

Technical Specification

For the Provision of Maintenance Services Issued by

North Cumbria Integrated Care NHS Foundation Trust

Tender Reference Number: LGM37339

Cleaning Services Contract

Table of Contents

Introduction	3
Contract overview.....	3
Lots	3
Contract period.....	3
Location.....	3
Working hours.....	3
Contract Requirements and Level of Cover	3
Materials and Consumables.....	4
Scope of works.....	4
Contractor Responsibilities	4
Contractor’s Equipment.....	4
Documents	5
Reviews	5
Invoicing and Payment Terms.....	5
Reporting	5
Appendices.....	5
Terms and Conditions	6

Introduction

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

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

All services are to be provided 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

North Cumbria Integrated Care NHS Foundation Trust "Client" is seeking to contract for the provision of a cleaning and housekeeping service to ensure the sites listed achieve conformity with all current regulations for a healthcare environment.

All non-clinical areas are to be cleaned to the standards required in clinical areas.

The Client reserves the right to add or remove areas at any point during the contract term. In the event this is required then the costs are expected to rise or fall in line with the winning contractors pricing submitted as part of the tender.

Lots

This contract will be awarded in a single lot.

Contract period

The contract will be for a three-year period, subject to satisfactory performance. The start date is 1st April 2025.

Location

Site address:

- Barrow Dental Centre, Unit 5 Fire Station, The Old Brewery, Abbey Road, Barrow-in-Furness, LA14 1XH

A floor plan has been provided.

Working hours

Working hours are specified in the Contract Requirements section below.

Contract Requirements and Level of Cover

The Client requires cleaning and housekeeping services as detailed below, with ad-hoc work to be charged in addition to the fixed price contract.

Please note the service **must** adhere to the FR Categories and Commitment to Cleanliness charters as per Appendix A. This location requires the use of the FR3 Charter (Appendix B).

The Trust Cleaning Policy can be found at the following location:

[Cleaning_Policy_v3.1.pdf \(cumbria.nhs.uk\)](#)

A total of 15 hours of Cleaning Services is required every week (less in the event of Bank Holidays) split as 3 hours each day from Monday to Friday. These must be between 06:00 and 09:00 or 17:00 and 20:00 to fit around surgery times.

Materials and Consumables

The Client will provide all equipment, relevant training, and will normally provide the required materials. In the event the Client is unable to provide materials at any time then the Supplier is expected to provide these.

In the event the supplier is required to provide materials these are to be approved by the Client and are to comply with all NHS guidelines. These are to be charged as and when required, please note this should be at no more than cost plus 10%.

The use of Tristel is mandatory for cleaning of all touch point areas.

Scope of works

Please see attached Appendix C for further information.

Contractor Responsibilities

While on site the Contractor and its staff must comply with the requirements of the Health and Safety at Work Act 1974 and other relevant legislation, including regulations and codes of practice issued and with the Clients own policies and procedures. Please see Appendix D – On Site Conduct and Procedure.

All new Cleaning/Housekeeping staff attending site for the first time must go through a Site Induction.

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

The Contractor shall provide its staff with a form of identification and uniform acceptable to the Client. This must always be worn and displayed whilst on site.

Compliance with all current NHS/Hospital Covid guidelines is mandatory whilst on site.

Contractor's Equipment

The Cleaning/Housekeeping staff shall provide all necessary equipment needed to carry out its duties safely and in line with prevailing regulations and in line with the Client's Control of Contractors document. This includes but is not limited to:

- Materials
- Consumables
- PPE (if necessary)

- Signage
- First Aid equipment

Please note equipment must not be stored on site without Client consent, and if authorised to do so it must be secured in appropriate areas.

Documents

As part of the tender submission RAMS documents will be required. Upon appointment of the successful Contractor all Safety Data Sheets (SDS) for equipment/materials to be used on site must be provided.

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 which will typically cover:

- Cleaning standards
- Amendments to specification
- 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 require invoicing monthly in arrears.

Invoices must be clearly marked with the current purchase order number together with details of the location and services provided.

Any additional services that have been authorised by the Client should be clearly marked as such on invoices with a full cost breakdown.

Reporting

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

Job sheets should be signed by the Client representative. If there are any issues, please contact the Domestic Services Manager.

Appendices

Appendix A – National Standards of Healthcare Cleanliness 2021

Appendix B – Commitment to Cleanliness – FR3

Appendix C – Scope of Works

Appendix D – On-site Conduct Procedure

Appendix E – Site Plan

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 with Maintenance Schedule Aug 2022.pdf](#)