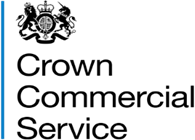
B

**Schedule 1 – Specification**

**Part C Service Requirements**

**Lot 2A General Cleaning and Pest Control**

**Lot 2B Ambulance and vehicle deep clean**

**Healthcare Soft Facilities Management Services Framework Contract RM6331**

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# Introduction

* 1. The purpose of this Specification is to set out the scope of the Deliverables (e.g. Goods and Services) that the Supplier will be required to make available to all Buyer(s) under the lotting structure of this Framework Contract, and to provide a description of what the Deliverables will entail, together with the specific standards applicable.
  2. This specification sets out the requirements and Standards for the Cleaning Service. This specification should be read in conjunction with Schedule 1 – Specification, Part A Requirements Overview and Part B Contract Management. The Supplier is required to comply with all parts of the Specification.

## Description of Lots

* 1. This Framework Contract comprises 16 Lots. These Lots are grouped into 5 service headings. This specification sets out the requirements for the provision of Cleaning Services to the healthcare estate.
  2. The full provision of Core Services and Additional Services which may be required by Buyers under this Framework Contract are detailed in section 1.5 below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Lot(s)** | **Service Reference** | **Description of Services** | **Core / Additional Service** |
| Lot 2A and 2B | Service BW1 | Billable Works | Core |
| Lot 2A | Service C1 | Routine Cleaning | Core |
| Lot 2A | Service C2 | Cleaning of Integral Barrier Mats | Core |
| Lot 2A | Service C3 | Window Cleaning (External) | Core |
| Lot 2A | Service C4 | External Grounds Cleaning | Core |
| Lot 2A | Service C5 | Installation and Art Cleaning | Core |
| Lot 2A | Service P1 | Preventative Pest Control | Core |
| Lot 2A | Service P2 | Reactive Pest Control | Core |
| Lot 2B | Service AV1 | Ambulance and Vehicle Deep Clean | Core |
| Lot 2B | Service AV2 | Make Ready Service for Vehicles | Core |
| Lot 2B | Service AV3 | Cleaning of Buyers Premises | Additional |
| Lot 2B | Service AV4 | Vehicle Decontamination Service | Additional |

* 1. Suppliers are also required to provide a number of Contract Management services as part of this Framework Contract. For a full description of the Contract Management services required under this Framework Contract please refer to Framework Schedule 1 - Specification, Part B Contract Management.
  2. The Supplier shall be required to provide a patient centred Service that meets the requirements for high quality care and Infection Control and Prevention. The table below in section 1.7 provides a description of the types of Deliverables within each Lot grouped under cleaning.
  3. A summary of the lot structure is as follows:

| **Lot** | **Description of Services** |
| --- | --- |
| Lot 2A | Cleaning Services and Pest Control   * The Suppliers appointed to Lot 2A will be responsible for the provision of routine cleaning to enhance the patient environment of the Buyers Premises in accordance with national standards for cleaning and infection control and prevention. * Lot 2A includes provisions for both scheduled cleaning and reactive cleaning in accordance with the requirements of national cleaning standards. * Lot 2A also includes:   + Installation and Art Cleaning to provide cleaning of art installations and monuments and sculptures that are in the possession of Buyers and located on Buyer Premises; and   + The cleaning of communications and equipment rooms including service and node rooms.   + The provision of external glazing cleaning services.   + Preventative Pest Control and reactive Pest Control services. |
| Lot 2B | Ambulance and Vehicle Deep Clean   * The Suppliers appointed to Lot 2B will be responsible for the provision of specialist cleaning service and make ready service for ambulances and vehicles associated with the Delivery of clinical services. |

## Definitions

* 1. Terms used in this Specification and annexes that require further definition are capitalised. For definitions of these terms, you should refer to Joint Schedule 1 – Definitions, relevant Call Off and Joint Schedules in addition to the table below which can be used if definitions relate solely to the Specification.

| **Expression or Acronym** | **Definition** |
| --- | --- |
| Check Cleaning1 | means a check to assess if an element meets the performance parameters. If it does not, a Full or a Spot clean should be undertaken to bring the element up to the performance parameter level. |
| Cleaning Services | means the services provided by the Supplier in accordance with this Schedule 1 – Specification, Part C Service Requirements, Lot 2 – Cleaning, Cleaning Service. |
| Cleaning Specification | means the Buyers specification established in accordance with the National Standards of Healthcare Cleanliness detailing cleaning elements performance parameters and cleaning frequencies. |
| Discharge Clean | means the cleaning of patient wards and bedrooms. |
| Full Cleaning[[1]](#footnote-1) | means cleaning all elements using an appropriate method to remove all visible dust, dirt, marks, and contamination, leaving the item in accordance with the required performance parameters. |
| Hazardous Area Response Team | means the designated team of specially recruited personnel who are trained and equipped to provide the ambulance response to high-risk and complex emergency situations. |
| Internal Window Cleaning | means the cleaning of the internal surfaces of external glazing |
| Periodic Cleaning1 | means full clean of an item at a set interval as part of routine environmental maintenance where daily or weekly activity is not required. This becomes periodic; fortnightly, monthly (four weeks), quarterly (12 weeks), six-monthly or annually. Periodic cleaning of items less frequently than fortnightly or monthly (e.g. carpet washing, floor stripping/polish/sealing and external window cleaning) is not considered routine and should form part of a planned and documented annual programme. |
| Spot Cleaning1 | means cleaning specific elements using an appropriate method to remove all visible dust, dirt, marks, and contamination, leaving the item in accordance with the required performance parameters. |
| Touch Point Cleaning1 | means a full clean of items that are frequently touched using an appropriate method to remove contamination. |
| Working Hours | means thehours the cleaning service is required to be in place. |

# 

# All Lots

* 1. This section provides details of the service requirements that Suppliers will be expected to fulfil in their entirety across all lots. It is important that Suppliers take time to fully understand these requirements, and in particular, the need for full compliance from the implementation of Call-Off Contracts with Buyers.

## Service A1 - Service Delivery Plans

* 1. The Supplier shall prepare a Service Delivery Plan for each Buyers requirements as set out in Schedule 1 – Specification, Part B Contract Management. The Cleaning Service Delivery Plan shall include as a minimum:
     1. alignment to the Cleaning Specification, for agreement with the Buyer covering all functional risk categories identified within the Buyer Premises.
     2. a schedule for cleaning each area with detailed methodologies for cleaning all aspects of each area, taking into consideration:
        1. Ward operating procedures and timings;
        2. Department hours of operation; and
        3. Patient condition.
  2. The Supplier will consider the most appropriate methodologies for cleaning and improving infection control and prevention including the use of technology in the Delivery of the Service.

# Lot 2A Routine Cleaning Service

### Generic Cleaning Requirements

* 1. All elements of Lot 2A Cleaning Service are deemed to be Core Services unless otherwise stated.
  2. The following Standards shall apply to this Service, including the General Cleaning Standards within Appendix B of this specification.
  3. The Supplier shall ensure that the Service is delivered in accordance with the requirements needed to enable the Buyer to attain Care Quality Commission (CQC) accreditation, for example in accordance with PAS 524 or other Standards defined by the Buyer in the Call-Off Procedure.
  4. The Supplier will provide the Services 24 hours, 7 days per week, 365(6)days, further details of which will be confirmed at Call-Off stage.
  5. The Supplier shall ensure that:
     1. The required Standard is in evidence in accordance with the agreed schedule of cleaning;
     2. As far as is reasonably practicable they specify and use cleaning materials and practices that are environmentally preferable, including utilisation of refillable containers throughout the entire product cycle where possible in accordance with the requirements of Infection Control and Prevention;
     3. All planned cleaning related activities shall take place in accordance with an agreed schedule of cleaning set out in the Cleaning Specification and the cleaning method statements. Where revisions are required, changes will be managed via the Contract Variation Procedure and be agreed with the Buyer during the Mobilisation Period; and
     4. All Supplier Staff wear formal corporate attire and appropriate PPE at all times including building/identification passes.
  6. The Supplier shall be required to clean certain areas in the presence of a Buyer Authorised Representative or under approved escort. These areas and the times for the cleaning to take place shall be agreed with the Buyer.
  7. The Supplier shall provide the Buyer with expert and technical advice on the service to explore improvements, maximise efficiency and performance and ensure infection control measures are maintained across all cleaning Services.
  8. The Supplier shall be responsible for ensuring that all Services are delivered in compliance with the Buyer's health and safety and COVID-19 site risk assessments.
  9. The Supplier shall agree with the Buyer any enhanced cleaning requirements that may be required on a periodic basis and the protocols for the activation of such enhanced cleaning requirements. The implementation of enhanced cleaning should be charged via Call-Off Schedule 25 - Billable Works and Projects.
  10. Where requested by the Buyer, the Supplier shall provide cleaning and infection control equipment, materials and consumables for use directly by Buyer Staff. Where appropriate, this shall include the provision of all associated Control of Substance Hazardous to Health (COSHH) data. Where the Buyer requests these Services, they shall be managed via the Billable Works and Projects management process.
  11. The Supplier shall undertake all tasks associated with professional cleaning Services across all Buyer Premises in accordance with the Cleaning Specification and the cleaning method statements. The Supplier shall ensure that all elements are cleaned according to their functional risk category to achieve the necessary levels of cleanliness and meet the audit target score for the relevant functional risk category.
  12. The Supplier shall be responsible for monitoring the provision of the Services on a daily basis in a methodology aligned to the Buyers audit process to ensure that the required Service Standard has been applied.
  13. The Supplier shall be responsible for the supply of all cleaning materials and consumables required for the Delivery of the Cleaning Service.
  14. The Supplier shall ensure that all Supplier provided cleaning materials and equipment are colour coded in accordance with the national colour-coding scheme and appropriately segregated when in use and stored.

## Service C1 - Routine Cleaning

* 1. The General Cleaning Standards shall apply to this Service.
  2. The Supplier shall provide a patient-centred Routine Cleaning Service that provides a combination of the following:
     1. Scheduled cleaning;
     2. Reactive Cleaning, including spot cleaning;
     3. Check cleaning;
     4. Periodic Deep cleaning;
     5. Wall washing and high-level cleaning; and
     6. Cleaning of internal glazing.
  3. The Routine Cleaning service shall cover the elements (as defined in the current National Standards of Healthcare Cleanliness) indicated by a tick in the following table, Suppliers shall price the service on the basis of those items ticked:

| **Element** | **After Patient Use or if visibly soiled** | **Daily Clean Responsibility** | **Periodic Clean Responsibility** |  | **Element** | **After Patient Use or if visibly soiled** | **Daily Clean Responsibility** | **Periodic Clean Responsibility** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Bed pan (reusable), bed pan holder, patient wash bowls. |  |  |  |  | Dispenser cleaning - hand wash, hand sanitisers, paper towel holders, toilet roll holders, all alcohol dispensers and hand dryers, including glove and apron dispensers. Replenish as required. |  | ✔ |  |
| Bed pan washer / macerator. |  | ✔ | ✔ |  | All elements of showers. |  | ✔ | ✔ |
| Other sluice equipment including sluice sink and equipment holders. |  | ✔ | ✔ |  | Toilets, bidets, urinals and toilet brushes. |  | ✔ |  |
| Commodes. |  |  |  |  | Sinks and taps. |  | ✔ |  |
| Patients hoists. |  |  | ✔ |  | Baths and taps. |  | ✔ |  |
| Weighing scales including neonatal, seated and standing scales. |  |  |  |  | Radiators including cover. |  | ✔ | ✔ |
| Medical equipment e.g. intravenous infusion pumps, drip stands and pulse oximeters, medical gas bottles and stands, walking aids. Refer to local protocol for medical equipment connected to and not connected to a patient. |  |  |  |  | Low surfaces - low level pipes and low-level trunking. |  | ✔ | ✔ |
| Wheelchairs (organisation owned). Refer to local protocol. |  |  | ✔ |  | Middle surfaces - window sills, non-patient furniture, tables, desks, shelves and ledges, work surfaces and cupboards exteriors. This does not include items covered by other elements in this list, i.e. switches & sockets. |  | ✔ | ✔ |
| Patient fans - with accessible blade. Refer to local risk assessment and protocol. |  |  | ✔ |  | High surfaces including curtain rails, staff locker tops that are accessible, and high surfaces around patient bed areas. |  | ✔ | ✔ |
| Patient TV and bedside entertainment systems including head pieces. | ✔ |  | ✔ |  | Bedside lockers. | ✔ | ✔ | ✔ |
| Notes and drugs trolleys and patient clipboards. | ✔ | ✔ | ✔ |  | Over bed tables and dining tables. | ✔ | ✔ | ✔ |
| All chairs and couches (soft furniture). |  | ✔ | ✔ |  | All waste receptacles (does not include euro/wheelie bin). | ✔ | ✔ | ✔ |
| Patient beds - frame, wheels, castors, head, foot, cot sides, nurse call and control panels, including carers beds in the clinical area. Non patient beds including on call beds - clean as per local protocol. | ✔ | ✔ | ✔ |  | Linen and general-purpose trolleys. |  |  | ✔ |
| Patient bed and trolley mattresses. Refer to local protocol for inspection of mattress integrity and ingression. | ✔ |  | ✔ |  | Replenishment of consumables. |  | ✔ | ✔ |
| Patient trolleys and treatment couches. Trolleys with x-ray storage and oxygen cylinders clean according to local protocol. | ✔ |  | ✔ |  | Ventilation grilles extracts and inlets. |  |  | ✔ |
| Patient toys (premises owned). Refer to local protocol and risk assessment. |  |  |  |  | Lighting including overhead, bedside, wall mounted examination lights both fixed and portable. | ✔ | ✔ | ✔ |
| Switches, sockets and data points, trunking, handrails and wall fixtures. | ✔ | ✔ | ✔ |  | Electrical items in multi-use areas - specifically computers and phones for example at nurses' station, computers on wheels (COWs) and workstations on wheels (WOWs), computer casing only. |  |  |  |
| Walls - accessible up to 2 metres. |  | ✔ | ✔ |  | Curtains and blinds (disposable and fabric). | ✔ |  | ✔ |
| Ceilings and walls - not accessible above 2 metres and ceiling lights. |  |  | ✔ |  | Dishwashers. Descale as per local protocol. |  |  |  |
| Floor - hard including skirtings. |  | ✔ | ✔ |  | Fridges and freezers (patient and staff areas). |  |  |  |
| Floor - soft including skirtings. |  | ✔ | ✔ |  | Fridges and freezers clinical (including but not limited to bloods fridges, medicine fridges, ice freezers for physio departments) |  |  |  |
| All doors including ventilation grilles. |  | ✔ | ✔ |  | Ice machines, hot water boilers and cold-water machines including drip trays. Follow local Infection Prevention and Control guidelines. Follow local protocol for descaling. |  | ✔ | ✔ |
| All windows including frames where accessible. |  |  | ✔ |  | Kitchen cupboards. |  | ✔ | ✔ |
| All internal glazing including partitions (excluding mirrors and windows). |  | ✔ | ✔ |  | Microwaves and traditional cookers/ovens. |  | ✔ | ✔ |
| Mirrors. |  | ✔ | ✔ |  | All cleaning equipment including cleaning trolley. |  | ✔ |  |

* 1. The Supplier shall replenish all user consumables at the Buyer Premises including but not limited to toilet rolls, hand towels, hand gels, infection control antibacterial wipes and hand-gels including both dispensers and loose supplies at the locations identified by the Buyer in the Call-Off Procedure for each Buyer Premises.
  2. The Supplier shall ensure that consumables are fully stocked at all required locations at the start of each day to the standard set out in the Buyers Call-Off Procedure associated with the hygienic use of toilets, washing facilities, changing rooms, recovery rooms and tea points.
  3. The Supplier is responsible for the collection and removal of all waste from within the Buyer Premises to the designated waste storage point/s on a daily basis.
  4. The Supplier shall provide a Service for sanitary products where required. The vending areas shall be kept free from stains and spills.
  5. The Supplier shall be responsible for the provision and disposal of all PPE used by Supplier Staff relating to the Delivery of these Services.

### Scheduled Cleaning

* 1. The General Cleaning Standards shall apply to this Service.
  2. The Supplier shall provide a Cleaning Services throughout the Buyer Premises that is delivered in a safe and efficient manner as per the cleaning method statements and the required Standards and shall take responsibility for cleaning all internal cleanable areas including common-touch areas, fixtures, fittings, furniture and finishes, to minimise degradation and maintain Asset life cycle.

### Reactive Cleaning

* 1. The General Cleaning Standards shall apply to this Service.
  2. The Cleaning Service shall include the provision of a patient-centred reactive cleaning service that maintains standards and reduces infection control risks to be delivered during operational cleaning hours for the functional risk area as agreed with the Buyer. The Supplier shall be responsible for managing all requests generated via the Buyers nominated helpdesk and recording these requests on the Suppliers Service Management Platform and shall ensure the full and safe use of the Buyer Premises is maintained.
  3. Tasks can include but not be limited to:
     1. Responding to spillages;
     2. Replenishing consumables and monitoring the cleanliness of the washrooms;
     3. Responding to complaints regarding cleanliness;
     4. Cleaning up dust and debris upon completion of maintenance works; and
     5. Stain removal.
  4. The Supplier shall respond to cleaning requests associated with wilful damage, and vandalism and upon request from the Buyer. Costs for this service shall be managed via the Billable Works and Projects process.
  5. All requests for Reactive Cleaning Services shall be routed through the Buyers nominated helpdesk and recorded on the Suppliers Service Management Platform to ensure seamless and efficient Service and be driven by the Service Level Agreements in place.
  6. The Supplier shall ensure that all reactive cleaning requests generated via the Buyers nominated helpdesk during the agreed operational cleaning hours for the functional risk area at the Buyer Premises, with the exception of infection control specialist cleaning Services, are managed as part of the General Cleaning Service.
  7. Where the Buyer requires the Delivery of a reactive service outside of the agreed operational cleaning hours for the functional risk area at the Buyer Premises, the Supplier shall be responsible for the Delivery of the service and shall ensure the full and safe use of the Buyer Premises is maintained. Tasks can include but not be limited to:
     1. Responding to spillages;
     2. Responding to cleaning requirements generated via Billable Works undertaken by third party Suppliers;
     3. Responding to COVID-19 infection outbreaks and Delivery of mechanical deep cleaning, decontamination and disinfection Services (e.g. electrostatic spray disinfection Services, antiviral sanitisation Services) of buildings, furnishings and equipment. This service shall require testing services to ensure Buyer Premises are contamination free prior to any return-to-the-office by Buyer's personnel;
     4. Replenishing hygiene/clinical consumables;
     5. Maintaining cleanliness of prestige / high profile areas; and
  8. The Services delivered outside of the agreed cleaning operational hours shall be managed as per the Call-Off Schedule 25 - Billable Works and Projects. Further details will be provided by the Buyer in the Call-Off Procedure.

### High Frequency Touchpoint Cleaning

* 1. The Service Infection Control / Touchpoint Cleaning Standards shall apply to this Service.
  2. The Supplier shall undertake planned and routine cleaning of high frequency touchpoints Services across all Buyer Premises in accordance with the Cleaning Specification and the cleaning method statements to minimise the risks of infection amongst Buyer Staff and visitors. Details of the operational hours will be defined by the Buyer in the Call-Off Procedure.
  3. The Supplier shall be responsible for implementing cleaning regimes which reflect the Buyer's requirements in accordance with Standards as set out in Appendix B Quality Standards.
  4. The Buyer shall deliver periodic cleaning Services of keyboards, screens and periphery IT equipment. These Services shall be managed via the Billable Works and Projects process.
  5. The Supplier shall be responsible for the supply of all consumables and cleaning materials, to include infection control antibacterial wipes and hand-gels, and shall ensure that consumables are fully stocked at all required locations at the start of each day. The Supplier shall provide an uninterrupted supply of consumables at the Buyer Premises.
  6. The Supplier shall be responsible for the provision and disposal of all PPE used by Supplier Staff relating to the Delivery of these Services.

### Check Cleaning

* 1. The Supplier shall undertake check cleans on a regular basis to assess if an element meets the required standards. If it does not, the Supplier shall ensure that a Full or a Spot Clean is undertaken to bring the element up to the required standard.

### Deep Cleaning

* 1. The Deep Cleaning (Periodic) Standards apply to this Service.
  2. The Supplier shall:
     1. Provide a periodic and Deep Cleaning Service that restores the patient environment, removing ingrained soiling and stains;
     2. Provide a programme for periodic and Deep Cleaning activities to the Buyer for approval within one month of the start of each Contract Year;
     3. Inform the Buyer of all periodic cleaning activity one month prior to it being undertaken via the Buyers nominated helpdesk or PPM schedule;
     4. Undertake deep cleaning Services to all clinical areas, kitchens, theatres, and laboratories in the Buyer Premises and any other areas specified by the Buyer in the Call-Off Procedure. The Deep Cleaning Services are not required where catering Services are delivered by a Buyer appointed third-party provider; and
     5. Take responsibility for ensuring the Buyer’s staff are informed prior to carrying out periodic cleaning activities;
     6. Clean all catering and staff welfare areas identified by the Buyer in the Call-Off Procedure daily.
  3. The Supplier must establish a good working relationship with the Buyers catering service to facilitate the cleaning of all equipment where required in the Call-Off Procedure.

### Wall Washing and High-Level Cleaning

* 1. The General Cleaning Standards apply to this Service.
  2. Where this Service is requested by the Buyer, the Supplier shall provide a wall washing service which includes the following:
     1. Kitchen and dining areas every three months; and
     2. Ward areas every six months.
  3. Where this Service is requested by the Buyer, the Supplier shall provide the General Cleaning Requirement and Routine Cleaning to surfaces and ledges above 2m height.
  4. The Supplier shall be responsible for the provision of appropriate access equipment to all cleaning at height to be undertaken safely in accordance with legislation. Costs for this service shall be managed via the Billable Works and Projects process.

### Window Cleaning (Internal)

* 1. The Internal Window Cleaning Standards shall apply to this Service.
  2. Internal window cleaning shall be carried out bi-annually by the Supplier to the required Standard. The schedule is to be agreed with the Buyer and planned via the Suppliers Service Management Platform.
  3. The method statement is to include the required quality Standard and shall be provided by the Supplier within the SDP.
  4. Rectification of any failure to clean to the required Standard to be carried out free of charge.
  5. Where mobile or fixed access equipment is not present at the Buyer Premises and the internal glazed area/s to be cleaned exceed a height of 20 metres, the Supplier shall make provision for the supply of portable access equipment within its costs for the Service.
  6. Splashes and excessive soiling shall be removed during agreed operational Working Hours to agreed response times.
  7. Subject to notification via the Buyers nominated helpdesk by the Buyers Representative, spot cleaning for splashes and excessive soiling which is impairing visibility shall be undertaken using procedures appropriate to the finish of the fixture or windowpane.
  8. A system shall be implemented by the Supplier 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.

## Service C2 - Cleaning of Integral Barrier Mats

* 1. The General Cleaning Standards shall apply to this Service.
  2. The Supplier shall ensure that all barrier matting is well maintained and kept clean.
  3. The Supplier shall advise the Buyer when replacement barrier matting, including coir matting, is required.
  4. Where the Supplier is requested to replace barrier matting by the Buyer, the costs for replacement barrier matting including coir matting should be charged via Call-Off Schedule 25 - Billable Works and Projects.

## Service C3 - Window Cleaning (External)

* 1. The External Window Cleaning Standards shall apply to this Service.
  2. The Supplier shall ensure that cleaning is carried out bi-annually to the required Standard or in line with local by-laws in force in certain parts of the UK.
  3. The schedule is to be agreed with the Buyer and planned via the Suppliers Service Management Platform.
  4. The method statement is to include the required quality Standard and shall be provided by the Supplier within the SDP.
  5. Rectification of any failure to clean to the required Standard to be carried out free of charge.
  6. The Supplier shall deliver the service making use of existing fixed access equipment at the Buyer Premises or via a pole and reach solution. The Supplier shall be responsible for the provision of equipment, labour and materials required to deliver the service.
  7. Where mobile or fixed access equipment is not present at the Buyer Premises and the internal glazed area/s to be cleaned exceed a height of 20 metres, the Supplier shall make provision for the supply of portable access equipment within its costs for the Service.
  8. Subject to notification via the Buyers nominated helpdesk by the Buyer Authorised Representative, spot cleaning for splashes and excessive soiling which is impairing visibility shall be undertaken by the Supplier using procedures appropriate to the finish of the fixture or windowpane. Splashes and excessive soiling shall be removed within agreed operational Working Hours to agreed response times. This Service shall be chargeable as per Call-Off Schedule 25 - Billable Works and Projects..

## Service C4 - External Grounds Cleaning

* 1. The Supplier shall undertake scheduled litter picking patrols of the Buyers Premises in accordance with the schedule set out in the cleaning method statements.
  2. The Supplier shall undertake periodic cleaning of hardstanding in external areas, as identified in the Buyers Call-Off Procedure, to remove chewing gum and any build up of moss algae. The frequency of such cleans shall be in accordance with the schedule set out in the cleaning method statements.

## Service C5 - Installation and Art Cleaning

* 1. The Installation and Art Cleaning Standards shall apply to this Service.
  2. The Supplier shall provide an Installation and Art Cleaning Service at the Buyer Premises which shall include:
     1. Pictures;
     2. Artwork;
     3. Sculptures;
     4. Statues;
     5. Ceramics;
     6. Fabrics; and
     7. Pictures, including frames.
  3. The cleaning regimes shall comply with the advice / recommendations provided by English Heritage / Cadw / Historic Environment Scotland, the specialist conservation consultant, the arts coordinator and/or as instructed by the Buyer. The Supplier shall ensure that utmost care be taken when handling and cleaning these items.
  4. The Supplier shall have full responsibility for the items during the cleaning process and shall indemnify the Buyer against breakages or failures due directly to the cleaning process. Where the age and condition of an item is seen to deteriorate requiring the intervention of professional renovation; this shall be agreed with the Buyer before attempting to conduct cleaning.
  5. This Service shall be delivered on an ad hoc basis and costs for the Services shall be included in the Charges. Further information will be provided by the Buyer at the Call-Off stage.

## Pest Control Service

## Service P1 - Preventative Pest Control

* 1. All elements of the Pest Control Services are deemed to be Core Services unless otherwise stated.
  2. Pest Control Standards shall apply to this Service.
  3. The Supplier shall provide a bi-monthly planned and reactive pest control Service to keep the Buyer’s Premises free from all types of rodents, birds and insects. Where other pests outside this scope affect a Buyer Premises (e.g. foxes, moles and/or rabbits) the Buyer will provide details of additional requirements and how these Services shall be priced in the Call-Off Procedure.
  4. A detailed survey of the Buyer Premises shall be delivered at Buyer Premises during the Mobilisation Period before any control is undertaken. The findings and results of the survey, together with other information, are then used in formulating the action plan, of which control is a major part.
  5. The Supplier shall provide site specific pest risk assessments and a full pest control action plan for dealing with the range of pests encountered within the Buyer Premises at Mobilisation. The Supplier shall ensure only biocidal products approved by the Health and Safety Executive are used on Buyer Premises. The Supplier shall ensure all potential risks to wildlife and the environment and humane pest control methods are given consideration whilst developing the pest control action plan.
  6. Where pests are known to be active at certain and regular periods of the year the Supplier shall produce a pest control management plan implementing both proactive and long-term preventative measures to ensure against damage to Buyer’s infrastructure and the Buyer Premises.
  7. The Supplier shall give priority to infestations that present a major risk to health, safety and welfare, or which has an operational impact on the Buyer, and Deliver an emergency reactive Service and respond to emergency pest control requirements within twenty-four (24) hours of being notified.
  8. The Supplier shall, where necessary, align the pest control management plan with the Buyers Grounds Maintenance regime to maximise potential synergies with these Services.

## Service P2 - Reactive Pest Control

* 1. The Supplier shall respond to routine pest control requirements within five (5) days of being notified.
  2. In instances where there are repeated infestations that impact on the patient experience or clinical activity or reduce occupancy capability, the Supplier shall be responsible for the implementation of a preventative regime to avoid re-infestation. The Supplier shall report repeated infestations or instances of poor housekeeping to the Buyer and record all details on the Suppliers Service Management Platform.
  3. The Supplier shall remove all dead rodents, birds and insects, resulting from the pest control Service or other means.
  4. Where Buyer Premises require the installation of new bird netting or specialist Services (e.g. hawking Services) to prevent persistent fouling and/or building damage the Billable Works and Projects process shall apply.
  5. Where the Buyers Premises incorporate forestry and woodlands, and laboratories resulting in additional Pest Control requirements. These areas shall be identified by the Buyer in the Call-Off Procedure for the Supplier to consider in its Call-Off response.

## Service BW1 - Billable Works

* 1. The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works and Projects and Standard SR1 when delivering all Billable Works on behalf of the Buyer.

# Lot 2B Ambulance and Vehicle Cleaning and Make Ready Service

* 1. This section provides details of the service requirements that Suppliers will be expected to fulfil in their entirety, in order to meet the Deliverables of this Service. It is important that Suppliers take time to fully understand these requirements, and in particular, the need for full compliance from the implementation of Call-Off Contracts with Buyers.

## Service A1 - Service Delivery Plans

* 1. The Supplier shall prepare a Service Delivery Plan for each Buyers requirements as set out in Schedule 1 – Specification, Part B Contract Management. The Ambulance and Vehicle Cleaning Service Delivery Plan shall include as a minimum:
     1. alignment to the Ambulance, Vehicle Cleaning and Make Ready Specification, for agreement with the Buyer;
     2. a schedule for cleaning with detailed methodologies for cleaning all aspects of each vehicle, taking into consideration:
        1. Deep Cleaning requirements
        2. Make Ready Service requirements
        3. Hours of operation
  2. The Supplier will consider the most appropriate methodologies for cleaning and improving infection control and prevention including the use of technology in the Delivery of the Service.

## Service A3 - Staff Management, Recruitment and Training

* 1. The Supplier will ensure all Supplier staff are equipped with appropriate Personal Protective Equipment (PPE) for all services associated with the cleaning of vehicles.

## Generic Ambulance and Vehicle Cleaning and Make Ready Service

* 1. All elements of Lot 2B Ambulance and Vehicle Deep Cleaning Services are deemed to be Core Services unless otherwise stated.
  2. The Supplier, having the expertise and the resources to provide the service in accordance with the requirements of this specification conducive with the need to provide a high quality fully managed service.
  3. The Supplier shall ensure that the Service is delivered in accordance with the [NHS Infection Prevention and Control Standards.](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/449049/Code_of_practice_280715_acc.pdf) The Health and Social Care Act 2008: Code of Practice on the prevention and control of infections and related guidance (amended 2015), NHS national IP&C Manual for England (NIPCM), and/or other Standards defined by the Buyer in the Call-Off Procedure.
  4. As far as is reasonably practicable the Supplier shall use cleaning materials and practices that are environmentally preferable, including utilisation of refillable containers throughout the entire product cycle where possible in accordance with the requirements of Infection Control and Prevention.
  5. The Supplier is engaged to employ their expertise and resources to undertake:
     1. Scheduled deep cleaning for all vehicles listed in the Buyers Call-Off Procedure, to the standards as set out in the Buyers Call-Off Procedure that align to the NHS National Standards of Cleanliness guidelines (and any such amendments or changes published);
     2. A Make Ready Service for all vehicles listed in the Buyers Call-Off Procedure, to the standards as set out Buyers Call-Off Procedure that align to the NHS National Standards of Cleanliness guidelines (and any such amendments or changes published);
     3. A ‘Hot Load’ service; and
     4. Cleaning of Buyer's Premises
  6. The Supplier will ensure a safe environment in and around the vehicle, including the area in and around the vehicle where any vehicle contents need to be stored during the cleaning of the vehicle.
  7. The Supplier shall be responsible for the supply of all Cleaning Consumables and materials required for the Delivery of the service.
  8. The Service shall be designed to operate within clearly demarcated areas provided within the Buyers Premises as set out in the Buyers Call-Off Procedure. The Supplier may propose to utilise alternative fixed and/or mobile facilities, however acceptance of such proposals is at the discretion of the Buyer.
  9. Where unscheduled or ad-hoc deep cleans are required in addition to the requirements set out in the Buyers Call-Off Procedure then these will be rechargeable as per Call-Off Schedule 25 - Billable Works and Projects.

## Service AV1 - Ambulance and Vehicle Deep Clean

* 1. The Supplier shall provide the following ambulance and vehicle deep cleaning service:
     1. The cleaning of vehicles externally and internally; and
     2. Deep cleaning of medical devices and equipment
  2. The Supplier shall agree a schedule with the Buyer for the deep cleaning of the Buyers vehicles. The Supplier shall clean the vehicles in accordance with this Specification and the Buyers Call-Off Procedure.
  3. If a vehicle has a suspected or probable Category 4 Viral Hemorrhagic Fever (VHF) case or is infected by a biological agent, the vehicle shall be quarantined, and the Supplier will redirect the vehicle to the designated Hazardous Area Response Team (HART) base, for quarantine and decontamination as detailed in the Buyers Call-Off Procedure.

### External Vehicle Cleaning

* 1. The Supplier shall wash the vehicle externally before the deep clean process has commenced. All exterior aspects of the vehicle must be clean with no evidence of dirt, blood or bodily fluids/substances present on the vehicle.
  2. The Supplier shall note any defects or damage to all windows, mirrors and visual warning devices. Any defects in these areas must be reported to the Buyer as defined by the Buyer in the Call-Off Procedure.

### Equipment

* 1. All equipment must be removed from the vehicle prior to the commencement of the deep clean, as defined by the Buyer in the Call-Off Procedure.
  2. The equipment, when removed, must be stored safely, away from the vehicle and off the floor as defined by the Buyer in the Call-Off Procedure.
  3. The Supplier shall ensure that all external storage compartments located around the exterior of the vehicle are emptied of all equipment to be cleaned.
  4. The Supplier shall use caution when removing any equipment in particular sharp objects such as cannulation equipment. Such equipment should be stored in its packaging and be in a safe condition although there is still a potential risk.
  5. The Supplier shall deep clean all medical devices and equipment which have been removed prior to replacement in the vehicle for operational use.
  6. The Supplier should make every effort to ensure that all items of equipment removed from the vehicle are returned to the location from which they came from.
  7. The Supplier shall not remove any drug bags/satchels from its place of storage in the vehicle.

### Deep Clean Cab Area

* 1. The Supplier shall clean the cab area of the vehicle in accordance with the processes defined by the Buyer in the Call-Off Procedure or otherwise agreed with the Buyer.
  2. The Supplier shall apply the Buyers colour coding of cleaning equipment throughout the cleaning process, defined by the Buyer in the Call-Off Procedure.
  3. Supplier Staff shall use care when cleaning the cab area due to the high volume of electrical/communication devices installed.

### Deep Clean Vehicle Rear Compartment

* 1. The Supplier Staff shall clean the rear compartment of the vehicle in accordance with the processes defined by the Buyer in the Call-Off Procedure or otherwise agreed with the Buyer.
  2. The Supplier shall apply the Buyers colour coding of cleaning equipment throughout the cleaning process, defined by the Buyer in the Call-Off Procedure.
  3. The Supplier shall remove all laundry from the rear compartment of the vehicle and place this in the Buyer's designated laundry area, defined by the Buyer in the Call-Off Procedure.
  4. The Supplier shall remove all waste and rubbish from the rear compartment of the vehicle. The Supplier shall ensure that all waste is handled and managed in accordance with the Buyers waste management procedures.

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### Post Deep Clean

* 1. The Supplier shall restock the vehicle as defined within the Buyers Call-Off Procedure.
  2. The Supplier shall complete all documentation and checklists, as required by the Buyer, as detailed within the buyers Call-Off Procedure to indicate the Supplier has completed the deep clean of the vehicle.

## Service AV2 - Make Ready Service for Vehicles

* 1. The Supplier will provide a vehicle Make Ready Service, ensuring vehicles are clean and fully equipped with medical devices, equipment, consumable items and medicines.This service encompasses:
     1. Cleaning;
     2. Stocking; and
     3. Movement of vehicles.
  2. The Supplier will provide the following all encompassing service:
     1. Fuelling of vehicles;
     2. External cleaning of vehicles;
     3. Vehicle Checks;
     4. Internal cleaning of vehicles to the NHS Infection Prevention and Control Standards. The Health and Social Care Act 2008:Code of Practice on the prevention and control of infections and related guidance (amended 2015);
     5. Assembly of modular bags/packs of medical equipment and individual consumables as part of stock vehicles;
     6. Checking battery levels of all medical devices and equipment;
     7. Stock management including medical consumables and medical gases, the process of which is to be agreed with the Buyer at Call-Off;
     8. Repatriations of medical equipment from associated A&E departments where appropriate;
     9. Liaising with fleet operatives to ensure vehicles are serviceable and set for service on schedule; and
     10. Liaising with medical devices department to ensure servicing of medical equipment and devices

### Vehicle Refuelling

* 1. The Supplier shall transfer the vehicle to a refuelling point, the vehicle shall be filled with fuel or fully charged and the odometer reading recorded. The refuelling point may be located at the Buyers Premises or at another location.

### External Wash of Vehicle

* 1. The Supplier will wash the vehicle, ensuring that:
     1. All rear door surfaces are clean;
     2. Road user direct, grease and tar is removed from glass, wheels, wheel arches, mirrors, lights, number plates and door handles; and
     3. Any stubborn marks are spot cleaned.

### Vehicle Checks

* 1. On completion of the external washing of the vehicle, the Supplier will carry out an external check, which includes:
     1. Checking for any new damage to the vehicle and recording damage on a checklist;
     2. Advising the Buyer of any faults that may require an inspection by the Buyer.

### Internal Vehicle Clean

* 1. The Supplier will check all clinical and non clinical waste within the vehicle, and remove in accordance with the Buyers procedure.
  2. The Supplier shall ensure all sharps disposal units are replaced as required, as detailed within the Buyers Call-Off Procedure.
  3. All sharps disposal units must be clearly dated with the installation date so this procedure is followed to minimise clinical risk to staff and patients.
  4. The Supplier will ensure that both used and sealed sharps disposal units are stored within the Buyers Premises in accordance with the Buyers procedure, as detailed within the Call-off Procedure.
  5. The Supplier will clean and disinfect any areas that are contaminated with blood spillages/splashes before any other cleaning is carried out.
  6. The Supplier shall clean all equipment and surfaces within the vehicle, including door handles, surfaces, work surface, locker units, medical equipment, seats, seatbelts, seatbelt locking units and other daily used surfaces.
  7. The Supplier shall identify any stubborn or hard to remove marks/scuffs and will use an alternative method to remove these.
  8. The Supplier will ensure that all internal glass will be free from smears, marks and dirt.
  9. The Supplier shall ensure the floor of the vehicle is clean, including footwells and tail lift/ramp, paying attention to the floor tracks.
  10. On completion of the vehicle internal clean, the Supplier will complete the Vehicle Checklist to record the cleaning activity.

### Restocking of Medical Consumables

* 1. The Supplier shall inspect all lockers within the vehicle for packs that may have been opened, and replace these with a new sealed pack, resealing or resetting the locker. The Supplier will dispose of these in accordance with the Buyer's disposal procedure, as detailed within the Buyers Call-Off Procedure.
  2. The Supplier should check the expiry date and condition of the loose items and replace is required. The locker should be resealed or reset.

### Medical Gases

* 1. The Supplier shall check the medical gases and replace in accordance with the Buyers Call-Off Procedure.
  2. The Supplier shall place any removed cylinders in the correct safe storage provided by the Buyer.
  3. The Supplier shall notify the Buyer if the stock levels need to be replenished.

### Clean and check medical equipment and devices test in vehicles

* 1. The Supplier shall check all medical devices in accordance with the Buyers process as identified within the Buyers Call-Off Procedure.
  2. The Supplier shall check and test individual items, included but not limited to:
     1. Defibrillator;
     2. Pulse Oximeter;
     3. ECG Monitor;
     4. Suction Unit;
     5. Bone Gun;
     6. Ventilator;
     7. Flow gauge;
     8. Manual Sphygmomanometer;
     9. Automatic Resuscitation System;
     10. Entonox demand valve; and
     11. Lifting Cushion System
  3. The Supplier shall remove any equipment that fails the test and label it with a defect tag and recorded on a defects log to be provided to the Buyer.
  4. The Supplier shall ensure that all medical equipment and its components are cleaned and free from contamination.

### Green Response and Resus Bag

* 1. The Supplier shall check that the green response bag and resus bag are present and the seal is intact. If the seal is broken or missing, the inside of the bag shall be cleaned and the consumable contents shall be replaced.
  2. If the medicine pouch seals are broken or missing, the Supplier shall report this to the Buyer and record on the vehicle check list. It is not the Supplier's responsibility to replace the contents of the medicine pouches.
  3. The Supplier shall check the seal on the resus bag, if the seal is broken or missing, the inside of the bag shall be cleaned and the consumable contents shall be replaced and the bag sealed.

### Completion of make ready service

* 1. The Supplier shall mark the vehicle as completed, in accordance with the Buyers process, and move the vehicle to the area specified by the Buyer in the Buyers Call-Off Procedure.
  2. The Supplier shall handover the vehicle to the Buyer as detailed by the Buyer in their Call-Off Procedure.

### Emergency Preparedness and Major Incident Support

* 1. The Buyer expects that as a blue light service provider, there will be the possibility of major incidents occurring requiring urgent attention, cleaning and stocking of vehicles etc. In the event of the Buyer declaring a Major Incident, the Supplier shall support the Buyer, as detailed within the Buyers Call-Off Procedure, which may vary due to the reactive nature of this requirement.
  2. An appropriate Emergency Preparedness & Major Incident Support plan will be agreed between the Buyer and the Supplier during Mobilisation.
  3. Costs for this service shall be managed via the Billable Works and Projects process.

### Hot Loading Service

* 1. The Buyer may request a reactive service, also known as a ‘Hot Loading’ service.
  2. There are occasions where Buyer may experience significant pressure, in those circumstances the Buyer may request a reduced Make Ready service, also known as a Hot Loading Service.
  3. The Supplier should expect the following activities to be carried out as part of the Hot Loading Service, further detail will be provided by the Buyer in their Call off Procedure:
     1. Refuel Vehicle
     2. Surface wipe the rear passenger compartment
     3. Wipe and disinfect the key medical devices only
     4. Repack those lockers which are showing as opened or which have broken seals
     5. Repack the response bags
     6. Check and replace the medicines module if depleted below the acceptable level.
     7. Mark vehicle as Vehicle Hot Load Only
  4. The Supplier shall follow the Buyers process for recording Hot Loaded vehicles, as defined by the Buyer within the Buyers Call-Off Procedure.

## Service BW1 - Billable Works

* 1. The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works and Projects and Standard SR1 when delivering all Billable Works on behalf of the Buyer.

## Additional Services

### Service AV3 - Cleaning of Buyers Premises

* 1. The Buyer may request the Supplier to provide cleaning services to the Buyers Premises, including but not limited to litter collection, sweeping of floors and keeping walkway areas clean and tidy. The Buyer will define this within the Buyers Call-Off Procedure.

### Service AV4 - Vehicle Decontamination Service

* 1. If a vehicle is suspected of being contaminated, the Buyer may request that the Supplier provides a decontamination service. This may include, but is not limited to, the decontamination of a vehicle that has been affected by:
     1. Category 4 VHF
     2. Biological agent
     3. Asbestos
  2. The Buyer will define this requirement within their Call-Off Procedure.

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# Appendix A Legislation, Guidance and ACoP

This Appendix sets out the characteristics of the Deliverables that the supplier will be required to make available to the buyer under this Cleaning Service.

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| **Lot 2 Cleaning Services** | |
| Legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines | The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply:   * current National Standards of Healthcare Cleanliness * The NHS Scotland National Cleaning Services Specification * National Standards for Cleaning in NHS Wales * Health and Social Care Act 2008: Code of Practice for health and adult social care on the prevention and control of infections and related guidance. * Infection Control (HBN 00-09) 2013 * Department of Health (2011) PAS 5748:2011 Specification for the planning, application and measurement of cleanliness in hospitals * Association of Healthcare Cleaning Professionals (AHCP) (2009) Colour Coding Hospital Cleaning Materials and Equipment: Safer Practice Notice 15 * Department of Health (2006) Saving Lives: A delivery programme to reduce healthcare associated infection including MRSA. * Department of Health (2004) Towards cleaner hospitals and lower rates of infection. * Department of Health (2004) A Matron’s Charter: An Action Plan for Cleaner Hospitals. * NHS Estates (1997). Health Building Note 4 In-Patient Accommodation: Options for Choice (HBN) 4. * Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and CQC Guidance for providers on meeting the regulations * PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals; * 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”); and   Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations);  In addition to the General Cleaning Standards the following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply:   * The Environmental Protection Act 1990 (the “EPA”); and   Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations).  The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   * Public Health Act 1961 * Control of Pollution Act 1974 * Health and Safety at Work Act 1974 * The Poisons Act 1972 * The Control of Substances Hazardous to Health Regulation 1988 * Improving non-emergency patient transport services - Report of the non-emergency patient transport review August 2021 * Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 * CQC Guidance for providers on meeting the regulations * Prevention of Damage by Pests Act 1949; * The Control of Pesticides Regulations (COPR) 1986 (SI 1986/1510); and   Protection of Animals (as amended). |

# Appendix B Quality Standards

This Appendix sets out the characteristics of the Deliverables that the supplier will be required to make available to the buyer under this Cleaning Service.

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| **Lot 2 Cleaning Services** | |
| **General Cleaning Standards** | |
| Sustainability | Compliance with Government Buying Standards for Cleaning Products and Services. |
| Standard | * Appendices of the current National Standards of Healthcare Cleanliness, * 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. * Supplier is to evidence that Supplier Staff are trained and accredited to deliver to the current National Standards of Healthcare Cleanliness and/or BICS Standards and are competent in their duties. * To ensure that the Supplier can deliver the required level and quality of Service, a clear desk policy should be considered (where appropriate) and where it can be enforced without undue impact on the daily operation(s) by the Buyer. * The Supplier shall develop and implement a resource management plan that will set targets and responsibilities 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. * These Standards will be applied across the Buyer Premises which is included in Framework Schedule 6 (Call-Off Contract) as the Standard to be applied to all cleaning activity. * Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned. * Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation. * The Supplier shall ensure that environmentally preferable cleaning products and processes comply with the mandatory level of the Government Buying Standard for cleaning products and services:   + Paper products;   + Cleaning products;   + Liquid Soap;   + Air Fresh products;   + Bin Liners; and   + Sanitary vending consumables. |
| **Infection Control / Touchpoint Cleaning Standards** | |
| Standard | In addition to the General Cleaning Standards the following Standards shall apply Requirements for cleaning shall apply:   * All cleaning Services will be fully compliant with the appropriate COVID-19 Risk Assessment/s. * All cleaning Services will be delivered in compliance with all current guidance published by HM Government (and all Devolved Parliaments), to include but not be limited to:   + UK Health Security Agency 2021 – COVID19: Cleaning in non-healthcare settings outside the home;   + UK Health Security Agency 2021 – COVID19 guidance;   + HSE 2021 – Cleaning, hygiene and hand-washing to reduce the coronavirus (COVID-19) transmission; and   + BEIS and DCMS 2021 – Working safely during coronavirus (COVID-19). * All personnel shall be fully trained in COVID-19 cleaning techniques to safely deliver the Services. |
| **Deep Cleaning (Periodic) Standards** | |
| Standard | These Standards below will be carried out using the same principles to the General Requirements and for regular cleaning tasks but with a greater level of effort and application with the intention of re-generating the appearance of the finish of a surface or product being cleaned.  All cleaning should be undertaken in accordance with the relevant national guidance for cleaning standards.  Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned.  A periodic schedule for the following areas and items shall be drawn up with the agreed Standard applied:   * Deep cleaning of clinical areas including wards, theatres and laboratories and to include but not be limited to:   + Hard floors (including tiled, cast, wooden, laminate);   + Carpets (including entry matting, barrier matting);   + Soft Furnishings (including curtains, cushions);   + Fridges, water boilers, microwave ovens and soap dispensers;   + Blinds/window dressings;   + Telephones and IT equipment; and   + Desks; * High level ledges and surfaces (generally above 1.8 metres – or as agreed in the Call-Off Contract with the Buyer) including edges, corners, folds and crevices will be cleaned a minimum of six times a Year (or as detailed by the Buyer in the Call-Off Contract to prevent the build-up of dust and debris using appropriate access equipment as necessary. The process shall render them free from ingrained dirt and dust, void of all stains and markings. * The Supplier shall ensure that Supplier Staff are trained in the use of industrial cleaning equipment including scrubber driers, rotary buffers, steam cleaners and pressure washers. * The Supplier shall ensure that Supplier Staff are trained and/or qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA). * Guidance should also be sought from the various trade and governing bodies for the sector including the following:   + The Association of Healthcare Cleaning Professionals |
| **External Area Cleaning Standards** | |
| Standard | Supplier shall ensure that Supplier Staff are trained to undertake the tasks demanded of them.  The cleaning methods will comply with any manufacturer’s recommendation for the cleaning of the external building fabric.  The Supplier shall ensure that Supplier Staff are trained in the use of industrial cleaning equipment including scrubber driers, rotary buffers, steam cleaners and pressure washers.  Hard surfaces should be left free from algae growth on completion of cleaning.  On completion of cleaning Hard Surfaces should be left free from:   * Algae growth; and * chewing gum. |
| **Internal Window Cleaning Standards** | |
| Standard | In addition to the General Cleaning Standards the following Standards shall apply Requirements for cleaning shall apply:   * All windows to be left free of any dirt, streaks, smears or runs, and window frames are to be clear of any dirty water marks resulting from the cleaning task. * Guidance should be sought from the various trade and governing bodies for the sector including:   + The British Window Cleaning Academy. * The Supplier shall ensure that Supplier Staff are trained in the use of industrial cleaning equipment including high level clean and reach systems, steam cleaners and pressure washers. * Where appropriate, the Supplier shall ensure that all Supplier Staff are trained and qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA). * Maintenance procedures will be appropriate to the finish of the fixture or windowpane and will comply with manufacturer’s requirements, in line with Good Industry Practice. |
| **External Window Cleaning Standards** | |
| Standard | In addition to the General Cleaning Standards the following Standards shall apply Requirements for cleaning shall apply:   * All windows to be left free of any dirt, streaks, smears or runs, and window frames are to be clear of any dirty water marks resulting from the cleaning task. * Guidance should be sought from the various trade and governing bodies for the sector including:   + The British Window Cleaning Academy. * The Supplier shall ensure that Supplier Staff are trained in the use of industrial cleaning equipment including high level clean and reach systems, steam cleaners and pressure washers. * Where appropriate, the Supplier shall ensure that all Supplier Staff are trained and qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA).   Maintenance procedures will be appropriate to the finish of the fixture or windowpane and will comply with manufacturer’s requirements, in line with Good Industry Practice. |
| **Installation and Art Cleaning Standards** | |
| Standard | In addition to the General Cleaning Standards the following Standards shall apply Requirements for cleaning shall apply:   * Guidance should be sought from the various trade and governing bodies for the sector including the following:   + The British Antique Furniture Restorers’ Association. * Under no circumstances is the Supplier to authorise the cleaning of art, sculptures, antiques, display items, mirrors or artefacts, unless the method of cleaning has been agreed in writing and underwritten by the Buyer. |
| **Communication and Equipment Rooms Cleaning Standards** | |
| Standard | In addition to the General Cleaning Standards the following Standards shall apply Requirements for cleaning shall apply:   * Data Centre Cleaning Standard (ISO 14644) * The scope shall include ‘Comms’ rooms, data centres and any other space related to or supporting IT equipment |
| **Pest Control Standards** | |
| Standard | There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following:   * British Pest Control Association (BPCA); and * The Royal Society for Public Health (RSPH).   A risk assessment shall be carried out to determine what pest control methods are to be used.  A Control of Substances Hazardous to Health (CoSHH) register shall be prepared and maintained for all substances used within the pest control function. |

1. As defined in NHS National Standards of Healthcare Cleanliness [↑](#footnote-ref-1)