

Technical Specification

For the Provision of Maintenance Services Issued by

North Cumbria Integrated Care NHS Foundation Trust

Tender Reference Number: LGM38153

Maintenance Contract

Window Cleaning Services

Table of Contents

Introduction	3
Contract overview.....	3
Lots	3
Contract period.....	3
Location and sites	3
Planning	3
Contract Requirements.....	4
Contractor Responsibilities.....	4
Contractor’s Tools and Equipment	6
Reviews	6
Invoicing and Payment Terms.....	6
Reporting	7
Terms and Conditions	7

Introduction

This document provides full details of the Client's requirements for window cleaning services.

You are required to complete all sections in the accompanying Invitation to Tender response document (ITT), and provide pricing in the accompanying Pricing Schedule.

All equipment is to be maintained in line with the following Specification.

Please note any bids received that deviate from any aspect of this Technical Specification will be classed as variant bids, and bidders may be excluded from the procurement process.

Contract overview

The winning contractor must provide the service in accordance with the requirements set out in this Technical Specification.

The winning contractor must:

1. Provide at least one weeks' notice prior to servicing any of the sites in this contract to ensure arrangements are in place for access. Contact details for each site will be provided on award of contract.
2. Meet all regulations as detailed in legislation 'Work at Height Regulations 2005' and must provide evidence to support this.
3. Adhere to NCIC Contractors at work policy and procedures. A copy of this can be provided on request.

It is essential that all aspects of this technical specification are adhered to during the contract period.

The Client reserves the right to delete from or add to this programme during the contract term. This shall include any areas which have inadvertently been missed from the maintenance programme. Please note, Kinta House and Springboard may be removed from scope during the term.

Lots

This contract will be awarded in a single lot.

Contract period

The contract will be for three years, commencing on 01/04/2025.

Location and sites

All site addresses and locations are detailed in the accompanying pricing schedule

Planning

Normal working hours are different for each site. The winning contractor will be required to contact each site at least one week prior to the scheduled visit to make arrangements for access. If you are not able to attend site in line with the cleaning schedule, you must first seek agreement from the site

representative in advance and ensure alternative arrangements are agreed. Failure to meet the requirements set out in this specification will result in non-payment of invoices for missed visits.

Contract Requirements

Cleans must be carried out in-line with the frequencies set out the accompanying cleaning schedule detailed in the pricing schedule.

The Client requires that the windows are cleaned using a reach and wash system.

Contractors are required to provide their own water. They are not permitted, under any circumstances, to use the water on site.

The Contractor is required to clean glass of every description throughout the specified premises which includes, but is not limited to the following:

1. sash windows
2. casements
3. sky light
4. lantern lights
5. fan lights
6. louvre lights
7. sash doors
8. internal and external partitions,
9. reflectors
10. automatic doors verandas
11. porches

The Contractor is also required to clean all window frames and ledges.

The glass must be cleaned to a high standard and visibly clean and smear-free. The contractor must ensure all blood, body substances, dust, dirt, debris, adhesive tape, spillages, leaves, cobwebs, water marks, bird droppings, graffiti, or moss and algae are removed.

The Contractor will be responsible for removing all water residue after cleaning. This includes all excess water on window ledges and floors. All glass must be thoroughly cleaned and dried thoroughly.

The work must be completed during the month specified in the frequency overview.

Parking is available on site. Tariffs vary. You are advised to discuss the arrangements with the site prior to arrival.

Contractor Responsibilities

While on the premises, the Contractor must comply and ensure all staff comply with the requirements of the Health and Safety at Work Act 1974.

All new Contractors attending site for the first time must go through a Maintenance Site Induction.

Following the Client's site induction, the Contractor's staff will be provided with identification which is to be worn at all times while on site.

Each Contractor must have a clean and tidy appearance. Protective clothing and identification badges must be worn at all times. Contractor's staff must conduct themselves in a manner appropriate to the environment and in accordance with Client's policies and procedures.

A "Permit to Commence Work" must be completed prior to any work being carried out; this permit will require validation on a daily basis via the relevant department. All contractors must sign the register in and out each day and collect a Contractor's pass, which must be worn at all times.

It is imperative that all Contractors also sign out before leaving site.

The Contractor will not be allowed to commence cleaning another area of work until one area is completed to the required standard and signed off by the nominated Client personnel.

All Contractors' employees who attend site shall be DBS checked by the Contractor.

Whilst work is being carried out, the Contractor is also required to liaise on a day-to-day basis with the nominated Client personnel for the specified area of work.

The nominated Client personnel will agree the Contractor's programme of work and times of access to restricted areas.

The Client must be contacted for advice prior to any work being undertaken if there is a requirement for any furniture fittings or apparatus, including window guards, sash screws or wooden blocks to windows to be removed by the Contractor. If removed, they must be replaced correctly by the Contractor immediately after cleaning. If the Contractor is unable to return any removed items, the nominated Client personnel must be notified immediately.

- All window defects must be reported immediately to the Client nominated personnel.
- Any damaged glazing must NOT be cleaned but reported to nominated Client personnel so action can be taken.
- All equipment must be erected, altered and dismantled only under the supervision of a competent person or person with adequate experience.
- The Contractor must provide suitable equipment for internal work and must not stand on radiators, tables, chairs or internal window sills.
- The order and time of the cleaning, both generally and in any particular buildings, departments or rooms shall be at the sole discretion of the Client.
- The Contractor must not disrupt the normal hospital activities.
- Contractors must only take breaks in designated areas
- The Client reserves the right to monitor all Contractor activities to ensure Health and Safety standards are being met.
- The contractor must contact the Client one week in advance of the scheduled visit with arrangements for the visit.
- Work must be postponed if weather conditions may cause a health and safety risk.

While on site the Contractor must comply with the Trust Policy including:

- Control of Contractors Policy
- Risk Management Strategy (this incorporates the Trusts' Health and Safety Policy)
- No Smoking Policy
- Client's Fire Policy

Incidents

The Client must be notified of every accident or incident to a Contractor's employees or anyone else involved in an accident or incident due to Contractor's work on the Clients premises. This must be reported to the Clients nominated person.

If a Contractor's employee suffers a major injury or a serious incident occurs as defined under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) whilst on Client premises, the Contractor must immediately notify the nominated Client personnel who shall implement the requirements of the statutory regulations.

The Contractor and its staff are reminded of the necessity for maintaining in strict confidence any information or knowledge which may come into their possession regarding the NHS, any of its staff and/or patients under the contract.

Contractor's Tools and Equipment

The Contractor shall provide all necessary transport and equipment, including but not limited to; tools, instruments, test kits, PPE, access equipment, temporary barriers and signage, and first aid equipment necessary to carry out the work safely and as detailed in the Control of Contractors documents.

Reviews

The Client requires an implementation meeting with the winning Contractor to be carried out at the start of the contract. This will include a site visit and induction.

The Client reserves the right to request ad-hoc review meetings. The schedule should be agreed at the initial implementation meeting and the contractor is responsible for contacting the Client to make the arrangements.

These will typically cover:

- Planned visit completion review
- Response and resolution times for un-planned work.
- Review and agreement of the value of any additional works

Invoicing and Payment Terms

The Client will raise an upfront order for the full contract duration and will require invoicing after works are completed. Invoices will only be paid once a full and complete service record has been signed off.

Invoices must be clearly marked with the current purchase order number together with the name, area and location of the equipment/area worked on.

Reporting

A detailed report outlining all areas must be completed after every clean. Details must include all work carried out and any recommendations. Any safety issues should be immediately highlighted.

Hard copy service sheets (where available) should be left with the Client with an electronic copy emailed to the named client personnel within one week. Details of who needs to be sent an electronic copy will be provided at the site induction.

Service sheets should be signed by your nominated client representative for each site, unless alternative arrangement have been made. If there are any issues, please contact your main contact – to be communicated during implementation.

Terms and Conditions

Bidders should be aware any contracts arising from this procurement process shall be subject to the NHS Conditions for the Provision of Services with Maintenance Schedule. A copy can be obtained from:

[NHS Terms and Conditions for the provision of services with maintenance schedule 5 - Aug 2022](#)