

# DPS Schedule 1 (Specification)

## 1. Introduction

This Schedule sets out what we and our buyers want. The Supplier must only provide the Deliverables for the Filter Categories that they have been appointed to. For all Filter Categories and/or Deliverables, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer. The Deliverables and any Standards set out in Paragraphs 2 and 3 below may be refined (to the extent permitted and set out in the Order Form) by a Buyer during an Order Procedure to reflect its Deliverables Requirements for entering a particular Order Contract. **2. Specification**

**2.1. Our priorities** Crown Commercial Service (CCS) key priorities are to support visibility of Building Cleaning Services products and services whole life costs and to influence efficiencies through:

• Offering value solutions to meet Buyers individual requirements;

- Build and increase capacity of high quality products and services;
- Provide greater opportunity for aggregation; and
- Develop a dynamic commercial model for access to products and services. The DPS for Building Cleaning Services will support these priorities. It offers an easy route to access quality Services provided by Suppliers who can offer a range of experience and industry standards.

The DPS is a dynamic commercial model, which Suppliers can join via a straightforward selection process. Buyers will be able to access a wider market of Suppliers, obtain more choice and achieve better value.

## 2.2. Scope

This section sets out what CCS and our Buyers want. The Supplier shall only provide the deliverables for the filter categories to which they have been appointed. For all filter categories and deliverables, the Supplier must help Buyers comply with any specific applicable standards of the Buyer. These are the Filter categories available on the DPS:

- Delivery and Performance Assessment Services
- Delivery and Performance Assessment Services - Location

- Building Cleaning Services
- Building Cleaning Services - Location

### 2.3. General Cleaning Requirements Obligations

The following Standards references apply to this Service.

The Supplier shall ensure that:

- The required Standard is in evidence daily.
- As far as is reasonably practicable they specify and use cleaning materials and practices that are environmentally preferable or as specified by the Buyer.
- All general cleaning activities shall take place during the times set out by the Buyer at Call Off.
  - All Supplier staff shall wear formal corporate attire at all times including building/identification passes unless otherwise advised by the Buyer. The Supplier may be required to clean areas in the presence of a Buyer Authorised Representative or under approved escort. The areas and the times for the cleaning to take place shall be agreed with the Buyer.

The Supplier shall provide the Buyer with expert and technical advice on the service to explore improvements, maximise efficiency and performance across all cleaning services. The Supplier shall provide a cleaning service that is delivered in a safe and efficient manner as per the required Standards set out by the Buyer at Call Off. The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:

- British Institute of Cleaning Science (BICS) Edition 6;
- Control of Substances Hazardous to Health (CoSHH);
- Health and Safety at Work Act 1974;
- The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "**SED**" Regulations));
- The Environmental Protection Act 1990 (the "**EPA**");
- Pollution Prevention and Control Regulations 2000 (the "**PPC**" Regulations);

- NLRS – 0473 - national spec - cleanliness-NHS-2007-04-v1;
- PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals; and
- The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual.

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- Where relevant, appropriate security clearance is in place.

## **2.4. Environment, Sustainability and Social Value**

The Supplier shall ensure compliance with Government Buying Standards (GBS) for Cleaning Products and Services. The standards can be found following this link: [Sustainable procurement: the GBS for cleaning products and services](#) Buyers may request suppliers hold a recognised Eco/sustainability kite mark for example Ecolabel, carbon neutral certification ISO14001 Environmental Management. The Supplier shall work with Buyers to identify ways to minimise the cleaning activities impact on the environment. The Supplier shall comply with relevant future Government requirements and standards in accordance with any Government guidance issued during the DPS Contract Period and as developed and updated, from time to time.

The Public Services (Social Value) Act 2012 requires public authorities to have regard to economic, social and environmental wellbeing in connection with public Services contracts and for connected purposes as well as allowing for national and local strategies around this area.

If required at Call-Off stage, the Supplier shall be required to identify as an optional variant the social value initiatives it proposes as proportionate and relevant to the Call-Off Contract and shall be responsible for recording and reporting performance against agreed Social Value scorecards [Social Value Act: introductory guide](#)

**2.5. Standards** The Supplier shall ensure cleaning is to be carried out using cleaning methods which will achieve a good standard of cleaning, leaving the asset free from dirt, marks and smears, and preserving the original condition and appearance of the asset, given due consideration of its age and condition. The Supplier shall provide Staff that are trained and accredited to deliver to the British Institute of Cleaning Science (BICS) Standards and are competent in their duties. As well as introducing an opportunity for the Supplier to use their skills and judgement to achieve cost effective and efficient Services, an outline of the standards of cleaning has been defined in Annex A -

## Cleaning Standards.

If required, the Supplier shall meet the targets and responsibilities set by the Buyer, for meeting or exceeding operational resource efficiency targets including energy and water consumption and waste production. The structure and format of the resource management plan shall be agreed by the Buyer at Call-Off Commencement Date.

The chosen Standards (Annex A) by the Buyer will be applied across the Buyer Premises and shall be applied to all cleaning activity unless otherwise stated at Call Off. All Services shall be delivered considering the Business and Occupational Profile (Annex B).

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**2.6. Selection and Management of Subcontractors and Staff** During the mobilisation period, the incumbent Supplier shall retain full responsibility for all services until the service start date or as otherwise formally agreed with the Buyer. The Supplier shall work cooperatively and in partnership with the Buyer, incumbent Supplier, and other Facilities Management (FM) supplier(s), where applicable, to understand the scope of Services to ensure a mutually beneficial handover of the Services. Where TUPE applies the Supplier shall be responsible for the staff transfer in line with the terms set out in DPS Order Schedule 2. The incoming Supplier's full service obligations shall formally be assumed on the service start date as set out in DPS Order Schedule 20. Where TUPE applies at the end of a Contract the Supplier will cooperate as part of an exit management plan with the Buyer and if applicable new Supplier to ensure business continuity and smooth transfer.

The Supplier shall ensure that all Supplier staff employed on a Contract receive appropriate training to ensure the successful and safe delivery of the Services.

The Supplier is responsible for producing a training programme that includes

- Induction
- Refresher
- Awareness training

- Performance development The Supplier shall be responsible for the provision of all equipment, workwear, uniforms and Personal Protective Equipment (PPE) for their personnel for use on the Contract. The Supplier shall be required to actively manage all aspects of Subcontractor involvement in the Call-Off Contract to ensure that all Services received reflect that required under the Call-Off Contract.

**2.7. Health and Safety** The Supplier shall meet all of the relevant health and safety legislation in accordance with the Health and Safety at Work Act 1974 and other relevant legislation in discharging their duties under this DPS Agreement.

The Supplier shall ensure all of their staff and/or Subcontracted staff are suitably trained and comply with all relevant health and safety legislation throughout the duration of the DPS Agreement and any awarded Call Off Contract. The Supplier shall, where applicable, ensure that all electric and electronic equipment (EEE) used or disposed of as part of delivery of the Services, complies with restriction of Hazardous Substances (RoHs), WEEE regulations, or equivalent. Full details can be found via the following links: <http://www.hse.gov.uk/waste/waste-electrical.htm>

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Health and Safety regulations require that electrical appliances are safe and maintained to prevent harm to workers to ensure compliance with the British Standard Code of Practice. The Supplier shall be responsible for ensuring all electrical equipment provided by the Supplier has in-service inspection and testing (Portable Appliance Testing) annually (as a minimum) and that all electrical equipment clearly displays the test due date.

The Supplier shall be responsible for the disposal of any hazardous substances and packaging used by the Supplier when carrying out their duties.

The Supplier shall be responsible for recording and investigating all accidents, incidents, dangerous occurrences and near misses involving their staff, to include Subcontracted third party staff delivering Building Cleaning Services on their behalf, and shall issue a written report which shall include recommendations to prevent any repeat to the Buyer. The Supplier shall be responsible for ensuring that all Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) related incidents are reported in accordance with Health and Safety Executive (HSE) legislation and shall ensure the Buyer is notified immediately in writing.

## **2.8. Security**

The Supplier shall be required to have their own security operating procedures that shall be made available to Buyers.

The Supplier shall ensure appropriate security standards, controls and measures are in place such as access to premises.

The Supplier shall ensure that any suspected or actual security breaches are reported to the Buyer representative immediately.

The Supplier shall provide details of their personnel security procedures and upon request by the Buyer, details of all personnel that they intend to use in the delivery of the Services. If required, the Buyer will explicitly set out the standards, controls and measures the Supplier shall meet. The Supplier shall ensure that all Supplier personnel vetting procedures, under the DPS Agreement and individual contracts entered into it by Buyers and Suppliers, comply with the British Standard, Security Screening of Individuals Employed in a Security Environment – BS 7858:2012 or agreed equivalent, unless otherwise specified by the Buyer.

The Supplier shall, where applicable, provide details of its Supplier Personnel security procedures to Buyers and contact details of all Personnel who will be involved in the delivery of the Services, when requested by Buyers.

## **2.9. Contract Management**

The Supplier shall work collaboratively with the Buyer to promote excellence,

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and better value and enhance the reputation of the Buyer amongst key stakeholders across Government and within local communities.

The Supplier shall share more efficient ways of working with the Buyer that will ensure better working practices in delivering the Services.

The Supplier shall work collaboratively with the Buyer when establishing their operational delivery plan and shall focus on the use of technology, data and analytics to develop, maintain and improve the workplace experience and value-for-money for the Buyer.

The Supplier, upon request by the Buyer or CCS, shall cooperate with any investigation into alleged poor performance, conduct or any other complaint received. Failure to cooperate may result in the Supplier being suspended from the DPS until such time a resolution is agreed.

## **2.10. Supplier Performance Measurement and Reporting**

The Supplier shall report on its own performance against the agreed Key Performance Indicators (KPI's) and other measures reasonably requested by the Buyer at Call Off. These reports may include summaries for the following:

- Achievement against KPI agreements;
- Achievement against social value initiatives;
- Reasons for failure to meet any KPI agreements;
- Performance failures accruing as a result of failure to meet KPI agreements;
- Levels of Statutory Compliance;
- Performance against sustainability plan;
- The Supplier shall create and generate ad hoc reports as requested by the Buyer or CCS; and
- The Supplier shall provide reports as specified by the Buyer at Call Off.

### **3. Service Requirements**

#### **3.1. Delivery and Performance Assessment Services**

Buyers have the opportunity to procure the services of a Supplier to review current building cleaning and/or waste management practices and receive transparent, expert advice that is focused on Buyer needs. The Supplier shall carry out an in depth assessment and analysis of current operating practices, policies, procedures and documentation to identify more efficient ways of working.

#### **3.2. Cleaning Standard and Waste management Services**

Recommendations for improvements may include:

- Ways to minimise costs;
- Achieve value for money;
- Save time;
- Improve sustainability and social value;
- Improve service delivery and standards;
- Achieve legal compliance;
- Improve recycling rates;
- Achieve zero to landfill;
- Ways to minimise costs;
- Achieve value for money; and
- Maximise internal and external bin infrastructure to save time.

The Buyer will decide at Call Off what the aim and focus of any review will be.

### **3.3. Internal Routine and Reactive Cleaning**

The Buyer will select the required standard of cleaning as set out in (Annex A). The Supplier shall undertake all tasks associated with professional office cleaning to ensure that the offices, toilets, shower rooms, kitchens, catering areas, public areas, meeting and conference rooms, custody suites (where applicable), bedrooms, circulation space, secure areas and all other working areas, furniture, walls and floor spaces, are maintained to achieve the necessary levels of cleanliness as defined within the BICS 2015 Standards (or later editions as published by BICS) to ensure all areas remain presentable and fit for their intended purpose.

The Supplier shall be responsible for monitoring the provision of the Services on a daily basis to ensure that the required Service Standard has been applied.

Within specialist or public areas, bespoke cleaning regimes may be required. This shall be determined at the Call Off stage by the Buyer.

The Supplier shall be responsible for the daily cleaning of hard and soft flooring, desks, chairs, tables, worktops, mobile and static room partitions, internal glazing and walls and shall ensure that the routine cleaning takes place at each Buyer Premises as frequently as required in order to achieve the necessary levels of cleanliness as defined within the BICS 2015 Standards (or later editions as published by BICS). The Supplier shall be responsible for the collection and removal of all waste from within the Buyer Premises to the designated central waste storage point/s on a daily basis. The Supplier shall clean first aid rooms when required at the Buyer Premises.

The Supplier shall, if selected by the Buyer be responsible for the supply of all consumables and cleaning materials and shall ensure that consumables are fully stocked at all required locations to the standard agreed by the Buyer. The routine cleaning Service shall include the provision of a reactive cleaning service

Tasks can include:

- Responding to spillages;

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- Replenishing consumables and monitoring the cleanliness of the washrooms;
- Cleaning up dust and debris upon completion of maintenance works; and



- Stain removal.

All requests for Reactive Cleaning Services shall be routed through a helpdesk or communicated to the Supplier by the Buyers Authorising Officer(s).

**3.4. Cleaning of Integral Barrier Mats** The Supplier shall ensure that all barrier matting is well maintained and kept clean.

The Supplier shall advise the Buyer when replacement barrier matting, including coir matting, is required. The Buyer will decide how to replace the matting.

**3.5. Internal Routine and Reactive Cleaning via Mobile Cleaning Services** Where the Buyer requires that routine, re-active and deep cleaning services be delivered via a mobile cleaning solution, the Supplier shall be responsible for delivering the Services and shall ensure routine cleaning takes place at each Buyer Premises, as frequently as required in order to achieve the necessary levels of cleanliness and as defined within the BICS 2015 Standards (or later editions as published by BICS). Further information on requirements will be provided by the Buyer at Call Off. The Buyer has the option to request whether or not the Supplier shall be responsible for the supply of all consumables and cleaning materials and ensure that consumables are fully stocked at all required locations.

The Supplier shall, in the event the Buyer selects a mobile service including cleaning consumables, provide an uninterrupted supply of consumables at the Buyer Premises, to the existing Standard (unless approved otherwise by the Buyer).

### **3.6. Deep Cleaning**

**Deep Cleaning (Periodic)** The Supplier shall provide deep cleaning activities following safe working procedures in accordance with all current relevant legislation. The Supplier shall provide a programme for periodic and deep cleaning activities to the Buyer for approval within one month of the start of each Contract Year. The Supplier shall inform and agree with the Buyer all periodic cleaning activity and provide the Buyer with any health and safety documentation prior to any work being carried out.

**Deep Clean (Reactive)** The Supplier shall provide deep cleaning activities following safe working procedures in accordance with all current relevant legislation

Tasks can include:

- Dirty protest
- Vehicles (internal and external)

### **3.7. Specialist Floor Cleaning**

The Supplier shall carry out specialist floor cleaning activities following safe working procedures in accordance with all current relevant legislation.

The Supplier shall provide the Buyer, for approval all health and safety documentation for example method statement and risk assessments, prior to any work being carried out.

- Tasks can include:
- Striping
- Sealing
- Buffing
- Polishing
- Steam cleaning
- Carpet cleaning

### **3.8. Cleaning of External Areas**

The Supplier shall provide cleaning of external areas activities following safe working procedures in accordance with all current relevant legislation. The Buyer will set out requirement and frequencies at Call Off.

External Cleaning areas  
include:

- External Signage up 2 storeys;
- External Signage 3 - 6 Storeys;
- External signage high rise 7 plus storeys;
- Clean hard landscaping, including paving, footpaths, roads and car parks;
- Window Cleaning up 2 storeys;
- Window cleaning 3 - 6 Storeys;
- Window cleaning high rise 7 plus storeys;
- Litter picking / cleaning and emptying bins;
- Gutter cleaning;
- Building cleaning for example walls, patio cleaning; and

- Building sandblasting.

### **3.9. Internal Window Cleaning**

Internal window cleaning prices shall include all access equipment, labour and materials.

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The Supplier shall set up a system to ensure that windows with bomb blast curtains are not left unprotected. This includes situations where the bomb blast net serves only for privacy purposes. The Supplier shall ensure that cleaning is carried out to the required Standard or in line with local by-laws in force in certain parts of the UK. The Supplier shall provide the Buyer, for approval all health and safety documentation for example method statement and risk assessments, prior to any work being carried out.

### **3.10. Caretaking/Portering Activities/Key Holder**

Where the main purpose of the contract is cleaning the Buyer may request additional duties associated with caretaking activities for example, emptying bins and replenishing stock, locking and opening up premises, disable and enable alarm systems and the moving of equipment. This will be specified by the Buyer at Call Off.

### **3.11. Internal - IT Equipment Cleaning**

Where this Service is requested by the Buyer, the Supplier shall clean desktop computers, monitors, telephones and keyboards.

### **3.12. Specialist Cleaning**

The Supplier shall ensure that Supplier staff delivering any specialist cleaning service shall have successfully completed and be in possession of a first-aid responder qualification.

The Supplier shall ensure that the Service is delivered in accordance with the requirements needed to enable the Buyer to operate compliantly and within the operating procedures of the organisation. Standards will be defined by the Buyer at Call Off.

## Specialist Cleaning Services

include:

- Medical and clinical cleaning
- Fume cupboards and air ducts
- Chimney cleaning service
- Trauma cleaning service - The Supplier shall respond to requirements associated with wilful damage, vandalism and hazardous waste spillages including human waste, animal waste and vehicular fuel spillages upon request from the Buyer.

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### **Annex A – Cleaning Services Standards**

#### **Standard Description**

A The general or normal Service level.

Typical for all occupied or generally accessed areas including public access spaces and general office areas.

All areas subject to regular routine cleaning activities should be free from loose debris, dust, fluff and lint on completion of the cleaning task for that area. There should be an overall even appearance and be odour free. B The highest Service level. Typical for prestige and high visibility areas. This is classed as exceptional and should only be required in very rare circumstances.

All areas subject to regular routine cleaning activities should be free from loose debris, dust, fluff and lint on completion of the cleaning task for that area. There should be an overall even appearance and be odour free. This standard would be above and beyond the norm expected for general office spaces and public accessible areas. C A bespoke or very specific or demanding Service level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc. Alternatively, this can also be applied to areas or properties or buildings that require lesser Service level than the standard Service level due to the nature of the environment of activity undertaken within the area e.g. mothballed buildings, garages, warehouses etc.

Areas subject to this standard will be specified as requiring a bespoke or unique approach to cleanliness. This deviation from the normal or expected approach or regime

will reflect either an enhanced or reduced cleaning requirement. The standard will be specified as will frequency of Service. This standard could apply to, for example, a laboratory or healthcare environment where specialist procedures are required to limit infection and cross contamination. The standard could also be used to describe activities to be undertaken in buildings or areas that are mothballed or not in use and requiring a very limited Service. Likewise, areas such as warehouses, storage areas and garages may also require a very limited Service and these would also be specifically described. GENERAL The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government

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REQUIREMENTS guidelines shall apply:

British Institute of Cleaning Science (BICS) Edition 6; Control of Substances Hazardous to Health (CoSHH); Health and Safety at Work Act1974; The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations)); The Environmental Protection Act 1990 (the "EPA"); Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations); NLRs – 0473 - national spec - c~iness-NHS-2007-04-v1; PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals; The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual; and Compliance with Government Buying Standards for Cleaning Products and Services.

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**Annex B – Business and Occupational Profile**

The Supplier has demonstrated that they can supply Services within at least one of the following Service Types as documented in the DPS Appointment Form associated with their DPS Contract.

**Business and Occupational Profile Description** Call Centre Operations Open offices with multiple workstations Commercial Space Retail outlets Doctors, Dentists and Health Clinics Outpatient facilities General Office Customer Facing General Office Non Customer Facing Hospital/medical Medical overnight stay facilities Leisure Facilities - Internal Sports halls, gymnasiums, courts Leisure Facilities - External Multi use pitches, hardstanding courts Library Nursery and Care Homes Vulnerable people may require additional security checks Pre School Vulnerable people may require additional security checks Primary Schools Vulnerable people may require additional security checks Residential Restaurant and Catering Facilities Secondary School Secure Facilities May need security clearance, be first aid trained or mental health first aid training Special Educational Needs Schools (SEN) Vulnerable people may require additional security checks Transport Network London Underground, highways Universities and Colleges Warehouses

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