

## ITP – APPENDIX 7 – CATEGORY 3 GENERAL SPECIFICATION

### CLEANING SERVICES AT MUNICIPAL, CORPORATE AND COMMERCIAL SITES

#### **PART 1**

##### **1 Background**

- 1.1 This Specification applies where the Placing Authority's premises (the "**Site**") is ordinarily used and operated as a municipal, corporate or commercial facility, and where the Placing Authority requires at the Site the provision of cleaning services.
- 1.2 Terms defined in the DPS Agreement and Call-Off Terms and Conditions shall have the same meaning when used in this Specification unless they are defined otherwise herein.

##### **2 The Services**

- 2.1 The Service shall comprise the provision at the Site of cleaning services to a high standard and at all times in accordance with the requirements of this Specification and the Site Profile.
- 2.2 The Supplier shall ensure that the Site is a clean, healthy and safe environment to work in, visit and otherwise use in the ordinary course of the Placing Authority's day-to-day operations.
- 2.3 The Placing Authority is under an obligation to operate the Site in a manner which complies with all relevant health, safety and environmental standards. The Supplier shall be responsible for ensuring that the Services are delivered to the Placing Authority to a standard which at least satisfies the Placing Authority's obligations.
- 2.4 The Supplier shall devise and deliver an efficient and effective programme of delivering the Services for the benefit of the Placing Authority which complies with the Placing Authority's requirements as set out in this Specification and the Site Profile. If in the course of delivering the Services the Placing Authority reasonably requests any Change, the Supplier shall liaise with the Placing Authority and seek to vary its proposed programme of Services insofar as this is compatible with, and in accordance with, the requirements of the DPS Agreement and Call-off Contract.
- 2.5 The Supplier shall proactively manage the Services in order to meet the standards and requirements set out herein and in the Site Profile, and it shall adapt the Services from time to time to accommodate reasonable variations in the Placing Authority's operations, including but not limited to alterations to floor layouts within existing buildings at the Placing Authority's site, alterations to furniture layout and the installation of additional furniture, fixtures and fittings.
- 2.6 The Supplier must provide the Services in such a manner so as not to interrupt or disrupt the routine operation of the Site, or users of the site, including but not limited to the Placing Authority's employees and visitors (the "**Site Users**"). The Supplier shall proactively monitor the risk of disruption or interference, and where such a risk is identified, the Supplier shall propose to the Placing Authority an alternative method of providing the Services which eliminates or mitigates the risk of disruption.
- 2.7 The Placing Authority may require the Supplier to provide amended Services during quieter periods when the Site is less extensively or frequently occupied. Insofar as it is reasonably practicable for the Placing Authority to do so, the Placing Authority shall set out in the Site Profile the dates of such periods, and shall set out details of the amended Services which are required during such periods. In any event, the Placing Authority shall provide the Supplier with at least two (2) weeks' notice in advance of any period during which the Services shall be

materially amended. The Supplier shall liaise with the Placing Authority and agree a suitable timetable for the delivery of the amended Services and payment to the Supplier shall be commensurately adjusted.

- 2.8 The Supplier shall at times comply with the Placing Authority's security arrangements at the Site.

### **3 Staffing**

- 3.1 For the purposes of providing the Placing Authority with the Services, the Supplier shall at all times employ and engage suitably trained, qualified and experienced cleaning staff, management and sub-Suppliers (the "**Supplier Personnel**") in such suitable numbers as are required to provide the Services on each day that such Services are required.
- 3.2 The Supplier shall ensure that absences due to sickness, annual leave or any other reason, do not adversely affect the provision of the Services.
- 3.3 The Supplier shall ensure that all Supplier Personnel are aware of and shall comply with the requirements of the Placing Authority, including but not limited to the manner in which the Site is operated, the security provisions in place, and any other similar requirements.

### **4 Management**

- 4.1 The Supplier shall nominate a suitably qualified employee to the role of Supplier Representative, who shall represent the Supplier at Review Meetings, and who shall be responsible for overseeing the satisfactory provision of the Services at a senior management level. The Supplier Representative shall be authorised by the Supplier to make decisions on its behalf, and they shall not be replaced or removed by the Supplier without prior consultation with the Placing Authority and Lead Authority.
- 4.2 The Supplier Representative shall be responsible for day-to-day service provision and shall be responsible for the routine supervision of the Supplier Personnel. They shall act as a point of first contact for the Placing Authority and Lead Authority in respect of any routine operational issues which may arise in the course of the delivery of the Services.
- 4.3 The Placing Authority may appoint a member of staff to the post of Site Officer to act as counterpart to the Supplier Representative.
- 4.4 The Lead Authority shall appoint a Contract Manager who shall manage and monitor the provision of the Services pursuant to the Call-Off Contract agreed between the Placing Authority and the Supplier.
- 4.5 The Supplier Representative, Site Officer and Contract Manager shall constitute Key Personnel for the purpose of the Call-Off Contract and shall liaise and cooperate for the purposes of ensuring that the Services are delivered in accordance with the purpose of the Call-Off Contract.

### **5 Communications Procedure**

- 5.1 The Supplier shall devise and agree with the Placing Authority a suitable communications procedure which shall be used by the Parties to transmit to each other relevant information pertaining to the Services. The Communications Procedure shall appropriately take into account the roles of the Supplier Personnel, the Supplier, the Site Officer and Contract Manager.

- 5.2 The Supplier shall be responsible for maintaining an accurate and comprehensive record of communications which the Placing Authority shall be permitted to request copies of or inspect at reasonable notice.

## **6 Complaints Procedure**

- 6.1 The Supplier shall devise a suitable complaints procedure which shall be approved and agreed by the Placing Authority. The procedure shall allow the Placing Authority to submit a complaint to the Supplier in respect of the Services which the Supplier has, or ought to have, delivered, or alternatively forward such a complaint that it has received from a third party.
- 6.2 The policy shall require the Supplier to investigate the complaint, and monitor and record the action and timescale for its resolution. All correspondence exchanged between the Supplier and Placing Authority or Lead Authority in relation to any complaints shall be made or recorded in writing and the Supplier shall be responsible for maintaining a log of all complaints received.

## **7 NOT USED**

## **PART 2**

## **8 General Cleaning Requirements**

- 8.1 The Supplier shall comply with the Placing Authority's specific cleaning requirements as set out in the Site Profile as well as the general cleaning requirements detailed in this Specification. In the event of any conflict between the Specification and the Site Profile, the Site Profile shall take precedence.
- 8.2 The Site Profile shall indicate the times and dates on which the Site is expected to be in use, and when and how often it is appropriate for the Supplier to deliver the cleaning services. The Supplier shall make available to the Placing Authority an appropriate number of cleaning hours which shall be deployed at the times and locations required by the Placing Authority.
- 8.3 Wherever required, and at all times using appropriate care, the Supplier shall move those objects which it is appropriate and proper to move in order to facilitate proper cleaning, and then reinstate such objects in their appropriate place once the cleaning has been completed. Such objects may include small items on windowsills, or larger items such as chairs and other furniture fitted with castor wheels. Where furniture has been moved to facilitate cleaning the Supplier shall return such furniture to the "set out" (i.e., normal use) position once cleaning is completed.
- 8.4 The Supplier shall be mindful of slip and trip hazards created by the cleaning process. For instance, the risk of slipping on a smooth floor which remains wet and slippery after mopping, or the risk of tripping on a trailing vacuum cleaner power cable. The Supplier shall take all reasonable steps to mitigate, and where possible eliminate, such risks.
- 8.5 The Supplier shall provide and use at all times appropriate warning signs indicating such things as wet floors and other hazards. The Supplier shall take suitable care when deploying warning signs, ensuring that they are as visible as possible without becoming a trip hazard.
- 8.6 On completion of wiping, dusting or cleaning, all surfaces shall be free from stains, spillages, finger marks, smudges and splashes. The Supplier shall remove all spot marks, graffiti, chewing gum, and other such items from surfaces as soon as possible. The Supplier shall notify the Placing Authority forthwith if attempts to remove such items are unsuccessful or only partly successful.

8.7 The Supplier shall report to the Placing Authority any defects identified during the course of providing the Services, such as to buildings and other structures at the Site, or to any fixtures and fittings therein, in accordance with the agreed Communications Procedure. Save where the Communications Procedures states otherwise, the Supplier shall report any urgent defects directly to the Site Officer, or in their absence a senior member of the Placing Authority's staff at the Site, as well as the Contract Manager, without delay. In either case, the Supplier shall maintain a written record of all defects that have been reported to the Placing Authority.

## **9 Cleaning in Food Preparation Areas**

9.1 The Supplier Personnel shall not be permitted to make use of any kitchen or food preparation equipment, or areas in which such activity takes place, without the prior written consent of the Placing Authority.

9.2 The Supplier shall ensure that all cleaning activity undertaken within or proximate to food preparation areas shall:

- (a) comply with all relevant food hygiene standards and regulations, as amended and updated from time to time; and
- (b) be scheduled in such a way so as to ensure that Supplier Personnel are not concurrently engaged in other cleaning tasks involving the use of cleaning equipment and products which are unsuitable for use in food preparation areas.

9.3 When cleaning floors in food preparation areas, the Supplier shall not, temporarily or otherwise, place any unsuitable objects, in particular those which typically make contact with the floor, such as chairs or stools, on tables or work surfaces.

## **10 NOT USED**

## **11 Flooring**

11.1 The Supplier shall be given an opportunity to inspect the Site prior to submitting its bid and shall avail itself of the opportunity to familiarise itself with the array of different flooring which it shall be required to clean.

11.2 The types of flooring installed at the Site may include but shall not be limited to:

- (a) timber, such as woodblock, woodstrip or boards;
- (b) cork, such as cork sheets and cork tiles;
- (c) resilient sheet and tile, such as thermoplastic tiles, vinyl and vinyl asbestos, PVC, linoleum, rubber, asphalt and other safety flooring;
- (d) sealed and unsealed stone, such as Granwood, concrete, granolithic, terrazzo, marble, natural stone, clay and quarry tiles, brick, paving slabs, slate, magnesite;
- (e) carpet, such as piled, low profile, carpet tiles, dust control matting; and
- (f) anti-slip, such as Altro and other anti-slip vinyls, linoleum, rubber and other safety flooring.

11.2 The Supplier shall ensure that the Supplier Personnel are suitably equipped and trained to clean all of the types of flooring which have been installed at the Placing Authority's Site.

Further, the Supplier shall be obliged to update its equipment and training as and when the Placing Authority has new flooring installed.

- 11.3 The Supplier shall use its best endeavours correctly identify all flooring installed at the Site and treat such flooring in accordance with the manufacturer's instructions. Where the Placing Authority is required and able to assist the Supplier in identifying the flooring, or where it has retained copies of the manufacturer's instructions, the Placing Authority shall provide the Supplier with all reasonable assistance.
- 11.4 Where loose carpets or rugs are laid atop hard flooring, the loose carpets or rugs shall be cleaned and moved in order to clean the flooring installed underneath, in both cases in accordance with the manufacturers' instructions.
- 11.5 On completion of vacuuming, sweeping or mopping, the entire floor area shall be free from dust, stains, litter, fluff, soil and spillages.

## 12 Cleaning Activities

- 12.1 The Supplier shall deliver all of the cleaning activities at the intervals and frequencies specified by the Placing Authority in the Site Profile. Such activities (the "**Cleaning Activities**") shall include but shall not be limited to:

Activity	Description
Preparation	Gather and transport equipment, tools and materials required for the cleaning shift or activity
Gathering waste	Indoors, this activity involves collecting waste from all waste receptacles and waste gathered from floor sweeping activities, placing such waste in non-metal containers and then transporting to a central disposal point, typically large waste bins. Outdoors, this shall likewise involve gathering loose litter and waste deposited in purpose-provided receptables, and subsequently transporting to a central disposal point. The Supplier shall be required to pay special attention to the disposal of batteries and other small electronic items, such as e-cigarettes (vapes) etc.
Sanitary fittings	Remove soilage, clean, wipe and disinfect all sanitary fittings. This includes but is not limited to soap and paper towel dispensers, paper towel containers, warm air hand dryers, roller towel cabinets, door handles and push plates, chains, handles, toilet seats, toilet roll holders, shower heads, personal hygiene dispensing and disposal units, wall-mounted water heaters and all pipework located in the relevant room. All chrome work shall be polished and left smear free.
Sanitary ware	Remove soilage, debris and organic waste both inside and out, clean and disinfect where appropriate, and wipe and rinse surfaces. Attention shall be paid to all overflows and outlets, to the neck, underlips of flushing rings, troughs and bowls, urinals and WC pans. All taps shall be polished and left smear free. Safety mats and duck boards shall be cleaned and replaced where appropriate.
Clean sinks	Remove soilage, debris and organic waste from both inside and out, clean, rinse and wipe surfaces. Where fitted, hinged bucket

	stands shall be clean and free of mop fronds, etc. Attention shall be paid to all overflows and outlets.
Replenish consumables	Requisition and draw stocks of consumables. Check dispensers, holders, etc. and replenish liquid and bar soaps, toilet rolls, paper towels and personal hygiene requirements, as necessary. Unless otherwise specified in the Site Profile, the Placing Authority shall supply the consumables.
Sweep and vacuum hard surfaces	Remove or place aside any freestanding furniture and fittings, as necessary. Thereafter, gather loose debris and dust from the hard floor surface, excluding areas covered by permanent fixtures and fittings (e.g. filing cabinets, cupboards, etc.), but including stairs and risers, and areas beneath pipework and radiators. Once completed, all removed mobile furniture and fittings shall be replaced after sweeping or vacuuming, and all dust and debris shall be localised and placed in containers for transfer to the central disposal point.
Spot damp mop	Clean and disinfect exposed hard floor surfaces so that the total area is stain and smear free, including stairs and risers, beneath pipework, radiators and furniture etc. while avoiding skirting boards, bases of fixtures, desk, table and chair legs.
Damp mop	Remove or place aside as necessary any freestanding furniture and fittings. Clean, and where appropriate disinfect, entire hard floor surfaces excluding areas covered by permanent fixtures and fittings (e.g., filing cabinets, cupboards, etc.), but including stairs and risers, beneath pipework and radiators). Avoid skirting boards, bases of fixtures and fittings, desk, table and chair legs and leave area stain and smear free. Reinstate removed furniture and fittings.
Spray, clean and buff	Remove or place aside as necessary freestanding furniture and fittings. Maintain and restore polish on entire floor surface, excluding areas covered by permanent fixtures and fittings (e.g., filing cabinets, cupboards, etc.). Avoid spraying and damage to skirting boards, bases, etc. Reinstate removed furniture and fittings.
Vacuum carpet	Dry vacuum exposed carpeted surfaces, so that total area is free of dust and debris, including dust control mats and beneath chalkboards where located, pipework, radiators, furniture, etc. Avoid damage to skirting boards, bases of fixtures and fittings, desk, table, and chair legs. Carpet areas inaccessible to vacuum cleaners, i.e., stairways, etc. shall be hand brush swept.
Wet scrub and dry	Remove or place aside all freestanding furniture. Wet scrub entire hard surface excluding areas covered by permanent fixtures and fittings (e.g., filing cabinets, cupboards, etc.) but including beneath pipework and radiators, with rotary scrubbing machine, accessory and chemicals including disinfectant where appropriate. Thoroughly dry and leave smear and stain free. As necessary, reinstate removed furniture and fittings or apply polish or seal as required.
Apply polish	Remove or place aside all freestanding furniture and fittings. Ensure floor surface to be treated has been suitably prepared, is free from visible and chemical contamination and previously

	sealed floors are re-patched. Do not apply polish to skirting boards, bases of fixtures and fittings, desk, table, and chair legs. Burnish when dry. Reinstate removed furniture and fittings.
Strip and repolish	<p>Remove or place aside all freestanding furniture and fittings. Thoroughly strip areas, ensure that surface is free of visible and chemical contamination and previously sealed floors are re-patched.</p> <p>Apply emulsion polish as required. Ensure no wetting, damaging, and application occurs to skirting boards, bases of furniture, fixtures and fittings, desk, table, and chair legs. Reinstate removed furniture and fittings.</p>
Replace and/or restore seal	<p>Remove or place aside all freestanding furniture and fittings. Thoroughly strip old polish from previously sealed areas. Dry vacuum newly fitted and/or re-sanded floors that are unsealed. Ensure that surfaces are free of visible and chemical contamination and previously sealed areas are "flake free".</p> <p>When thoroughly dry, re-patch and "feather in" existing sealed areas where signs of wear are apparent. Alternatively, apply full coat(s) of appropriate seal to newly fitted and re-sanded floors until porosity is sealed and appearance is acceptable. Ensure no application seal to skirting boards, bases of fixtures and fittings, desk table and chair legs.</p>
Damp dust and wipe	<p>Remove soilage, damp dust/wipe clean, disinfect where appropriate and leave stain and smear free all:</p> <ul style="list-style-type: none"> <li>• Tops (excluding desk and tables), sides, legs and braces of all fixed and removable lockers, furniture (including chairs and stools), fittings and accessories</li> <li>• Horizontal surfaces and shelves up to two metres high</li> <li>• Vertical glazed tiled surfaces (including partitions in toileting, washing, and laundry accommodation) up to two metres high</li> <li>• Window frame and sills, doors and doorframes, kick plates, pipework, radiators and radiator fans, balustrades, banister and rails, vending machines and convector heaters up to two metres high</li> <li>• Painted wall surfaces to a height of two metres, including removal of any scuff marks.</li> </ul>
Clean desks and tabletops	Damp dust and wipe clean, disinfect where appropriate, and leave stain and smear free all telephones, desk and tabletops.
Clean door view panels, mirrors and glass	Remove smears with damp cloth and disinfect where appropriate all internal glass door view panels, other borrowed lights, mirrors, shelves, cabinet doors, pictures and partitions up to a height of two metres, then dry buff polish. Damp wipe and buff polish both sides of external glass doors and adjacent glass panels forming a building entrance.
Wipe and polish counters	Remove smears and fingerprints from counter surfaces; apply polish and dry buff to a shine.
Polish furniture and metal	Polish all fronts, tops, sides, exposed backs, legs, and struts of fixed and freestanding furniture fittings, chrome, brass, metal fittings, rails and plaques. Dry buff to a shine.

Wash waste receptacles	Remove soilage and scale from inside and outside of waste bins. Wash, disinfect where required, and wipe dry.
Remove graffiti	Inspect and determine type of medium used and remove graffiti with appropriate cleanser.
Remove chewing gum	Remove with proprietary products on carpet and other soft furnishings and by scraping from hard surfaces.
Clean internal grids, gullies and channels	Remove gridirons and channel covers, thoroughly clean, removing to waste all organic matter and blockages. Disinfect and set aside. Clean, de-scale and disinfect where necessary all channels, pots and outlets. Thoroughly rinse. Replace gridirons and channel covers.
Clean mat and well	Vacuum primary and barrier matting, lift and remove all dust and debris from wells and undersides. Replace mats.
Waste disposals	Transport collected waste to point of disposal. Discharge and secure all refuse in bins and/or containers provided, compress appropriately to maximise capacity, and ensure lid is re-fitted and/or closed.
Clean walls	Vacuum soilage and dust from all doors, doorframes, skirting boards, window frames, all walls and partitions to ceiling height. Wash where necessary or otherwise damp dust and wipe clean, leaving all smear, scuff and stain free. Replace furniture and reinstate surrounding areas.
Tidy clean	Remove debris and waste. Sweep and re-treat floor surfaces if stained, smeared, or severely scuffed. Reinstall furniture and equipment in readiness for the subsequent occupants of the area. In toilet, washroom and changing areas, clean all basins, WC pans, urinals, fixtures and fittings, and disinfect where necessary.
Close windows and doors	In order to comply with fire and security requirements, close and secure all windows, close all internal doors, close and lock all external doors, where instructed. Switch off all lights on completion of tasks, except security and emergency lighting systems. Return keys to the person or location specific by the Placing Authority.
Clean and put away equipment	Return all equipment, tools, and materials to the designated storage area.

12.2 The Supplier and the Supplier Personnel shall be suitably equipped and trained to deliver all of the above cleaning activities in the manner in which they are described herein. Any dispute concerning the Supplier's cleaning practices shall be settled with reference to the methodology described in the above table, which shall take precedence in the event of any conflict.

### 13 Cleaning Schedule

13.1 The Placing Authority shall specify in the Site Profile, and subsequently in whatever manner agreed with the Supplier, which Cleaning Activities it requires the Supplier to provide, and how often or when, either with reference to a particular interval (for instance, daily, weekly or

monthly), a particular event, a particular date and time, and/or on ad-hoc basis as and when the need for the Services arises.

13.2 The Supplier shall have the capacity to carry out the following cleaning activities on a daily basis during term time:

- (a) wipe interior and exterior door entry panels, signage and door handles.
- (b) wipe clean finger marks and scuffs from door handles, push plates, kick plates, switches, glass door panels and mirrors.
- (c) wipe mud and dirt scuffs and smears from corridors and stairwells.
- (d) damp mop all hard floor surfaces with neutral detergent paying particular attention to areas behind toilet pans in toilets.
- (e) mop floors and wipe and polish control panels and mirrors in lifts.
- (f) empty waste and recycling bins and transfer waste to appropriate waste containers.
- (g) wash and/or wipe bins inside and out using an appropriate cleaner and replace bin liners as necessary.
- (h) vacuum clean all carpeted areas.
- (i) flick dust all computer equipment.
- (j) thoroughly clean sinks, splashbacks and tiles in toilets, kitchens, utility rooms and first aid rooms.
- (k) turn off any taps left running and remove any debris left in sinks.
- (l) damp wipe using appropriate virucidal disinfectant all surfaces, including desks, tables, cupboards and cupboard doors.
- (m) wipe clean any areas where beverages and refreshments are usually made.
- (n) dust exposed cable trunking.
- (o) wipe clean any dirt marks.
- (p) vacuum office and staffroom sofas and upholstered chairs.
- (q) clean and sanitise toilets and urinals paying special attention to hinges and toilet seats.
- (r) remove small blockages from toilets and report major blockages the Placing Authority.
- (s) pick up and dispose of any large items of rubbish from floor and horizontal surfaces.
- (t) graffiti and chewing gum shall be removed using appropriate cleaning equipment and chemicals. Where either cannot be removed, the Supplier shall notify the Placing Authority in the agreed manner.

13.3 The Supplier shall have the capacity to carry out the following cleaning activities on a weekly basis during term time:

- (a) damp wipe and buff polish all furniture, fittings and window ledges and horizontal surfaces up to two metres high.
- (b) thoroughly wash clean and polish all internal window glass, ensuring that all marks are removed.
- (c) thoroughly wipe clean and polish all glazed doors, partitions and view panels ensuring they are left clean and smear free.
- (d) wipe clean and dry dust bezels of whiteboards and interactive touch screens using suitable dry microfibre clothes.
- (e) wipe clean all washable door surfaces, kick plates, push plates, work surfaces and interiors and exteriors of cupboards.
- (f) wipe clean interiors and exteriors of fridge freezers and microwaves, and wipe clean all small electrical appliances.
- (g) damp wipe skirting boards, architraves and door frames.
- (h) wipe toilet walls.
- (i) vacuum sofas and upholstered chairs.
- (j) descale sanitary ware and toilets.
- (k) empty, wipe clean and disinfect bins including recycling bins.
- (l) wipe clean fire safety appliances and cabinets ensuring that they are free of dust and marks. Any damage identified shall be reported urgently to the Placing Authority.
- (m) thoroughly dry wipe or wash clean as appropriate all picture frames, display boards and mirrors to leave surfaces clean and smear free.
- (n) thoroughly clean walls and doors of and inside lifts to remove all marks and polish to a smear free finish.

13.4 The Supplier shall have the capacity to carry out the following cleaning activities on a monthly basis during term time:

- (a) vacuum clean all upholstered furniture.
- (b) damp wipe clean pipework, architraves, door frames, skirting, fire equipment, radiators and any other similar low surfaces.
- (c) dust and remove cobwebs from all high surfaces and fittings up to three high using flick dusters, or suitable alternatives, fitted with telescopic or extendable poles.
- (d) remove and clean entranceway and barrier mats.

13.5 The Supplier shall have the capacity to carry out the following cleaning activities on an ad-hoc and periodic basis, and shall perform these cleaning activities as and when the Placing Authority requires:

- (a) thoroughly wash clean all hard surfaces (including hard furnishings, fixtures and fittings, desks and chairs) using a suitably diluted solution of hard surface cleaner and

water. The Supplier shall remove all grease deposits and marks and leave the surface smear free when dry.

- (b) thoroughly vacuum all soft furnishings to remove all loose dirt.
- (c) thoroughly wash clean all hard surfaces using a suitably diluted solution of hard surface cleaner and water.
- (d) move portable (i.e., non-fixed) furniture in preparation for any wall or floor treatments and replace such furniture to original positions following treatment.
- (e) suitably remove dust, debris and cobwebs from all high surfaces and fittings three metres high and above using flick dusters, or suitable alternatives, fitted with telescopic or extendable poles, or any other suitable equipment as may be required.
- (f) thoroughly wash clean walls up to three metres high using a suitably diluted solution of hard surface cleaner and water. The Supplier shall remove all grease deposits and marks and leave the surface smear free when dry.
- (g) thoroughly wash clean and polish all glazed doors, partitions and view panels up to three metres high leaving surfaces clean and smear free.
- (h) using appropriate products and equipment, machine scrub all porous sealed floors to remove engrained soilage, old polish and wax. The Supplier shall rinse thoroughly in order to neutralise the surface and inspect the condition of the remaining seal. If necessary, the Supplier shall re-seal where required with a compatible product in accordance with the manufacturer's instructions. When the seal is thoroughly dry, the Supplier shall apply metallised polish in as many coats and locations as is required and appropriate. If the manufacturer's instructions suggest an alternative method, the Supplier shall liaise with and seek further instructions from the Placing Authority.
- (i) using appropriate products and equipment, machine strip all semi-porous floors to remove engrained soilage, old polish and stains. The Supplier shall rinse thoroughly in order to neutralise the surface and apply metallised polish in as many coats and locations as is required. If the manufacturer's instructions suggest an alternative method, the Supplier shall liaise with and seek further instructions from the Placing Authority.
- (j) using appropriate products and equipment, machine strip all dense floors to remove engrained soilage. The Supplier shall rinse thoroughly and leave smear free.
- (k) vacuum clean all carpets and rugs to remove soilage. The Supplier shall identify and notify the Placing Authority of any requirement for mechanical carpet cleaning.

## 14 Cleaning Chemicals

- 14.1 All cleaning products and agents, including but not limited to the disinfectants, antiseptics, bleaches, cleaners, stain removes, detergents and solvents listed in the following table, and used by the Supplier in connection with the delivery of the Services (the "**Cleaning Chemicals**"), must conform with the requirements set out in this clause or be approved by the Lead Authority prior to their use.

<b>PART 1 (Products for which Samples and Manufacturers Data Sheets may be required)</b>	
General Purpose Neutral Detergent	Biodegradable 15% minimum active ingredient, pH 7.0.

Virucidal Cleaner and Disinfectant	Must conform to BS EN 1276, BS EN 1650 and BS EN 14476.
Soluble Detergent/Disinfectant	A phenol free amphoteric biocide in a detergent base. This must  (a) Have a pH not greater than 7.0 and not less than 6.0,  (b) pass the modified Kelsey-Sykes Test as described in BS 6905: 1987 at the dilution recommended for its use.
Floor Polish Stripper	An ammonia free blend of alkaline builders, solvent, surfactants, sequestrate, no less than pH 13.0 (undiluted).
Fully Buffable Emulsion Polish	A slip resistant fully buffable emulsion of synthetic waxes and resins of not less than 13% non-volatile solids content.
Semi Buffable Metallised Polish	A slip and water resistant semi-buffable emulsion of synthetic waxes and resins and metallised polymers of not less than 18% non-volatile solid content.
Floor Polish Maintainer	A fully miscible detergent-based floor maintainer/cleaner not exceeding pH 7.5 and compatible for use with fully buffable and semi buffable metallised polishes maintaining a high coefficient of friction.
Clear Wood Seal	A penetrative polyurethane resin, white spirit based or an acrylic amber viscous seal. Flash point not to be less than 100°F (38°C).
Granwood Floor Seal	A highly penetrative oleo-resinous based viscous seal for specific use with GRANWOOD floor surfaces. Flash point no less than 104°F (40°C).
Pigmented Floor Seal	A plasticized pigmented floor seal. Red, green and grey.
<b>Part 2 (Products for which Manufacturers Data Sheets shall be required)</b>	
Hard surface liquid or cream cleaner	A spray-on, wipe off surface cleaner.
Metal polish (liquid)	A traditional cleaner with an abrasive liquid composition.
Liquid cleaner / shiner	A concentrated, PH-neutral all-purpose cleaner for all washable hard surfaces.
Solvent graffiti remover	A solvent based cleaner that is formulated for the rapid removal of felt tip, biro, paints etc.
Chewing gum remover	A product applied by trigger spray, dissolves and removes chewing gum.
Phosphoric / Hydrochloric / Acidic Descaler and Cleaner	Only to be used with the explicit authorisation of the Lead Authority and the Placing Authority.
Carpet spot cleaner	A universal carpet spot and stain remover.

Soft furnishing and carpet shampoo	Including dry foam, low foam, powder, pre-spot concentrate and de-foaming agent.
------------------------------------	--

- 14.2 The Supplier shall not supply, and shall not allow any Supplier Personnel to use or bring onto the Placing Authority's premises any aerosol cleaning products which contain harmful chlorofluorocarbons (CFCs), any solvent removers containing chlorinated hydrocarbons, or any cleaning products containing non-biodegradable detergents.
- 14.3 The Lead Authority and the Placing Authority shall be entitled to request from the Supplier prior to the award of any contract, and the Supplier shall in such cases so provide and disclose, at its own cost:
- (a) samples and brand names of the products listed under Part 1 of the table at clause 14.1 of this Specification.
  - (b) technical data sheets for the products listed under Parts 1 and 2 of the table at clause 14.1 of this Specification. If these are not available, the Supplier must secure this information from the manufacturer and disclose it to the Lead Authority and the Placing Authority. The Lead Authority and the Placing Authority agree to receive such information on a confidential basis and shall treat this information as commercially sensitive where required:
- 14.4 During the Term, the Supplier shall be required to provide, within a reasonable period of time and without cost to the Lead Authority or the Placing Authority, a list of all of the Cleaning Chemicals stored on or being used at the Placing Authority's premises.
- 14.5 All Cleaning Chemicals shall be used strictly in accordance with the manufacturer's instructions or as directed by the Lead Authority or the Placing Authority.
- 14.6 The Cleaning Chemicals must always be stored away safely and securely at the end of each cleaning shift and under no circumstances should the Cleaning Chemicals be left in a position which is accessible to the Site Users. Any Cleaning Chemicals which are stored in concentrated form must always be freshly diluted at the point that they are required.
- 14.7 All Cleaning Chemicals must be properly and clearly labelled in accordance with legislation, including but not limited to the GB CLP Regulation, as updated and amended from time to time.
- 14.8 The Supplier shall be required to comply fully with the requirements of the Control of Substances Hazardous to Health Regulations 1988 (COSHH).