; any Equipment or Materials used or proposed to be used by the Contractor in or about the provision of the Service.

All items such as cloths, cleaning fluids, mops, vacuums, brushes, litter sticks, dusters, bin liners per litter bin and black and clear plastic rubbish sacks are to be provided by the contractor within the price of the contract.

All cleaning staff are to be properly attired in corporate clothing to a minimum standard of tabards displaying the company names and wear a college identity card at all times whilst on site.

Storage of Materials and Equipment

The Contractor shall only keep hazardous Materials on the College's premises which shall be used in the provision of the Service. Such Materials shall be kept under proper control, safe, serviceable, clean conditions and the Contractor shall ensure that all such Materials are properly and clearly labelled on their containers as to their contents to the satisfaction of the Northampton College nominated representative. The Control of Substances Hazardous to Health Regulations shall be complied with at all times.

The Contractor shall be responsible for the storage of all Materials and Equipment used in connection with the provision of the Service and shall ensure that the College is placed under no liability in respect thereof. Generally, limited storage facilities will be made available to the Contractor at or adjacent to all buildings. The Contractor shall notify the Vice Principal of Resources or nominated deputy of its intended storage arrangements at each building prior to the commencement of the Contract Period. The Contractor shall bear any additional costs of storage and keep the facilities in a clean, tidy, safe and secure condition.

The Contractor shall ensure that Equipment, Materials and all water used in toilets and other high risk areas are not used for the cleaning of any other areas and shall satisfy the Vice Principal of Resources or nominated deputy of the proposed arrangements to comply with this requirement used.

Delivering of Contractor's Equipment and Materials

The Contractor shall be responsible for the receipt of Equipment and Materials delivered at any building and shall agree on the details of relevant procedures with the Vice Principal of Resources or delegated representative prior to the commencement of the Contract Period.

College Buildings

The College shall be responsible for the upkeep, repair and maintenance of the buildings, including fixed Equipment therein at each building. The Contractor shall be responsible for the replacement and/or repair of any damage to any part of any building howsoever caused by the negligence of its Employees or Agents.

College Facilities

The College shall, for the duration of the Contract Period, permit the Contractor to enjoy the use, free of charge, in connection with the provision of the Service, the following utilities and spaces:

Electricity

Sluice

Water

Wash rooms and facilities

C Block office (Booth Lane)

The Contractor and its Employees shall keep such facilities clean, tidy and in good order. The Contractor shall be responsible for any damage caused to the College's property due to inappropriate use, misuse, inadequate handling or storage of Equipment and Materials.

On a daily basis, and in the case of major problems immediately, the Contractor shall inform the Vice Principal of Resources nominated deputy of any problems which become apparent during the course of the works e.g. leaking pipes, dripping taps, building fabric in need of attention, faulty electrical wiring etc., and of any vandalism or wilful damage found in any building.

Contractor's and Employees' Vehicles

Contractor's vehicles are entitled to park on the premises but must conform to all general directions for appropriate parking on all campuses. All vehicles are parked at own risk and park on a first come first served basis.

Security & Identification of Contractor's Staff

Entry to Buildings

Only the Contractor's staff directly engaged in the provision of the Service and persons making deliveries in connection with the provision of the Service may enter or use any part of the College's Buildings. Contractor's staff shall only use designated building access points for entry and exit. Contractor staff will not allow any 3rd party to enter the buildings or work areas.

Search

Contractor to allow Northampton College security staff or the Vice Principal of Resources or delegated representative to periodically search the contractor's staff and personal belongings or as a result of an allegation or following a direct incident and accusation. Refusal of this would be that the staff member is removed from the contract immediately.

Identity Cards All the Contractor's personnel employed under the Contract shall carry identity cards at all times when undertaking work in College buildings. These will be publicly displayed at all times when entering and working within any building. Any loss of a card must be reported immediately to site security staff. Failure to do so will require the contractor to cover any losses attributable to the loss of the card. A replacement card will then be issued at a cost of £5. Anyone found misusing the card or using another card to gain access will be asked to leave the premises immediately. The identification card will be issued by the college and contain:

- Contractor's name
- Photograph of operative in colour
- Operative's name
- Year of issue
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DBS checks (Safeguarding)

The Contractor is responsible for ensuring that all cleaning persons engaged in employment working on any Northampton College campus have a current Disclosure and Barring Service check. Whilst a current DBS check is being obtained an appropriate risk assessment must be made and available to authorised college staff upon request.

Building Security Measures (Cleaning staff unlocking at all sites)

The Contractor shall ensure that all Employees take all necessary steps to ensure the security of all buildings at the end of each work period and in particular that all windows and doors are left in a secure manner, that all doors requiring to be locked are locked and that all lights, water taps and electrical Equipment used in the provision of the Service are switched off.

Keys and Codes

In certain circumstances, as instructed by the Vice Principal of Resources or delegated representative, the Contractor will be required to use access keys and codes. The Contractor shall ensure strict control and safe keeping of all keys and codes so provided. The Contractor shall be responsible for the security of any buildings for which access keys and codes are issued and shall ensure that such buildings are properly locked both whilst the Service is being provided and after any part of the Service has been

provided. The Contractor shall include for this in the Tendered prices for each building and no additional payment will be made.

The Contractor shall be responsible for any costs arising from the misuse, incorrect operation or any non-compliance with each building's security procedures, including security alarm system operating procedures, by any member of the Contractor's staff. The costs are deemed to include but may not be limited to:

- Call Out charges arising from security Contractors, police and key holders.
- Any consequential increase in insurance premiums.
- Any consequential loss adjustment that may be required.

Security of Contractor's Material and Equipment

The Contractor shall be responsible for the security of all Materials and Equipment used by the Contractor in or about the provision of the Service. Prior to the start of the Contract, the Contractor shall submit details of its intended security arrangements for approval by the Vice Principal of Resources or nominated deputy. The Contractor shall be responsible for the security of the personal possessions of its Employees at each campus.

Environmental Issues

The College is committed to the preservation of the environment and the Contractor will supply with the bid their environmental policy and the Contractor's staff shall co-operate in the following ways:

- a. minimise electricity consumption by prudent use of hot water, electrical Equipment and electric lighting;
- b. minimise electricity consumption by the procurement of A rated electrical Equipment
- c. the Contractor's selection of the Materials, products, cleaning and waste disposal methods shall take full account of the need to conserve/protect the environment;

Comply with the Detergents Regulations 2010

- d. For all purposes the Contractor shall use products free from Chlorofluorocarbons (CFC'S) and products that do not use CFC's in their manufacture in cases where suitable alternatives are in existence and irrespective of the cost of such alternative products;
- e. Where buildings have local arrangements for the streaming of waste, e.g. paper/cardboard/glass plastic recycling, the Contractor shall, as far as is practicable, comply with these local arrangements in order to reduce the adverse effects of waste disposal. More specific to include new bin arrangements
- f. On no account is **bleach** to be used at any location within Northampton College without the express written permission of the Vice Principal of Resources.

- g. Any electrical item/waste identified and as covered under the Weee regulations should be reported direct to the Vice Principal of Resources or nominated deputy and should not under any circumstance be discarded into general waste units etc.
- h. Cleaners to carry out waste separation of classroom and office bins

Employees (Diversity and Safeguarding)

The Contractor must ensure a Contract Manager is based at the main site with appropriate transport. The Contractor shall ensure that every person employed by them in and about the provision of the Service is at all times careful, skilled, honest and properly and sufficiently qualified, experienced and instructed with regard to the Service, in particular:

- a. the task or tasks such persons have to perform;
- b. all relevant provisions of the Contract;
- c. all relevant policies, rules, procedures and standards of the College;
- d. all relevant rules, procedures and statutory requirements concerning Health and Safety at work including the College's Health and Safety policy as notified in writing to the Contractor;
- e. fire risks and fire precautions;
- f. the need to maintain the highest standards of personal hygiene, courtesy and consideration;
- g. the need to recognise situations which may involve any actual or potential danger of personal injury to any person at any building and where possible without personal risk, to make safe such situations and forthwith to report such situations to the Vice Principal of Resources or nominated deputy for onward reporting through college procedures;
- h. that when requested to do so by security or other members of College staff, or when communicating with other persons as a representative of the Contractor in the performance of the Service, will disclose their identity in the form of their identification card;
- i. to cause no offence or inconvenience whatsoever and interact positively with any building user, member of the public, member of College staff and Students or any persons in receipt of the service.
- j. to refrain from smoking on site by the Contractor and consuming alcohol or other intoxicants or illicit substances, using radios, mobile telephones (unless on official business) and televisions and creating excessive noise while in the College Buildings.
- k. To undergo formal training where possible to achieve a minimum of NVQ level 1

Gratuities

The Contractor's Employees shall not request, solicit or act in such a manner as to induce payment for any work carried out in accordance with the Contract. The Contractor shall not offer or give, or agree to give, to any employee or representative of the College any gift or consideration of any

kind as an inducement or reward for doing or refraining from doing, any act in relation to obtaining or execution of the Contract.

Health and Safety

Compliance with Legislation

The Contractor shall comply at all times with all Health and Safety Regulations and Approved Codes of Practice and all other relevant legislation and regulations; demonstrate such compliance by providing instructions of training and supervision, written or otherwise, upon request from the Vice Principal of Resources or delegated representative or training and supervision of the Health and Safety Manager. The contractor must supply copies of their diversity and safeguarding policies and subsequent updates.

First Aid Provision

The contractor is to ensure that each site has appropriate arrangements in place for first aid cover during periods of attendance.

All accidents are to be reported using the college's accident reporting procedure and any accidents leading to the requirement of a RIDDOR notification by the contractor must be reported to the Vice Principal of Resources or his deputy as soon as possible.

Building Rules

The Contractor and the Contractor's Employees shall comply in full with each building's emergency and evacuation procedures, acting promptly upon instructions given by the Vice Principal of Resources or delegated representative and members of the Emergency Services, e.g. Police, Fire Brigade etc attending such The Contractor and the Contractor's Employees shall comply with each building's procedures for logging-in, access or working permits, key control, locking off, reporting, signing off, etc.

In the event of College procedures found to conflict with the Contractor's own rules or safe system of working, causing a potential risk, the Contractor shall notify the Vice Principal of Resources or delegated representative requesting a resolution of the matter. In the event of any dispute, the requirements of the College's Health and Safety Advisor are final and binding.

Equipment

The Contractor shall provide, maintain and, where necessary, renew for the duration of the Contract, all personal protection Equipment, signs, barriers, lights, screens or any other Equipment necessary to ensure a safe system of working for both its staff and building occupants to the satisfaction of the Vice Principal of Resources or delegated representative .

Conflicts

The Contractor shall notify the College of any conflicts of procedures and practices between themselves and other Contractors, building occupiers or the general public which may create a risk to Health and Safety and assist in the resolution of the matter and the elimination of the risk.

Cost

The cost of providing a safe system of working, including but without limitation, providing Equipment, training, additional operatives, obtaining advice, complying with building rules and procedures etc shall be borne by the Contractor. Reasonable claims only for complying with new legislation not contemplated or not regarded as best practice at the commencement of the Contract will be considered by the College.

QUALITY

Responsibilities

The Contractor shall, throughout the Contract Period, establish and maintain a properly documented system of quality control designed to ensure that the Service is provided at all times and in all respects to the Specification Standard. This system shall be detailed in a quality policy and procedures document which shall be submitted as part of the Tender response.

The Vice Principal of Resources and his nominated representatives are responsible for securing the quality of Contract performance for all campuses on behalf of the College. The Vice Principal of Resources or delegated representative is responsible for ensuring the overall quality of the Contractor's performance in all buildings.

Without derogating from the Contractor's responsibilities under the Contract, much emphasis is placed on the Vice Principal of Resources or delegated representative and the Contractor working in concert so that the Specification Standard is achieved and maintained under the Contract by the Contractor.

Routine Work

Cleaning Assessments will be carried out on a day-to-day basis using an agreed monitoring procedure.

Following each assessment, which will be managed by the contractor through its own appropriate supervision. Reports will then be submitted through to the contractors administrative offices for collation and formal presentation at a monthly contract review meeting whereby an analysis will be undertaken by both College and contractor management.

The Vice Principal of Resources or nominated representative will report, by the issue of a Default Notice, any non-compliance with the Specification Standard to the Contractor.

The Contractor shall rectify instances of non-compliance on that working day when this can be achieved without detriment to the building's operational use.

Default Notices/complaints will be logged and reviewed at the monthly contract review meetings.

A recognised quality standard of a minimum of 80% is to be maintained and ensured.

Inspection and Approval of Periodic Work

Will be inspected for completion to Specification Standard at its conclusion by the Vice Principal of Resources or nominated representative.

The Contractor shall be represented at **Supervisor** level.

The Contractor will provide the Vice Principal of Resources or delegated representative with programmes of work with forecast completion dates. A weekly progress report for each building shall be provided by the Contractor. In addition a formal sign off sheet per individual works is to be presented thus a recognised log can be kept to ensure adherence to periodic contract works

Complaints

The Contractor will deal with any direct Complaints he receives in a prompt, courteous and efficient manner. Complaints received by the Contractor shall be recorded and details of response shall be provided both to the complainant and the Vice Principal of Resources or delegated representative. The record shall include the name of the complainant(s), date and time of Complaint, nature of Complaint and details of the action taken by the Contractor.

Complaints received or referred to the Vice Principal of Resources or a delegated representative will be issued to the Contractor and logged. It is the responsibility of the Contractor to inspect any complaint logs provided regularly each day and before the start of each work period and to remedy the Fault(s) immediately. Non-compliant rooms rectified the day of occurrence without detriment to the building's operational use will be excluded.

Complaints of a serious nature will be investigated jointly by the Vice Principal of Resources or delegated representative and the Contractor. In circumstances where a complaint results in the Contractor issuing a written communication to its workforce to enforce, or change, working procedures the Vice Principal of Resources or delegated representative shall automatically be sent a copy of the communication.

Cost

The Contractor will be deemed to have included in his Tendered rates for any costs arising out of the administration and/or management of matters relating to quality control Complaints and procedures including the need to provide a daily attended contact point to which Complaints can be made and received.

Default and Contract Termination Procedures

Any default of the contract and / or termination will be covered by Northampton College's terms and conditions, acceptance of which will be a fundamental part of the contract.

Costs The Contractor shall include in his Tendered rates for any costs incurred by the Contractor including the need to provide a daily presence for the purposes of quality control. No claims by the Contractor for additional payment in connection with quality control procedures or remedies will be accepted.

Contract Administration

Start Up Four weeks prior to Contract commencement, the Contractor shall submit, for approval to the Vice Principal of Resources or delegated representative, a full and complete definition of the programme of the working arrangements for the provision of the Service. This definition shall include but not be limited to:

Health and Safety risk assessments, COSHH assessment etc, management arrangements, including management structure listing all personnel by name and position; their telephone numbers; their contact points; staff availability and rostering; emergency arrangements; start up arrangements; materials delivery arrangements; the arrangements and times for the payment of Contractor's Employees.

This programme shall include full details of the above as appropriate to each campus within the Contract. The Vice Principal of Resources or delegated representative may vary the details of this programme if it is considered operational benefits will accrue.

Records The following records in a form approved by the Vice Principal of Resources or delegated representative shall be maintained at central administration and be able to be viewed at each campus. A campus 'Day Book' recording

Complaints/suggestions

Response to emergency

Requests/authorisation for additional cleaning

Detailed work record of the cleaning requirement for the building reflecting all approved variations to the Contract

A detailed record of attendance

These documents shall be available on demand by the Vice Principal of Resources or delegated representative

Rescheduling Work

Should the Contractor require to commence or complete work outside the times stipulated within the Contract or otherwise agreed by the Vice Principal of Resources or delegated representative then a written request for each and every occasion shall be submitted to the Vice Principal of Resources or delegated representative stating the reasons for the request. The Vice Principal of Resources or delegated representative will inform the Contractor of the decision in writing. Any costs arising out of a variation in operating times or days shall be borne by the Contractor.

Inability to Perform

If for whatever reason, the Contractor is unable to fulfil his Contractual obligations, the Contractor shall inform the Vice Principal of Resources or

delegated representative in writing of any matters likely to affect the frequency and level of service of any activity. The Contractor shall indicate at that time the likely extent of any disruption and what arrangements he is making to resume provision of the Service. The Vice Principal of Resources or delegated representative will indicate, after discussion with the Contractor, the period (if any) which will be allowed to recover the normal frequency of service and if necessary the means by which the Contractor will achieve this.

The Contractor shall notify the College in writing of any proposed changes in method of working and Materials, and gain written approval prior to their implementation.

Meetings

Contract review meetings will be held at monthly intervals (or more frequently, if required) during the term of the Contract. These meetings will be held at the offices of the College. The Contractor shall have a senior member of staff, authorised to make binding decisions, in attendance at each of these meetings and shall make provisions in its Tender price accordingly.

Lost Property

All monies or other items of value found at any building other than the Contractor's premises by the Contractor's Employees shall be handed to the Vice Principal of Resources or delegated representative as soon as possible and a written receipt obtained thereof.

Contract Hours

The contractor is to determine as part of the tender the number of "man" hours required to deliver the above services. On appointment an agreed number of hours will be declared. Should any hours or services not be met then a "BANK" will accumulate. These hours will become an asset of the college and be used for additional services where appropriate. The bank will not be allowed to grow above 5% of the contracted hours at which point the college will claim back any over payments.