BARNSLEY
Metropolitan Borough Council

APPENDIX 3

Contract Title: Provision of Window Cleaning and Associated Services

SCOPE OF SERVICES

Description of Service to be Provided

The contract is to provide window cleaning and associated services to forty-four of Barnsley MBC's office buildings.

In delivery of the contract the Provider will:

- Complete risk assessments and method statements per site to be submitted and agreed by the Council prior to the commencement of the service
- Undertake internal and external cleans to premises where required, in line with the frequencies and scheduling detailed within Appendix 4 – Building Details. Exact dates of the cleaning are to be agreed with the Council prior to commencement
- Define the most suitable time of day and week to undertake the cleaning to minimise the time taken to complete the works and minimise disruption
- Ensure all personnel required for the delivery of the contract confirm with the Council's Authorised Officer their attendance on site each day they are undertaking the works.
- Ensure cleaning includes glazing, window frames and sills. Irrespective of access all windows must be cleaned to the same high standard.
- All marks, dirt, smears and grease shall be removed to provide a visibly clear and clean surface.
- Particular cleaning attention shall be paid to the corner areas of the glazing as well as the edges and corners.
- All water runs to be removed from decorative finishes and the sills and reveals dried on completion.
- All moss / algae and other debris to be clear from canopy, guttering and downpipes.
- Supply and use equipment that is appropriate and necessary to access all glazing on the building and be responsible for the safe placement and use in completing the works
- Ensure the work is carried out in a professional manner, respecting the surroundings and to the satisfaction of the Authorised Officer of the Council
- Comply with all security requirements of the site, ensuring I.D. badges are worn at all times whilst on the Councils premises.
- The provider shall produce and provide methodology statement (i.e. work method) and proposed programme of cleaning activity for the premises and locations to the Authorised Officer of the Council.

REQUIREMENTS OF THE PROVIDER

Service Providers Responsibility

It is the responsibility of the Provider to provide all required cleaning access equipment. The cost of providing such access equipment shall be borne by the Provider.

The Provider shall ensure that all Council property shall not be damaged by any equipment or act undertaken by the Provider. The Provider must ensure the relevant insurance is in place to mitigate any risk against damage.

The Provider will have access to the Council water supply, should it be required. The Provider should specify in their tender response if they intend to utilise this or if they intend to provide their own water.

The Provider must make themselves aware that the buildings will require specialist equipment. The Provider is deemed to have satisfied himself as to the needs of each building.

Quality Standards

The Provider will have all relevant policies and procedures in place.

For the avoidance of doubt, nothing in this specification is intended to prevent the Service Provider from setting higher quality standards than those laid down in the Contract.

The Service Provider will have a robust system for monitoring complaints and suggestions; feedback from service users will inform service delivery.

The Service Provider will submit reports summarising any complaints, investigations and remedial actions

Health and Safety

The Provider of this service will be required to adhere to the Health and Safety at Work Act 1974 at all times and any other relevant guidance and directives in force or subsequently issued. In addition the Provider is required to achieve accreditation under one of the Safety Schemes in Procurement.

The Service Provider will ensure that:

- All materials used in carrying out the service comply with the Control of Substances Hazardous to Health Regulations
- All staff act in accordance with EU regulation (EC) No 648/2004 of the European Parliament and of the Council of 31 March 2004, relating to the use of detergents.
- All materials, and equipment, are stored in a safe and proper manner
- Environmentally friendly materials are used whenever possible
- All staff are equipped with appropriate training, staff development and supervision.

- All staff carrying out services under the contract are aware of and comply with the Health and Safety Guidance No GS25 “Prevention of Falls to Windows Cleaners”. Risk assessments must be carried out of any and all hazards in the workplace, and the likelihood of the risk of these hazards causing harm to persons or property.
- Be responsible for and ensure the Health, Safety and Welfare at work of all his employees and shall maintain all measures necessary to conform with the Health and Safety at Work Act etc 1974, and The Work at Height Regulations 2005; The Work at Height (Amendment) Regulations 2007 and The Safe System of Working Regulations 1992.
- Where an appropriate British Standards Specification or British Standard of Code of Practice is issued by the British Standards Institution is current at the date of the tender, all goods and materials used or supplied and all workmanship shall be in accordance with that standard
- All staff employed or engaged by the Service Provider are informed and are aware of the standard of performance that they are required to provide and are able to meet that standard.
- The adherence of the Service Provider’s staff to such standards of performance is routinely monitored and that remedial action is promptly taken where such standards are not met
- All staff employed or engaged by the Service Provider have been subject to a DBS clearance, where required, and an acceptable outcome determined.
- All staff employed or engaged by the Service Provider comply with the Council Smoking and Vaping at Work Policy; smoking and vaping is not permitted in any designated council workplace; in the immediate vicinity of the entrance or exit of any council workplace; in enclosed public places (including public buildings) owned by the Council.

For the avoidance of doubt, nothing in this specification is intended to prevent the Service Provider from setting higher quality standards than those laid down in the Contract.

Environmental Requirements

The Provider will be required to comply with all legislation and Council policy.

The Provider should ensure prudent use and preservation of water resources at all times.

The Provider shall ensure that any chemicals and detergents used during cleaning meet statutory requirements.

Equality and Diversity Requirements

The successful service Provider will be required to ensure that the service is free from bias and acknowledges and respects gender, sexual orientation, age, race, religion, culture, lifestyle and values. If any needs are required as per the Equalities Act, such as language or disability, these needs will be provided for during the term of the contract.