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Services



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**KENT POLICE**

**PROVISION OF CLEANING SERVICES  
SPECIFICATION**

**Part E**

## **A) Overview**

The contract will cover, but is not limited to, the following: -

- General office/building cleaning
- Workshops (Garages)
- SARCS (Medical Referral Clinics)
- Sympathy Suites/ VVS (Vulnerable Victim Suites)
- Custody Suites (Police Cells)
- Litter picking and sweeping of exercise yards (Custody Suites)
- Specialist/emergency cleaning
- DNA/Forensic cleaning (Laboratories)
- Contaminated vehicle cleaning
- Entrance and smoking areas cleaning including the emptying of ash/litter bins
- The provision of all equipment, and cleaning materials used
- Crime scene cleaning
- Washroom Services
- Clinical Waste disposal
- Window Cleaning ad-hoc only
- Extra and ad-hoc cleaning

Notwithstanding TUPE, this Framework is viewed as running to an output specification, the basis being that the Participating Bodies expect all sites to be cleaned subject to the specification allocated to that particular building or area.

The Service required under the Contract must be carried out to the entire satisfaction of the Performance and Compliance Coordinator who will carry out regular inspections to ensure that the standard of cleaning being achieved complies with the conditions of the Contract.

The Contractor is to carry out the cleaning of the buildings shown in the Cleaning Schedule Requirements (See No. 4 in this document) and shall be responsible for the provision of all plant, labour, equipment, cleaning materials and cleaning consumables necessary for the proper execution of work.

The Contractor and their employees will comply with the following "house rules": -

- Must wear uniform and visible ID at all times and always comply with conditions for each of the Participating Bodies.
- No smoking (including 'vaping') at any sites
- Do not unplug any electrical equipment owned by any of the Participating Bodies
- Do not tamper or touch any items of equipment or plant owned by any of the Participating Bodies
- Do not open cupboards or drawers, except those used for storage of cleaning materials
- Do not polish computer terminals, keyboards or printers
- Papers on walls, desks, in cupboards or cabinets must not be read, moved or disturbed at any time

The Contractor shall ensure all staff are aware of the sensitivity and confidentiality of all aspects of police and fire service work. The Contractor will be required to sign a non-disclosure/confidentiality agreement. It is also considered best practice that the Contractor's staff should also sign the agreement. Contractor's staff paying any particular attention by either reading paperwork, listening to discussions or passing information to third parties will be removed from site with immediate effect.

**B) Emergency Contact 24/7**

The Contractor will be expected to provide a system or at least provide dedicated telephone numbers of staff members who are available 24/7 to be called out if necessary.

Some of the Participating Bodies may require all on-call cleaners to have the ability to receive phone calls on 24/7, 365 basis.

**C) Domestic Dwellings/Household cleans as a result of crime scenes**

On occasion the Contractor may be asked to clean a domestic dwelling following an incident or investigation. The requirements of such cleans will differ case by case therefore the Contractor will agree the cost with the Performance and Compliance Coordinator. Staff cleaning these areas will be trained to the same standard as that required for Crime Scene Cleaning.

**D) Call out Ad-hoc cleaning**

(a) It is expected that as part of the normal cleaning routines relating primarily to Custody Suites, Sympathy Suites/ VVS, Public Areas, Police/other authorised vehicles, ad-hoc cleaning and special/decontamination cleaning (the removal of bodily fluids) will be undertaken.

(b) The Contractor shall comply with all appropriate Health and Safety legislation and shall ensure the health and safety of its employees who may be involved in and/or affected by the work activity, for example, by way of inoculation against any possible disease or medical condition arising from contact with such substances or by prompt and appropriate treatment after exposure to such substances or by way of other support services. Any costs associated with provision of inoculations will be borne by the Contractor. The section on the use of Protective Clothing within this specification should also be understood and adhered to.

(c) Where ad-hoc or special cleans are required within normal cleaning hours, the Contractor should make every effort to use staff already on site. This relates primarily to Custody Suites, Sympathy Suites, Police and other authorised vehicles, Public Areas and any other area in the building that may be in use on an ad-hoc basis and/or affected by spillage of bodily fluids.

(d) When it is not possible to use staff already on-site, or when additional ad-hoc or special cleans will be required outside the normal cleaning hours, this will be provided as a call-out service.

(e) The Contractor will be required to respond and attend site within one hour of the call-out. The Contractor is to provide a call-out rate as part of the tender return in the appropriate Returnable Schedule.

(f) Additional payments will only be made for cleaning undertaken outside the normal cleaning arrangement and with full details provided of the cleaning that was undertaken and the times involved. Service sheets will therefore need to be supplied and signed by a local representative.

This call-out service is for ad-hoc irregular use locations and/or special/decontamination cleaning of bodily fluids/waste only and not for spillages of food or other liquids.

### **E) Transmittable disease control**

HIV/AIDS/Hepatitis – In the interests of Health & Safety, Contractors are reminded that appropriate protection must be used during the cleaning of all custody areas, victim suites and doctor/medical rooms. Appropriate training, personal protective clothing and equipment are to be supplied by the Contractor i.e. rubber/latex gloves, disposable clothing, shoes/boots etc. (which must be cleaned after use with a decontamination fluid to prevent cross contamination with other areas of the building) must be used. All disposable items personal to cleaning staff must be placed into a yellow clinical waste bag.

**Immunisation** – The Contractor is required by Essex and Kent Police to provide Hepatitis B immunisation for staff. Any costs incurred are to be borne by the Contractor. The Contractor shall advise the Participating Bodies of any staff that may have contracted a communicable disease. The Contractor must ensure that sufficient risk assessments are in place to prevent the likelihood of Contractor's staff being contaminated. The review of risk assessments will need to be provided as part of the continuous monitoring of the Contract.

Should such risk assessments not be in place the Participating Bodies will not be deemed to be liable for any claim arising.

### **Cleaning methodology**

The Participating Bodies acknowledge that new chemicals, equipment and machinery are constantly being developed within the industry. Thus opportunities will arise for the Contractor to reduce costs by the introduction of innovative methods.

It is therefore not the intention of the Participating Bodies to be unduly prescriptive when specifying the methodology to be employed. The Participating Bodies have significant responsibilities related to health, safety and welfare of persons using its establishments along with protection of the environment where possible. Equally it is important to ensure buildings are well cared for to maximise economic life.

A poor cleaning methodology can impact upon health and safety and lead to marked deterioration of the building fabric. The following is seen as a good guide of working practice. The Contractor is required to take note and comply with the following: -

- Specify to the Performance and Compliance Coordinator, methods, consumables, materials and procedures to be employed in the service delivery not less than 14 days prior to contract commencement.
- The supply of the proposed consumables and products must be included in the price offer. Consumables and products are to be selected in agreement with the

Performance and Compliance Coordinator ensuring sufficient stocks to provide the services are always on hand.

- Provide comprehensive product information and COSHH assessments to the Performance and Compliance Coordinator and to ensure that updates are provided when necessary and made available upon request
- Notify the Participating Bodies whenever it proposes to introduce new methods or materials
- Comply with any request from the Performance and Compliance Coordinator to change methodology where the Participating Bodies considers it constitutes a risk, real or potential, to the health and safety of the building users or disrupts sensitive operational areas
- Ensure appropriate signage is used at all times and is removed on safe completion of activity
- At any time during the contract period Participating Bodies may take samples of any chemical product stored or being used on its premises for the purposes of examination, assessment and analysis.
- Adherence to any environmental policy the Participating Bodies may adopt.

Strict precautions must be taken at all times to prevent slippery conditions developing. When treatment of floors commences under the contract, only materials which are compatible with the existing dressings may be applied, unless all the previous dressing is removed and the floor thoroughly cleaned.

The Contractor must ensure that cleaning staff never mix different chemicals or cleaning agents. Such practice is highly dangerous and can lead to the production of toxic gases.

All cleaning materials must be properly labelled with the name of the contents. On no account must chemicals or agents be placed in other containers e.g. food container; drinks bottles etc.

The Contractor must ensure that staff always wear protective clothing when handling chemicals or cleaning agents and that manufacturer's instructions on handling and care are always strictly specified and adhered to. It is the Contractor's responsibility to provide adequate training in the use and handling of cleaning materials and agents.

The use of Sodium Hypochlorite (Bleach) is not allowed on any of the Participating Bodies' sites.

## **F) Covering for absence**

It is important that prospective Contractors include in their tender submission proposals for covering medium to long term absences i.e. longer than 2-3 days. See tender question Quality 1.4. These proposals should include an assessment of general absence levels and a methodology for covering absence which takes into account of Participating Bodies' vetting requirements. It is unlikely that vetting clearance will be received in less than 15 days.

## **G) Controls**

The Contractor is expected to put into place control systems in respect of the following: -

- Labour hours at each premises
- Operative work schedules
- Chemical usage
- Health & Safety/compliance
- Quality of service delivery

All the above systems must be available for inspection by the Performance and Compliance Coordinator on a random basis.

#### **H) Clearance of rubbish**

The Contractor shall remove from the premises all rubbish created by the supply of the goods or the provision of the services. The Contractor shall remove all empty cleaning supply containers and used materials from the sites. A suitable refuse disposal facility will be provided by the Participating Bodies at each site that includes contaminated, recycling and general waste facilities for waste produced by the Authority.

#### **I) Cleaner's cupboards**

All cleaners' cupboards will be checked by the Contractor at least once per month to ensure that only approved chemicals or cleaning agents are being used with any non-approved items being removed immediately and relevant supervisor informed.

If the Contractor's staff should find cleaning chemicals/ products other than those supplied by the Contractor within any building, this must be reported to the Performance and Compliance Coordinator.

#### **J) Implementation plan**

The Contractor should detail and describe how the implementation periods will be managed and provide these details in the form of an implementation plan.

A sample implementation plan shall be included as part of the tender submission and include but not be limited to:

- Time-line for mobilisation
- Pre 'go-live' meetings with the Performance and Compliance Coordinator
- TUPE migration of staff
- Vetting and security clearance
- Inventory of assets/ equipment
- Completion of staff induction/ training
- Management structure
- Escalation process
- Key contact details
- Account payments

#### **K) Management Information**

An electronic quality control system shall be introduced by the Contractor. The Contractor must ensure that the system is accessible to the Participating Bodies so should be available (for example) via a web browser. Items for inclusion will include a minimum of:

- Weekly cleaning audit scores
- Number and type of ad-hoc call-outs
- Number and type of specialist cleans
- New starters/ leavers
- COSHH data sheets
- Training Logs
- Response times against KPI

## **1) Access to the Works**

1.1 Access to the individual locations will be agreed with the successful Contractor by each Call Off Contract. **Cleaning in occupied offices should not be undertaken during the hours of 09:00 – 17:00.** However, local arrangements may be made by agreement with the Performance and Compliance Coordinator.

Contractors are required to detail their proposed hours of service in their tender submission.

1.2 At each Custody Suite station the convenient times for cleaning the custody suite is generally restricted to a period during the morning. The Custody Officer has the responsibility for this area and may restrict access or may specify alternative times for cleaning individual cells/rooms because of the nature of security requirements associated with particular detainees. The Contractor is to make due allowance for any fluctuation in his/her work pattern in the custody suite.

1.3 Some buildings/rooms will, as a matter of necessity, be locked by their users. Access to these areas will be gained by either -

- (i) a key given to the Contractor's staff so as they can gain access. Having gained access they must ensure no other unauthorised persons are able to enter. On completion of duties the building/room must be left locked. The Contractor will be expected to sign for the issue of any key and will be held responsible for its safe keeping and return when required.
- (ii) only when the user(s) is/are present. In general, times of occupation are regular and the Contractor's staff will need to work the cleaning of such buildings/rooms into their daily schedule.

## **2. GENERAL**

2.1 This contract is viewed as running to an output specification, the basis being that Participating Bodies expect all sites to be cleaned subject to the specification allocated to that particular building or functional area.

2.2 The requirements for each room type are laid out in the following "Cleaning Schedule Requirements".

2.3 The cleaning requirements are generally 5 days per week, Monday to Friday plus ad-hoc call-out cleaning services, however the following locations require cleaning 7 days a week:-

- (i) Main cell blocks, including associated offices and food preparation area within custody, (See 4.10).
- (ii) Public reception areas at main stations (see 4.3).
- (iii) Force Communications Centres (FCC) including the designated suite of male and female toilets within, (see 4.8).

### **3. BANK HOLIDAYS**

3.1 The Contractor is not required to provide the regular service on English Bank Holidays, except within custody suites, although call-out cleans may be required. Actual dates will be established by the Performance and Compliance Coordinator prior to the commencement of the calendar year.

## **4. CLEANING SCHEDULE REQUIREMENTS**

### **4.1 GENERAL OFFICES (includes briefing rooms, report writing rooms, interview rooms)**

- (a) Empty waste bins. Damp wipe spillages from bins
- (b) Vacuum entire exposed surface of carpets and rugs
- (c) Damp wipe finger marks etc. from interior glass, doors and panels
- (d) Damp dust/wipe unencumbered furniture
- (e) Polish wooden desk tops, tables and working surfaces
- (f) Perimeter dust to include skirting boards, radiators, window ledges, door frames, window blinds and internal office trunking

### **4.2 CORRIDORS, LANDINGS AND STAIRCASES (including non-public entrances)**

- (a) Empty waste bins. Damp wipe spillages
- (b) Damp wipe finger marks etc. from interior glass doors and panels
- (c) Vacuum entire exposed surface
- (d) Where hard floor, dustless sweep, damp mop spillages
- (e) Damp dust/wipe unencumbered furniture
- (f) Perimeter dust to include skirting boards, radiators, door frames, window ledges, etc.
- (g) Spray buff hard floors

### **4.3 PUBLIC RECEPTION AREAS/ADJACENT OFFICE OPEN TO PUBLIC**



- (a) Empty waste bins. Damp wipe spillages from bins
- (b) Clean all interior glass surfaces
- (c) Where carpeted, vacuum entire exposed area
- (d) Damp dust/wipe unencumbered furniture
- (e) Polish wooden desk/counter surface
- (f) Hard floors to be swept and mopped
- (g) Perimeter dust to include skirting boards, dado rails, pictures, presentation frames and radiators
- (h) Spray buff hard floors

#### **4.4 TOILETS, CHANGING ROOMS/SHOWERS**

Frequency:

Designated male and female toilet suites at Force Communications Centre (or equivalent centres) - 7 days per week Monday to Sunday

Police Colleges – 5 days per week Monday to Friday

All other locations – as per the cleaning schedule requirements

The frequency of cleaning and thoroughness of cleaning should be adequate for the purpose of ensuring that conveniences and facilities are kept clean

- (a) Empty waste paper bins, damp wipe spillages from bins
- (b) Clean hand basins, taps and splash backs and dispensing equipment
- (c) Clean drinking water taps
- (d) Flush and clean all WCs including underside of lavatory seats
- (e) Clean toilet handles and sanitary fittings
- (f) Clean urinals
- (g) Polish mirrors
- (h) Sweep floors
- (i) Wash floors
- (j) Provide suitable dispensers for and replenish toilet roll, toilet brushes, paper towels and hand-soap to ensure adequate supply until next visit

#### **Non-daily cleaning**

- (k) Wipe clean all glazed wall tiles and partitions with hard surface cleaner
- (l) Clean all shower fittings and fixtures
- (m) Damp wipe doors and door frames
- (n) Damp dust wipe perimeter skirting boards, radiators, etc.

PLEASE NOTE: - Cleaning cloths, mop heads, equipment and solution used in cleaning of sanitary accommodation should - (i) be RED in colour and (ii) not be used in other areas.

#### **4.5 FITNESS ROOMS/GYMNASIUMS**

- (a) Empty waste bins. Damp wipe spillage from bins

- (b) Damp wipe finger marks etc. from interior glass, doors and panels
- (c) Vacuum entire exposed surface of carpets
- (d) Damp dust/wipe unencumbered furniture
- (e) Hard floors dustless sweep and damp mop spillages
- (f) Spray buff hard floors
- (g) Fixtures and fittings to be kept dust free
- (h) Perimeter dust to include skirting boards, radiators, door frames, window ledges
- (i) Wash floors
- (j) Polish mirrors

**PLEASE DO NOT ATTEMPT TO MOVE WEIGHTS, FITNESS EQUIPMENT, ETC.**

#### **4.6 LOUNGE/DINING/REST AREAS including lounge bar seating areas where used**

- (a) Empty waste bins. Damp wipe spillages from bins
- (b) Damp wipe finger marks etc. from interior glass doors and panels
- (c) Where carpeted, vacuum entire exposed surface
- (d) Damp dust/wipe all furniture
- (e) Hard floors dustless sweep, damp mop spillages
- (f) Vinyl floor in dining area to be mechanically cleaned and kept free of marks
- (g) Perimeter dust to include skirting boards, radiators, window ledges and blinds etc.
- (h) Spray buff hard floors
- (i) Vacuum upholstered furniture
- (j) Wooden floors strip off and re-polish

#### **4.7 MEETING/CONFERENCE ROOMS**

- (a) Empty waste bins. Damp wipe spillages from bins
- (b) Damp wipe finger marks etc. from interior glass, doors and panels. Dry wipe light switches and sockets
- (c) Where carpeted vacuum entire exposed surface of carpets.
- (d) Damp dust/wipe unencumbered furniture.
- (e) Polish wooden desk tops, tables and working surfaces.
- (f) Perimeter dust to include skirting boards, radiators window ledges, blinds and trunking etc.
- (g) Hard floors dustless sweep, damp mop spillages.
- (h) Wooden floors strip off and re-polish

PLEASE NOTE: - Some conference rooms are utilised as major incident rooms on occasions and therefore access may be limited at these times. Cleaning requirements will be arranged with the Performance and Compliance Coordinator.

#### **4.8 FORCE COMMUNICATIONS CENTRES (24/7, 365 day operational)**

- (a) All offices/rooms vacuum entire exposed surface of carpets and rugs
- (b) Empty waste bins. Damp wipe spillage from bins
- (c) Damp wipe finger marks etc. from interior glass, doors and panels
- (d) Damp dust/wipe unencumbered furniture, consoles, etc.
- (e) Perimeter dust to include skirting boards, radiators, window ledges, blinds and trunking etc.
- (f) Toilets/changing rooms/showers as per specification
- (g) Dining room/rest room as per specification
- (h) Kitchen/food preparation areas as per specification

PLEASE NOTE: - Contractor's cleaning staff to work at all times in co-operation with Force Communications Centre staff.

#### **4.9 VEHICLE WORKSHOPS**

- (a) Workshop Floors (including battery rooms, parts rooms, store cupboards etc.) – sweep and mop. Check for oil spillages, sprinkle with absorbent granules and sweep up when all oil has been absorbed. Workshop floor to be washed and scrubbed with scrubbing machine using hot water and appropriate cleaning fluids.
- (b) Workshop Ramps – dust/wipe down car ramps with appropriate cleaning materials
- (c) In respect of all other areas, please refer to other General Schedule Requirement specifications.

#### **4.10 CUSTODY AREA (24/7, 365 day operational)**

Includes:-

- Custody offices – and any other office/room within custody
- Charge room
- Interview rooms
- Medical room
- Fingerprint room
- Intoximeter room
- Food preparation areas (see specification for: KITCHENS/FOOD PREPARATION AREAS (NOT INCLUDING CANTEEN/ CONTRACT KITCHENS))
- Toilets/showers
- Cells

#### **CELLS**

- (a) Damp wipe finger marks etc. from interior glass, doors and panels
- (b) Damp dust/wipe unencumbered beds
- (c) Clean lavatory
- (d) Hard floors dustless sweep, damp mop spillages
- (e) Spot clean walls to remove finger marks etc.

- (f) Remove graffiti from interior fixtures, fittings and fabric.

NOTE: Some blocks may have anti-graffiti paint and appropriate graffiti remover must be used

- (g) Remove chewing gum from furniture and floors  
(h) Wash floors (in cases of body fluid spillage use viruscide in accordance with instructions)  
(i) Wipe mattresses and pillows as required  
(j) Perimeter dust as required  
(k) High level damp dust/wipe down from ceiling to floor including fixtures and fittings and all air extraction vents within this area either on the wall or ceiling mounted

PLEASE NOTE - Contractor's cleaning staff are to work at all times in co-operation with custody staff. The operational management of the custody suite is the responsibility of the Custody Sergeant and the Contractor's staff must adhere to any instruction provided by the Custody Sergeant regarding their safety.

#### **4.11 KITCHENS/FOOD PREPARATION AREAS (NOT INCLUDING CANTEEN/ CONTRACT KITCHENS)**

- (a) Empty waste bins. Damp wipe spillages from bin.  
(b) Damp dust/wipe work surfaces, using bactericidal hard surface cleaner, removing all spillages.  
(c) Damp wipe exterior and interior of microwave ovens.  
(d) Clean cooker hobs, ovens, infra-red grills etc.  
(e) Where carpeted vacuum entire exposed surface.  
(f) Damp wipe finger marks etc. from interior glass, door and panels.  
(g) Wash floors.  
(h) Hard floors dustless sweep, damp mop spillages, scrubbing where necessary.  
(i) Wipe spillages, marks from catering equipment (toasters, kettles, microwaves, etc.)  
(j) Perimeter dust to include skirting boards, radiators, window ledges, blinds etc.  
(k) Clean fridge interior and seals  
(l) Wipe clean all glazed/wall tiles and partitions with hard surface cleaner  
(m) Clean sink, draining board, taps and any dispensing equipment to be free of dust, tide marks, spillages, blockages and lime scale

Consumables to be provided in each area will include:

- Washing up liquid
- Scouring pad
- Paper Towel
- Dish Cloth

Consumables are to be provided in dispensers and be of adequate standard and quantity. Contractor is required to refill accordingly and ensure there is suitable replenishment until the next visit.

#### **4.12 BEDROOMS**

- (a) Empty waste bins, damp wipe spillages from bins
- (b) Vacuum entire exposed surface of carpet and rugs or at change of occupancy, whichever is sooner
- (c) Make bed
- (d) Wipe clean sink, tile surround and taps
- (e) Remove all marks from interior glass, doors panels and mirrors
- (f) Change towels a minimum every other day or at change of occupancy, whichever is sooner
- (g) Damp dust/wipe unencumbered furniture
- (h) Perimeter dust to include skirting board, radiators, window ledges, shelves, blinds etc.
- (i) Change bed linen weekly or at change of occupancy whichever is sooner
- (j) Pull out beds and vacuum underneath
- (k) Turn mattresses
- (l) Vacuum mattresses
- (m) When necessary replenish beverage facilities. Damp clean tray. Replace used crockery and glasses with clean
- (n) Provide a linen/laundry/housekeeping, management service, to include stock control, distribution and liaison with contracted laundry company

PLEASE NOTE: - that cleaning within the Hostel blocks cannot commence before 0900 hrs.

#### **4.13 LIFT**

- (a) Damp wipe finger marks etc. from interior glass/mirrors, doors and panels
- (b) Vacuum entire exposed surface of carpet
- (c) Hard floors sweep and damp mop

#### **4.14 LOCKER ROOM**

- (a) Empty waste bins and damp wipe spillages from bins
- (b) Where carpeted vacuum entire exposed surface
- (c) Hard floors dustless sweep
- (d) Hard floors wet mop
- (e) Perimeter dust to include skirting board, radiators, fixtures and fittings, etc.
- (f) Damp dust/wipe locker and other furniture

#### **4.15 VULNERABLE VICTIM SUITES**

- (a) Empty waste paper bins and damp wipe spillage from bins

- (b) Vacuum entire exposed surface of carpet
- (c) Damp dust unencumbered furniture, kitchen fittings, etc.
- (d) Hard floor dustless sweep and damp mop spillages.
- (e) Perimeter dust to include skirting boards, radiators, window ledges, blinds etc.
- (f) Clean toilet/shower in accordance with 4.4

PLEASE NOTE: The frequency of use of vulnerable person support suite is unpredictable. There may be occasions when the officer in charge will request additional work under the additional hourly rate provision.

#### **4.16 SPORTS PAVILION - FORCE HEADQUARTERS**

The Sports Pavilion consists of the following areas and is covered by the existing specifications:

- Locker room
- Conference room
- Office
- Kitchen
- Toilets, changing room, showers
- Corridor

PLEASE NOTE: The frequency of sports fixtures may lead to an increased cleaning requirement and, therefore, enhanced level of service may be requested.

#### **4.17 NON-SPECIFIED ROOMS**

Rooms not specified are to be cleaned to General Office Specification.

#### **4.18 LECTURE THEATRE AND FOYER - KENT POLICE COLLEGE**

- (a) Empty waste bins and damp wipe spillages from bins.
- (b) Damp wipe finger marks etc. from interior glass, doors and panels
- (c) Damp dust/wipe unencumbered furniture.
- (d) Perimeter dust to include skirting boards, radiators, window ledges, etc.
- (e) Vacuum entire exposed floor surface
- (f) Vacuum/ damp wipe Lecture Theatre seating

#### **4.19 COLLEGE CLASSROOMS**

- (a) Empty waste bins and damp wipe spillages from bins
- (b) Damp wipe finger marks from interior glass, doors and panels
- (c) Vacuum entire exposed surface of carpets and rugs.
- (d) Damp dust/wipe unencumbered furniture.
- (e) Polish wooden desktops, tables and working surfaces
- (f) Perimeter dust to include skirting boards, radiators, window ledges, etc.
- (g) Vacuum upholstered furniture.

NOTE: Due to the nature of some courses a more frequent clean/ weekend clean may be required on occasion. This will be managed on an ad-hoc request basis.

#### **4.20 EXTERNAL AREAS**

To remove the build-up of ash or debris/empty bins from smoking areas and to empty external general waste bins where provided.

#### **4.21 WINDOW CLEANING**

The requirements for window cleaning will be on an ad-hoc basis only. No scheduled window cleaning is required. Pricing for window cleaning will be requested on a building by building basis and will be subject to a quotation in the first instance. The Participating Bodies will then choose to accept or decline the quotation and reserve the right to obtain window cleaning services from alternative contractors if they so choose. An indicative price for window cleaning on a per hour basis forms part of the pricing catalogue attached to this tender.

#### **4.22 SEXUAL ASSAULT REFERRAL CLINIC (SARC) and SYMPATHY SUITES:**

This specification is to be read in accordance with Appendix A – Forensic Science Regulator DNA Anti-Contamination – Forensic Medical Examination in SARC and Custodial Facilities FSR-G-207.

#### **CALL OUT CLEANING ARRANGEMENTS FOR:**

##### **SARCS**

*Sexual Assault Referral Centres (SARC) Please note this service requirement is for ad-hoc call out cleaning only at these sites as all other cleaning is provided via a separate NHS contract.*

##### **Sympathy Suites**

Frequency - ad hoc as required, 1 hour on site attendance from first point of contact to attend either site

- a) The Contractor is to provide all necessary PPE, cleaning equipment and materials comprising but not limited to:
  - Disposable hooded over suit
  - Disposable overshoes
  - Suitable face mask
  - Disposable gloves
  - Suitable eye protection when using any aerosol cleaning products
  - All cleaning equipment must be wiped clean prior to entering and exiting the suite

**Prior to carrying out any cleaning in any of the above suites, the cleaner must wear the appropriate PPE as above prior to entering the room.**

- b) Cleaning fluids must be a product suitable for eliminating all traces of DNA/RNA and all proposed cleaning materials are to be endorsed by Essex Police Forensics together with all Risk and COSHH assessments
- c) Wipe clean door handles, finger plates and kick plates
- d) Wipe clean the outside of all cleaning equipment with a DNA/RNA destroying cleaning agent before entering the medical room
- e) Mop heads must be soaked thoroughly in a DNA/RNA destroying cleaning agent before and after use and discarded after use

**Action required:**

- f) Clean all work surfaces
- g) Clean all doors including door handles, finger and kick plates (internal & external)
- h) Clean surface area of Colposcope
- i) Clean all floors
- j) Clean entire wall surface
- k) Clean shower area
- l) Clean toilet
- m) Clean all sinks
- n) Clean sluice sink
- o) Run shower water for two minutes (minimum)
- p) Run all taps for two minutes (minimum)
- q) All used toiletries to be placed in the waste bin for disposal
- r) Empty all waste bins and damp wipe all spillages from bin
- s) All clinical waste is to be removed by placing in clinical bins provided

Change disposable curtains (every six months)

**Equipment**

Personal Protective Equipment (3B Coverall)

Warning Sign(s)

Cleaning agent Selgiene Extreme (or an alternative cleaning agent) capable of destroying DNA.

Paper Towels

Orange Bio Hazard Waste Sacks

Vacuum Cleaner

Aluminium 3 Rung Step Ladder

Abrasive Pads



Trigger Spray Bottle (Red Top – For General)

White Bin Liners

Trigger Spray Bottle (Yellow Top – For Clinical)

Dustpan and Brush

Mop Bucket, Mop Handle & Mop Heads (RED Equipment)

Mop Bucket, Mop Handle & Mop Heads (YELLOW Equipment)

Disposable Cloths – Cleanline Professional or equivalent (not to leave any fibres following use). Red Cloths (general) – To be used in toilets and Yellow Cloths (Clinical) – To be used in Sarc's .

Industry Standard Toilet Cleaner

Industry Standard Washroom Cleaner

**Please Note: All cleaning equipment must be approved by the participating Police force. The cost of testing new products must be borne by the Contractor and not the Police force.**

### **Cleaning Process**

**Sympathy Suites are to be cleaned after every use and a 6 monthly deep clean is also required.**

- 1) Cleaners are provided with PAC access tags and must also sign in a manual log to ensure we can identify any failure in cleaning standards as a result of our DNA testing. They must also wear appointed Contractor's uniform i.e. trousers, polo shirt or sweatshirt with appointed Contractor's logo (spare uniform to be carried, cleaners can change towels in the SARC shower room if they have to undertake a second consecutive forensic clean). In the rare eventuality that a third forensic clean may be required an all in one coverall (3B) must be used to prevent cross contamination. Cleaners must wear approved disposable (one use) over garments over their standard uniform. These are at the expense of the Contractor. Towels are provided by the SARC for showering and a cleaner must shower and change after each room clean (i.e. must always have spare uniforms and over garments). We have to prove to a court that the cleaner could not have transferred DNA from one examination to another.
- 2) Cleaning staff must tie long hair back, and wear a disposable mop cap provided.
- 3) Cleaning staff should wear the dust masks provided.
- 4) Cleaning staff to put on an approved overshoe before entering the suite. These are supplied by the Contractor to the cleaners.
- 5) Operative should double glove using green gloves provided by the Police force, top glove must be changed between each area that is cleaned.
- 6) Assemble equipment onto stainless steel trolley including stepladder.

- 7) Place warning sign in front of entrance and ventilate the area, if appropriate.
- 8) Disinfect the Aluminium 3 Rung Step Ladder before taking into the suite.

## **Doctors Room**

### **Area 1: Worktop**

- 1) Remove any loose items left and place in the orange clinical waste sack.
- 2) Using a solution of Cleaning Sanitising Agent in trigger bottle spray (yellow top) onto a new paper towel and wipe worktop.
- 3) Wipe outside surfaces of the module boxes (within the cupboards).
- 4) Use a new paper towel on all worktop surfaces after each clean, surface to be tested as part of 6 monthly DNA test.
- 5) Using Cleaning Sanitising Agent and a new paper towel to wipe all handles, dry with paper towelling.

### **Area 2: Workstation, Chair & Movable Filing Cabinet**

- 1) Clean workstation using Cleaning Sanitising Agent and a new paper towel.
- 2) Clean back and underside of chair using Cleaning Sanitising Agent and a new paper towel paying particular attention to the siding and underbody.
- 3) Pull out filing cabinet and clean using Cleaning Sanitising Agent and paper towelling.

### **Area 3: Examination Area**

- 1) Remove paper from examination couch and place into orange waste sack.
- 2) Using Cleaning Sanitising Agent and paper towelling, wipe the examination couch starting at the base and working upwards.
- 3) Using Cleaning Sanitising Agent and paper towelling wipe examination light, being extra careful that the power source is turned off before commencing cleaning any electrical item.
- 4) Using Cleaning Sanitising Agent and a new paper towel wipe stainless steel trolley, dry with paper towelling.
- 5) Using aluminium steps to reach the curtain rail clean with Cleaning Sanitising Agent using a new paper towel and dry with paper towelling.
- 6) Clean the leading edge of the Microguard curtain with Cleaning Sanitising Agent using a new paper towel.
- 7) Microguard curtain must be changed every 3 months. Upon change ensure that a label stating the next date for the curtain to be changed is added.
- 8) Sanitise height measure; ensure the complete surface is fully cleaned.
- 9) Using Cleaning Sanitising Agent and a new paper towel wipe scales. Dry with paper towelling.

**Area 4: Basin & Bins** (Basins are usually ceramic and sinks are usually stainless steel but cleaning is to clinical standard)

- 1) Dispense toilet cleaner, this can be an industry standard, onto a new paper towel, wipe the hand basin starting underneath and working up into the basin, wash off with plenty of water.
- 2) Empty bins into orange bio hazard waste sack.

**Area 5: Sink & Worktop**

- 1) Run taps for two minutes to prevent Legionella.
- 2) Wipe sink using an industry standard washroom cleaner with a new paper towel; wash with plenty of water, dry with paper towelling.
- 3) Using a new paper towel wipe all handles with Cleaning Sanitising Agent, dry with paper towelling.
- 4) Use a new paper towel to buff all worktop surfaces after each clean.

**Area 6: Toilet & Shower**

- 1) Run taps for two minutes.
- 2) Empty bin into orange waste sack.
- 3) Use red cleaning equipment and toilet cleaner.
- 4) Dispense chemical onto a new paper towel, wipe the hand basin starting underneath and working up into the basin, wash off with plenty of water.
- 5) Wipe all walls including shower walls (working top to bottom) wash with plenty of water.
- 6) Dispose of towel and gloves into orange waste sack.
- 7) With a new paper towel, wipe safety rails, towel rail, door and door handle.
- 8) Using a new paper towel wash the outside of the toilet, working upwards and inwards (including seat), flush toilet.
- 9) Using the toilet brush, lower the water level in the toilet bowl, put on safety goggles and apply descaler cleaning agent to the rim. Allow agent to work, then scrub the inside of the bowl.
- 10) Put on new pair of gloves. Prepare a solution of Cleaning Sanitising Agent in a bucket.
- 11) Wash the floor with the red mop handle and mop head, using Cleaning Sanitising Agent in a bucket.
- 12) Leave the room closing the door behind you – do not go back into this room.
- 13) Empty mop bucket, wash with cleaning agent, and return to store.
- 14) Dispose of mop head(s), any used gloves/abrasive pads, and PPE into orange bag.

**Please Note: The two examination rooms are “clinical” and other rooms are standard.**

## **5. FEMININE HYGIENE WASTE MANAGEMENT SERVICE**

Feminine Hygiene Waste Bins:

- a) Must be suitable for disposal of sanitary towels, tampons or dressings
- b) Must be free standing, rigid containers
- c) Must have secure tamperproof lids and hygiene masking trays
- d) Must be chemically charged/sanitised
- e) Must be replaced with a sanitised 'new' unit at each collection when the 'old' unit is removed for emptying/disposal

The Contractor will provide, at its own cost, all the units/ bins as indicated above and of a suitable design to fit in the facilities.

The incoming Contractor will cooperate with any outgoing Contractor as necessary to enable a smooth transition of service. Contractor's staff carrying out this service will need to receive vetting approval from the Participating Body before proceeding.

## **6. CLINICAL WASTE COLLECTION SERVICE**

Clinical Waste Units are sited mostly in the Custody Suites and Medical Suites but may be required in other areas. Clinical Waste/bags/Bins

Most bins are already in place and currently supplied by PHS & Initial. The service will consist mainly of providing yellow clinical waste bags for incineration, taking full yellow bags to the clinical waste bins and emptying the clinical waste bins. Where the Contractor is providing bags and/or bins, these must comply with accepted industry standards:

- a) Where Bins are provided by the Contractor, these must be labelled 'Clinical Waste'
- b) Clinical waste yellow bags will be provided by the Contractor as a consumable item and included within the Consumables pricing
- c) Bins must be emptied using vehicles suitable for the task and suitable for the location
- d) Any bin that is in an unsanitary condition must either be replaced by a sanitised bin or cleaned to an acceptable sanitised standard

The majority of Clinical Waste Collections will be on a scheduled basis per site. However, additional ad-hoc collections maybe requested.

A replenishment service of yellow bags is required upon collection.

All waste will be pre-packed by the Participating Bodies. The Contractor will be responsible for providing and maintaining all duty of care and waste transfer notices in accordance with current legislation.

The Contractor will provide, at its own cost, all the units/ bins as indicated above and of a suitable design to fit in the facilities.

The incoming Contractor will cooperate with any outgoing Contractor as necessary to enable a smooth transition of service. Contractor's staff carrying out this service will need to receive vetting approval from the Participating Body before proceeding.

## **7. TOILET VENDING MACHINE REQUIREMENTS**

There are a variety of vending machines situated in toilets throughout the locations, these are made up of the following types:

- 2 Everyday Dispenser
- 3 Instant essential Dispenser female
- 6 Column Female A White
- 6 Column Male White
- Classic 2 Column Vendor Female
- Classic 3 Column Vendor Anadin
- Classic 6 Column Vendor Female
- Ctah 2 Col Vendor Female White
- Multi Vendor
- Pym Dual Vend
- Slimline Vend PHS White Plastic £1 Chrome Lock Lil-Lets/Always

It is understood that in Kent Police there are currently 9 vending machines, in Essex Police 3 vending machines and in Kent Fire & Rescue 71 machines.

The Authority requires these machines to be restocked with supplies, cash boxes emptied and restocked with change if required. This should be at no cost to the Authority; any revenue is to be retained by the Contractor. The Authority is not seeking a % share of revenue. Further details of quantities and locations will be provided at a later stage in the negotiations.

## **8. SHARPS/GLASS/DRUGS & PHARMACEUTICALS CONTAINERS SERVICE**

Containers are sited mostly in Custody Suites and Medical Suites but may be required in other areas. The location, size and type of unit and frequency of collection required will vary.

Containers shall be:

- a) Sharps containers for the safe disposal of syringes and medical sharps; other suitable containers for the safe disposal of glass and of drugs and pharmaceuticals
- b) Units should be constructed from Polypropylene or equivalent
- c) Units must be puncture, shatter and leak proof
- d) Units must have a safety closure system
- e) Units must be self-sealing when full
- f) Units must be designated "Contaminated sharps only – to be incinerated" or as appropriate for glass and drug/pharmaceuticals
- g) Units must follow the Colour Code of Yellow
- h) Some units may be in wall-mounted brackets e.g. in the custody suites

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- i) Bins for sharps, glass and drugs/pharmacy must have an inner shield in the bin opening to prevent accidental spillage if turned over
- j) For service collections the full unit must be removed and a replacement unit provided

**BILLING OF QUANTITIES**

The attached pricing schedule contains details of floor area in square metres for the location to be serviced. The floor area has been broken down into categories to assist in calculating workloads. All areas are approximate and are intended as a guide to calculating cost of cleaning within specific areas

1. General/ Office - Non-Hygiene environments requiring regular cleaning.
2. Hygiene - Toilets, showers, medical rooms, kitchen, food prep area.
3. Custody - All areas within the custody area, cells, offices, kitchens, medical rooms etc.

**LEVELS OF OCCUPANCY**

The costs associated with all consumables, materials and equipment and equipment are to be included within the tender price. To assist in the compilation of such figures the details of indicative maximum levels of total occupancy of each building are listed in the Pricing Schedules. For information, the Force Communication Centres operates a 24-hour shift system. It must however be noted that there is liable to be some fluctuation in numbers due to the nature of the organisation.

**HOSTEL ACCOMMODATION**

Information regarding the Hostel Accommodation is set out below.

Please note: all bedrooms at the police college hostel are en-suite. It is expected that the occupancy levels will be in the region of 50 % for each. Please note that cleaning within the Hostel blocks cannot commence before 09:00 hours.

**ACCEPTABLE STANDARDS AND CLEANING TERMINOLOGY**

<b><u>COMPONENT</u></b>	<b><u>ACCEPTABLE</u></b>	<b><u>UNACCEPTABLE</u></b>
<b>Balustrades</b>	Light dust in corners and on horizontal surfaces	Thick dust and dirt smears particular in corners and decorative fixtures
<b>Basins</b>	Splash marks, finger marks, soap deposits and puddles resulting from the traffic of the day	Scum and tide marks, removable discolouration on glazed areas, encrusted soap deposits, chrome finished taps wholly or predominately dull having regard to the general age or state of taps
<b>Bookcase</b>	Finger marks, relatively free from dust	Layer of dust, heavy finger marks, smeared glass with dirty corners, ingrained dirt

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		deposits
<b>Cabinets</b>	Finger marks around handle areas of door/drawers	Relatively dust free, excessive finger marking/smearing on handles and top edges of drawers
<b>Ceilings</b>	Visible dust	Cobwebs
<b>Chair stools &amp; other seating</b>	Metal, plastic or wooden parts to be free from dust	Ingrained dirt, marks, smears on chair frames
<b>Cistern pipes &amp; fittings</b>	Relatively dust free	Visible dust, grime, verdigrises, rust or run marks
<b>Counter glass</b>	Finger marks caused by traffic on the day	Visible dust, heavy finger marks and smearing
<b>Curtains and blinds</b>	A very light layer of dust	Heavy layer of dust, dirty marks – <i>note, the Performance and Compliance Coordinator must be made aware if curtains need cleaning</i>
<b>Custody cells</b>	Hygienically clean, free from dust, stains, grime, vomit or bodily fluids	Bodily fluids, stains, grime, vomit or dust present
<b>Custody areas</b>	Light layer of dust	Heavy layer of dust
<b>Display cabinets</b>	Finger marks around handle areas of door/drawers	Relatively dust free, excessive finger marking/smearing on handles and top edges of drawers
<b>Doors Inc. kicking plates</b>	Light finger marks around door handles	Visible dust, smears and other marks, scuff marks on bottom of doors
<b>Draining boards</b>	Recent splash marks and liquid stains	If stainless steel, shiny appearance with no more than recent superficial stains. No smeared, slimy surfaces. Residue of food, drinks and other spoilage around edges
<b>Entrance areas</b>	Recent dust, leaves or litter	Heavy dust or large accumulation of leaves or litter
<b>Entrance glazing</b>	Recent finger marks	Excessive finger marks or smears. Grime, stains or streaks present
<b>External smoking areas</b>	Recent cigarette ash and debris	Build-up of ash or debris, overflowing bins
<b>Fittings and benches</b>	Light layer of dust Fire appliances dust free.	Heavy layer of dust or grime. Visible dust, grime, smears and finger marks
<b>Floors – carpeted</b>	Daily spoilage and litter resulting from the traffic of	Layers of dust within the pile. Build-up of fluff and



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	the day	dirt deposits of other debris under desks, around edges of furniture of rooms etc. Dried spots and stains which are removable/treatable
<b>Floors – toilets</b>	Daily soilage	Accumulation of dust, dirt, fluff including behind doors. Dried stains, slippery surfaces
<b>Floor – hard (vinyl, altro, dimple, lino etc.)</b>	Daily soilage	Accumulation of dust, dirt, fluff including behind doors. Dried stains, slippery surfaces
<b>Furniture dust free</b>	Light finger marking around handles	Smear marks, heavy layer of dust particularly on vertical surfaces and supports. Grime and ingrained dirt deposits, heavy finger marking around handles
<b>Glass, glazed surfaces &amp; internal glass</b>	Finger marks, light layer of dust on horizontal edges	Visible heavy dust, heavy finger markings and smearing
<b>Hand dryers</b>	Visible dust, stains smears	Finger marks, water marks, marks on walls below dryer, heavy dust
<b>Handrails</b>	Slight stickiness and finger markings caused by the traffic on the day	Visible dust, stains or smears around fittings, finger marks, accumulated grime on underside of rail, heaters – light dust on front surfaces and grills. Heavy dust on accessible surfaces, easily removable stains, smears or other marks
<b>Hot water boilers</b>	Visibly clean with no blood or body substance, dust, dirt, debris, stains, spillages or food debris	Any blood or body substance.
<b>Ledges</b>	Light dust, some finger marks	Visible dust, accumulation of dirt and debris particularly in edges and corners
<b>Lifts</b>	Litter arising from the traffic of the day	Accumulation of fluff, dirt and rubbish
<b>Light fittings (low level)</b>	Light dust, some finger marks	Accumulation of fluff, dirt and rubbish
<b>Light/power switches</b>	Light dust, some finger marks	Visible dust, finger marks or smears
<b>Litter bins</b>	A days waste	Unhygienic condition, accumulation of litter and debris in bins
<b>Locker/lockers tops</b>	Finger marks around the	Litter and debris on top of

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	door and handles, relatively free of dust	lockers, excessive finger marking or smearing around handles
<b>Mats</b>	Soilage, litter and mud arising from the days traffic, taking into account the weather condition	Clogged with dried mud, accumulation of dirt around the edges of the mat, under mat or in the mat well
<b>Medical rooms</b>	Ensure room is cleaned as per the specification	Specification is not met
<b>Mirrors</b>	Including toilet mirrors, free of dust but some splash markings and smears caused by traffic of the day	Visible dust on frames and glass, heavy finger marks, streaks or smears
<b>Paper towel dispensers</b>	Splash marks resulting from the traffic of the day, daily soilage	Visible dust and excessive finger marks, stains and smears on outside surfaces
<b>Pictures</b>	Light layer of dust	Layer of thick dust
<b>Radiators</b>	Light layer of dust	Heavy dust on accessible surfaces, easily removable stains, smears and other marks
<b>Sanitary-bins</b>	Free from offensive odours, dust free, clean but with some finger markings	Offensive odours, visible dust, stains and smears. Any occurrence of offensive smells are to be reported
<b>Service pipes</b>	Accessible areas free of dust and dirty marks, light dust on accessible areas	Dust on easily accessible areas, heavy dust elsewhere, smears and marks from floor and wall treatment, easily removable stains
<b>Showers</b>	Splash marks resulting from the traffic of the day, grime, stains, or chemical residue on shower tray	Corners and edges of tray free from grime and soap residue, taps and feed pipes clean and free of deposit and scale
<b>Sinks</b>	Splash marks, soap spillage arising from the traffic of the day	Badly marked splash-backs scum and tidemarks, partial blocking of overflows or plugholes supports pipes and taps discoloured by ingrained dirt or dust. Build-up of verdigrises' on metal fittings.
<b>Skirting boards</b>	Dust free	Dust and removable marks/stains
<b>Soap dispensers</b>	Splash marks, soap spillage arising from the traffic of the day	Empty, blocked soap outlet, encrusted soap deposits
<b>Stairs</b>	Soilage and litter arising from traffic of the day	Accumulation of dust and fluff in corners, watermarks or stains on nosing's, sides or rises

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<b>Tiles</b>	Water marks and finger marks from the traffic of the day	Lime scale deposits, grime, stains, streaks, smears or chemical residue
<b>Trunking</b>	Light layer of dust, visible dust or smears	Removable marks
<b>Upholstered furniture</b>	Dust free, light finger marks, immovable stains	Heavy build-up of dust on vertical surfaces or supports, removable stains – The Performance and Compliance Coordinator must be informed if chairs need deep cleaning
<b>Urinals</b>	Soilage and splash marks arising from the traffic of the day	Debris around outlets, lime scale and other deposits, under rims in channels and traps, odour arising, dust on top edges
<b>Walls</b>	Finger marks, grease, splash and other marks not easily removed	Visible dust, smears, broom marks, clinging dirt or mop marks, cobwebs
<b>WC's and bidet (a) pans</b>	Clean and contain no deposits or residue.	Lime scale under rim, dust, dirt, stains, marks, hardened deposits, stains below water line, cleaning agent deposits.
<b>(b) seats and covers</b>	Clean except for minor markings both top and underside	Dirty marks and stains particularly on underside, encrusted dirt in and around hinges
<b>(c) flush pipes &amp; cisterns</b>	Free of dust and dirt	Dust, dirt or splash marks
<b>(d) partition &amp; doors</b>	Dust free, some light finger marks	Visible dust, dirt or stains, heavy finger marking, splashes from traffic of the day, heavy layer of dust, finger marks or smears, heavy build-up of food deposits or other inside and outside
<b>Worktops</b>	Debris arising from a day's use, smears or finger marks arising from the traffic of the day	Ingrained dirt and stains
<b>Exercise Yards</b>	Litter or debris from a day's use	Heavy build-up of litter or debris particularly in the corners

**CLEANING TERMINOLOGY**

<b>Carpeted surfaces</b>	All carpeted surfaces including rugs, door entrances and mats
<b>Chewing gum removal</b>	Removal of chewing gum or similar from any surface with the aid of an approved agent in either liquid, powder or aerosol form
<b>Custody cells</b>	The use of appropriate equipment (which may involve a pressure washer) together with the approved detergent or germicidal to enable the removal of soiling from all surfaces in cells
<b>Damp mop</b>	Use of a floor mop in conjunction with the approved detergent or germicidal detergent solution specified for the area, to remove surface dust and light dirt from hard floor surface areas
<b>Damp wipe</b>	Use of appropriate coloured cloth, in conjunction with the approved detergent or germicidal solution, specified for the particular task, to remove surface dust and light dirt
<b>Degrease</b>	Remove oil/fats from appliances, bases, walls, fittings, and drainage channels with the appropriate approved products
<b>Descale</b>	Removal of or prevent the build-up of lime scale deposit using appropriate chemical
<b>Dust control &amp; mat wells</b>	Vacuum mat surfaces and floor of mat well thoroughly, damp mop floors of mat well, allow drying and replacing of the mat
<b>Dust venetian blinds</b>	Use of a dry duster is required to remove the majority of dust particles from upper surfaces of vertical slats, blinds will require to be lowered to undertake task – care must be taken so not to damage
<b>Dust vertical blinds</b>	Use of vacuum attachment is required to remove the majority of dust particles from slats – care must be taken so not to damage
<b>Empty waste bins</b>	Empty, clean and disinfect as appropriate, placing debris in a suitable receptacle and replace bins liners when soiled
<b>Furniture/desks</b>	Use of a colour coded cloth or duster to apply a small amount of appropriate furniture cleaner to furniture, fixtures, fittings and buff until shiny and smear free
<b>Glass/mirrors</b>	Use of a colour coded cloth to apply appropriate solution to fixtures and fittings with the intention to remove dirt and buff until shiny and smear free
<b>High level dust</b>	The removal of dust and cobwebs from upper wall surfaces, ledges and high surfaces, which include lights and fittings
<b>Litter picking</b>	Pick up any litter and place into onsite waste containers.
<b>Spot Clean</b>	The removals of stains, marks and spillages from a surface, without the need to clean the entire area

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<b>Spot clean carpet surfaces and upholstery</b>	Use of a proprietary spot removal chemical applied in accordance with the manufacturer's instructions to clean spillages from carpeted floor surfaces and upholstery
<b>Tea points/kitchens</b>	Fixed equipment is defined as food storage and preparation equipment. Using a colour coded cloth immersed in the approved detergent or germicidal detergent solution, specified for the area and well wrung out, wipe over external surfaces (including cooker plates and grills) to remove dirt and marks
<b>Unencumbered surfaces</b>	Use of a colour coded cloth or duster to apply small amounts of appropriate product to surfaces that are reasonably free from obstructions such as files or working papers and leave smear free
<b>Vacuum</b>	To remove litter, dust, dirt, fluff etc. Suction cleaners must comply with full BS5415 -1:1985 or equivalent and should be PAT tested
<b>Wet scrub</b>	Use of a scrubbing brush or similar tool in conjunction with the approved detergent or germicidal solution to remove ground in/heavy dirt or grime that cannot be removed under normal daily mopping

**KEY PERFORMANCE INDICATORS**

**If service credits are to be taken up these are an example of the KPI's that will be used and measured against.**

The table below details the targets to measure the performance against Service Credits. Monthly reports provided by the Contractor will be used to measure performance.

<b>Activity</b>	<b>Measure</b>	<b>Required Standard</b>
<b>General Cleaning</b>	No more than 1 complaint per site per month.	Performance and Compliance Coordinator to log formal/emailed complaints, monitoring and audit reports. Contractors programme of audits is carried out as agreed. No more than 1 complaint per month.
<b>Quality Assurance Audits</b>	Client's audit requests carried out in agreed time scales. Cleaning supplies/materials, consumables replenished from client's stock and required equipment available at all times.	No more than 1 complaint per month.
<b>Incident Reporting</b>	All incidents recorded including 'near misses'. RIDDOR, H&S Reports. No contravention of H&S Regulations. All requirements of Regulations are adhered to.	Monthly report to be required at an agreed date each month. Report should not omit any information that would lead to an incorrect reporting of performance. No instances of report not containing agreed information. Monthly report to contain all agreed information. Response times as agreed. Response time meets agreed timescale.
<b>Monthly Reports</b>	All sites to have an overview report of standards that must be available for the Performance and Compliance Coordinator prior to the monthly contractor meeting.	This should include all complaint/compliments and actions taken.
<b>Failure to comply</b>	Should there be a failure to correct and cleaning requirement will evoke penalties/credits.	It is the responsibility of the contractor to meet all cost to correct any inadequate cleaning problems.
<b>Vetting</b>	All official forms received must be completed correctly. No incomplete forms to be	The vetting forms must go direct to the vetting Departments for the

	submitted.	applicable Force/Service.
<b>ID/Uniform/Security</b>	Must be worn at all times whilst working on Police sites. Any particular requirements concerning security will be adhered to (Op Quantity in Kent as example).	No exceptions.
<b>Keys/Digi codes</b>	Will be required for access to certain rooms and must be signed for and booked out and returned. Where applicable digi codes will be made known for access.	Under no circumstances can keys be taken off site. All known digi lock codes should not be made known to any other party.
<b>Waste Management</b>	Ensure all waste generated is disposed of in the correct manner. All waste moved to the correct bins and location. Contractor must report of any bins overflowing.	
<b>Staff Training</b>	All Managers/Supervisors and Staff must have training and refresher training. Staff must be issued a Starter Training Pack and training must be recorded.	This should be reported to the Performance and Compliance Coordinator.
<b>Site fixture &amp; fittings issues</b>	All Managers/Supervisors and Staff must report any building fixture & fittings issues directly to the Business Centre(s) using internal lines (for example 830 in Kent, 166 166 In Essex).	

### **Equality/Human Rights**

As part of this procurement process tenderers must supply a copy of their latest Equality and Human Rights' Policy for evaluation. There are three specific aspects which should be addressed on the policy: these are equality of opportunity, accessibility and fair treatment. These will promote equity in access and experience of services, recruitment, and all aspects of employment.

The policy and procedures should clearly express that the Contractor will not discriminate, directly or indirectly, harass or victimise on the grounds of age, disability, gender reassignment, pregnancy and maternity, race (including ethnic or national origins, colour and nationality), religion or belief, sex, marriage and civil partnership, sexual orientation. The policy and/or its associated procedures and action-plans should address action to be taken in relation to harassment and intimidation and as set out in the Equality Act 2010.

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# Appendix 1

## Fire & Rescue Service

This appendix details the requirements of Fire and Rescue Services where they differ from those of Police forces.

### L) Overview

Delete

- Workshops (Garages)
- SARCS (Medical Referral Clinics)
- Sympathy Suites/ VVS (Vulnerable Victim Suites)
- Custody Suites (Police Cells)
- Litter picking and sweeping of exercise yards (Custody Suites)
- Specialist/emergency cleaning
- DNA/Forensic cleaning (Laboratories)
- Contaminated vehicle cleaning
- Crime scene cleaning

### M) Emergency Contact 24/7 –Deleted

### N) Domestic Dwellings/Household cleans as a result of crime scenes – Deleted

### O) Call out cleaning - Deleted

### P) Transmittable disease control – Deleted

### Q) CALL OUT CLEANING ARRANGEMENTS FOR: - Deleted

### R) Controls

Delete "Performance and Compliance Coordinator"

Replace with "Facilities Manager."

#### **1. ACCESS TO THE WORKS**

1.1 Insert after 17.00, "and specifically at"

Delete "However, local arrangements may be made by agreement with the Performance and Compliance Coordinator."

Insert

- "Service Headquarters
- Service Training Centre, including classrooms.

- Kent Community Safety Office at Distribution Centre
- Group offices at Maidstone, Rochester, Canterbury, Folkestone and Thames-Side.
- Special arrangements will be required for the Road Safety Experience, to not impact delivery of courses.

At all other locations, cleaners should be aware of local operational needs.”

## 1.2 Delete

1.3 (i) Replace first “a” with “an access card or”

## **2. GENERAL**

### 2.2

Add “Due to the type and use of stations, the cleaning requirements across the estate are not the same.” The cleaning requirements at the following locations are generally 5 days per week, “Monday to Friday.

- Service Headquarters
- Service Training Centre
- Road Safety Experience, located within Rochester Fire Station
- Whole-time stations
- Day crewed stations
- Swanley
- Westerham
- Lenham

At the following stations, cleaning will be required to be split across Tuesdays and Fridays.

- Whitfield
- New Romney
- Dymchurch
- Lydd
- Cranbrook
- Eastchurch
- Borough Green
- Ash cum Ridley
- Headcorn

At all other on call stations, cleaning should take place on one day (not a Monday).”

Delete (i) Main cell blocks, including associated offices and food preparation area within custody.

(See 4.10)

Delete (ii) Public reception areas at main stations (see 4.3)

Delete (iii) Force Communications Centres (FCC) including the designated suite of male and female toilets within, (see 4.8).

### **3. BANK HOLIDAYS**

3.1 Delete "except within custody suites, although call-out cleans may be required. Actual dates will be established by the Performance and Compliance Coordinator prior to the commencement of the calendar year."

### **LEVELS OF OCCUPANCY**

Add

- Whole-time operational fire personal at fire stations will generally be on site 24/7 unless attending an incident or out on inspections.
- At day crewed stations, staff are on site between 0900 -1900 7 days a week
- At all other On-call stations uniformed staff may intermittently be on site but in general are attending for a training evening or to undertake administrative work, unless called to an incident.
- At Service Headquarters and Service Training Centre in general, all staff remain at the premises for the majority of their duty time. The Training Centre has additional staff attending courses which should be taken into account.
- At the Road Safety Experience, there is a regular turnover of visitors and could be up to 60 at any one time. A suitable regime 5 days a week will be required.
- Where partners, PCSOs, community wardens and Ambulance staff are listed as being on site at fire stations, their attendance will be sporadic, as they are mostly dropping in to use welfare facilities. Ambulance staff use the locations as bases but due to their call rates can be absent for much of the time.

### **Cleaning of Contaminated Fire Fighting Equipment**

#### **Fire & Rescue Service – Specialist Ad Hoc Cleaning Requirements**

Tenderers should note that the Fire & Rescue Service may have a future requirement for the provision of deep cleaning/specialist ad hoc cleaning of potentially contaminated areas of operational premises following certain incidents. At this stage the Authority is unsure of the levels and types of contaminants but Tenderers are required to confirm as part of their tender submission whether they are able to provide such a service.

Options to be priced as part of the Catalogue are:-

#### **Option 1**

A 6 monthly "deep clean" of all operational service premises to include:

- Breathing Apparatus Servicing Rooms
- Drying Rooms

RESTRICTED

- General Office
- Muster Bays
- Appliance Bays

**Option 2**

A yearly "deep clean" of all operational service premises to include:

- Breathing Apparatus Servicing Rooms
- Drying Rooms
- General Office
- Muster Bays
- Appliance Bays

**Option 3**

One of the above options and a deep clean of the equipment on fire appliances and crew cabs

**HOSTEL ACCOMMODATION – Deleted**

Add

<b>Police Definition</b>	<b>Fire and Rescue Definition</b>
GENERAL OFFICES (includes briefing rooms, report writing rooms, interview rooms).	General Offices, including watch rooms, quiet rooms,
FITNESS ROOM/GYMNASIUMS	Not applicable
FORCE COMMUNICATIONS CENTRES (24/7, 365 day operational)	Not applicable
CUSTODY AREA/CELLS	Not applicable
KITCHENS/FOOD PREPARATION AREAS (NOT INCLUDING CANTEEN/ CONTRACT KITCHENS)	Same (NOTE – there are kitchenettes but no contract kitchens on KFRS premises)
BEDROOMS	Not applicable
LOCKER ROOM	Dormitories , locker rooms , muster bays
VULNERABLE VICTIM SUITES	Not applicable
SPORTS PAVILION - FORCE HEADQUARTERS	Not applicable
Vehicle Workshops	Not applicable
LECTURE THEATRE AND FOYER - KENT POLICE COLLEGE	Not applicable
COLLEGE CLASSROOMS	Classrooms at Service Training Centre