THURROCK COUNCIL
WINDOW CLEANING CONTRACT

SPECIFICATION
10.2  Issue Categorisation  
10.3  Rectification

11.  PERFORMANCE MEASUREMENT  
11.6  Service Delivery  
11.7  Customer Satisfaction  
11.8  Performance Reporting

12.  SOCIAL VALUE

13.  AD HOC CLEANING

SCHEDULE 1: OUTCOME STANDARDS  
(a)  General Standards  
(b)  Window Cleaning Standards

SCHEDULE 2: AD HOC REQUIREMENTS

Appendix A - Key Performance Indicators
Appendix B - Definitions
Appendix C - Library Opening Times
Appendix D – Oracle iSupplier

Note that Schedule 3: Site Details is provided as a separate spreadsheet
1. GENERAL REQUIREMENTS AND STANDARDS

1.1 General Requirements
1.1.1 The successful Contractor will be required to provide Window Cleaning Services to various Council premises throughout the borough as detailed in this document. In satisfying this requirement they shall operate a fully managed Window Cleaning service, which will meet the requirements identified in the Specification below.

1.2 General Standards
1.2.1 The performance standard for the Services is identified within this Specification. However, there are a number of general requirements that apply and details of these are provided below.

1.3 Good Industry Practice
1.3.1 All Services are to be performed in accordance with Window Cleaning Industry Good Practice.
1.3.2 The Services provided must comply with all Statutory Requirements, and relevant British and European Standards (either periodic or annual)

1.4 Consents and Licences
1.4.1 The Contractor shall obtain and maintain all licences, consents, permits and approvals required for the delivery, performance and provision of Services, and comply with the terms thereof.

1.5 Provision of Equipment, Materials and Uniforms
1.5.1 It is the responsibility of the Contractor to purchase and maintain all equipment, and materials required for the delivery, performance and provision of the Services, unless otherwise specified.
1.5.2 All equipment & fittings used for the delivery of the Services should be 'fit for purpose' and only persons who are trained and competent to use them do, in accordance with the manufacturers operating instructions.
1.5.3 Faulty equipment and items should be repaired or replaced at the Contractor's expense.
1.5.4 The Contractor shall supply all staff with a uniform the cost of which shall be included in the overall contract price (Note: The colour and design of all uniforms shall be agreed with the Council prior to introduction).

1.6 Environmental Issues
1.6.1 There is an obligation on the Contractor to comply at all times not only with the Environmental Protection Act 1990 and other relevant environmental legislation.
1.6.2 In particular the Contractor shall:

- Demonstrate not only that they are aware of the environmental impacts of their activities (carbon footprint) but also that they are adopting environmental best practices to minimise this impact.
- Ensure that staff receives training on the relevant environmental regulations and apply them in the course of their work.

1.7 Services Provision
1.7.1 All Services shall be carried out at the most appropriate time dependent on the nature of the work and weather conditions.
1.7.2 Where the time or method of Window Cleaning gives the Council or any of its End Users reasonable cause of complaint because of noise, or any other reason, the Authorised Officer may notify the Contractor to suspend the work until a later time or date. No additional payment shall be made to the Contractor for this restriction.

1.8 Management of the Services
1.8.1 It is the responsibility of the Contractor to manage the delivery, performance and provision of the Services in a co-ordinated manner in agreement with the Council’s Authorised Officer.

1.8.2 In so doing the Contractor at commencement of contract shall (without limiting the above):

- Establish, maintain and operate procedures for effective planning, organisation, control, monitoring, feedback and review of the Services.
- Manage and carry out the management of the Services in an efficient manner and provide and operate appropriate quality assurance systems to ISO 9002 or broadly comparable systems in accordance with this Agreement.
- Maintain all equipment and fittings for the delivery, performance and provision of the Services.

1.9 Health and Safety
1.9.1 To avoid doubt, the Contractor must, at all times, comply with all current and future Health and Safety Legislation for the duration of the contract.

1.9.2 The Contractor shall fully acquaint itself with all statutory obligations and responsibilities with reference to health & safety regulations/guidelines including:

- Public Health Act 1936
- Control of Pollution Act 1974
- Health and Safety at Work Act 1974
- Litter Act 1983
- Control of Substances Hazardous to Health Regulations 1988
- Collection and Disposal of Waste Regulations 1988
- Environmental Protection Act 1990
- Petroleum Act 1987
- The Contractor’s own Health and Safety at Work policy
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985
- Asbestos Regulations

In addition, any other legislation, regulations or guidelines listed within this specification and any other legislation or guidelines that may apply from time to time.

1.9.3 All health and safety matters deemed to be a breach of the Acts or any other legislation shall be referred to the Health and Safety Executive.

1.9.4 The Contractor must also take account of the Council’s Policies and Procedures insofar as they impact on Service Delivery.

1.9.5 If the Contractor considers the weather conditions are such to prevent cleaning to the contract specification, it is the Contractor’s responsibility to contact the Council site representative and reschedule the work to ensure the postponed work is carried out within five (5) days of the resumption of acceptable weather conditions.
1.9.7 Warning signs shall be used when erecting and dismantling any equipment used in the performance of this Contract. Similarly warning signs shall be employed during the execution of the window cleaning to make persons aware that work is in progress.

1.10 Building Security
1.10.1 The Contractor shall be required to comply with the Council’s security procedures in the delivery of the services. Local security procedures will be agreed at commencement of contract.

1.10.2 The Contractor shall be responsible for ensuring that any windows or doors or any other point or potential point of entry, to any of the Council’s premises, are closed after being opened for the purposes of carrying out the Contract.

1.11 Employment of Trained Staff
1.11.1 To avoid doubt, the Contractor shall at all times employ staff who are proficiently able to read, write and verbally communicate in English, trained, skilled, honest and all times properly supervised and managed including but not limited to delivery of the following;

- The requirement that all staff should be trained to the appropriate British Institute of Cleaning Science (BICS) standards according to the roles being undertaken. All staff should be trained to a minimum of BICS Level 1.
- Requirements of health and safety including the use of Risk Assessments, Method Statements & Safe Working Practices including the use of signage.
- A standard DBS check is required for all employees cleaning internal windows for residential properties or children’s centres

1.12 Performance Improvement
1.12.1 The Contractor will monitor the performance measures recorded under the Services Specification and will identify opportunities for delivering the Services more cost effectively. As these opportunities arise the Contractor will prepare detailed amendment proposals for consideration by the Authorised Officer, which shall be of benefit to the Council by a reduction of the contract price and/or improvement of service quality.

1.13 Compliance
1.13.1 The Contractor shall ensure that all staff (Permanent, Temporary or Agency) undergo the following checks prior to first employment on Council premises which should be in harmony with the Council’s policies on recruitment, selection and equal opportunities.

- The Contractor's own employee personnel & work record check procedure.
- The Contractor shall ensure confidentiality in respect of any information observed or overheard by its staff while carrying out their duties.
- The Contractor should take all reasonable steps to ensure that all staff working in either temporary or permanent capacity has the right to live and work in the UK.
- The Contractor shall, at no additional cost to the Council, make whatever arrangements necessary to cover staff absence in order to ensure that the required Service standards are maintained.
- Contractor staff must be clearly identifiable as working for the Contractor including displaying identification badges when on Council premises.

1.14 Smoking
1.14.1 The Council operates a smoke free policy, including e-cigarettes and personal vaporisers throughout its premises and the Contractor's staff will be required to refrain from smoking whilst employed at council sites.
1.15 **Quality Standards**

1.15.1 The Contractor shall provide evidence to the Council of its relevant qualifications/membership, for example:

- ISO 9000/9002 or equivalent certificate
- Federation of Window Cleaners
- British Window Cleaning Academy
- Contractors Health & Safety (CHAS)
- BS8213: Part 1 Code of Practice for safety in use and during cleaning of windows and doors (including guidance on cleaning materials and methods)
- BS7985 Rope Access Operatives
- BS2037 & BS1129 Safe Use of Aluminium and Wood Ladders (respectively)

1.16 **Payments**

1.16.1 From 1st April 2015 it will be mandatory for all suppliers to Thurrock Council to sign up to Oracle iSupplier as part of our wider Digital Strategy. All payments will be processed through this system. Details of iSupplier are contained for your information at Appendix 4. The Contractor is required to invoice the Council on a quarterly basis.

2. **KEY OBJECTIVES**

2.1 **Introduction**

2.1.1 The Contractor will, at all times, deliver the Services in accordance with the requirements set out in this Services Specification.

2.1.2 This Output Specification for Window Cleaning Services details the standards to be achieved.

2.1.3 It shall be the responsibility of the Contractor to make itself familiar with local conditions, the character of the Services, availability of labour, transport and any other factors that may be relevant in performing the Services.

2.2 **Objective**

2.2.1 The Contractor is required to achieve and maintain a high level of cleanliness throughout all Thurrock buildings listed in Schedule 3.

2.2.2 The Contractor is required to;

- Provide cost efficient, quality driven Window Cleaning Services, which achieve an optimum standard of cleaning for all buildings owned or managed by Thurrock Council appropriate for their use.
- Provide a standard of Services that helps to maximise customer satisfaction and provides a positive image of the Council.
- Ensure best practice and innovation that fosters measurable, continuous Service improvement in line with Best Value.
- Deliver a high standard of Window Cleaning Services with the use of sustainable and environmental friendly materials.
- Take a proactive attitude to relationship management and delivery of effective Customer Care Services.
- Ensure a flexible and sympathetic response to any unplanned or reactive requirement.

3. **WINDOW CLEANING STANDARDS**

3.1 Window Cleaning shall be delivered to a high standard at all times. The actual standards to be delivered and maintained are set out in Schedule 1: Outcome Standards
4. **SCOPE**

4.1 The Contractor shall provide Window Cleaning Services for a wide range of buildings in the Thurrock Council portfolio. Cleaning of all external glass surfaces forms the core requirement of this contract. All of the exterior glass shall be cleaned as well as the frame surrounding the glass.

4.2 In addition to cleaning all external windows, the Contractor shall provide a price for the internal cleaning of all external windows. The Council will make a Best Value decision following the tender as to the full scope of requirements for the successful contractor. Therefore the “actual” contract may be external cleaning only, or may be both external and internal cleaning. The base bid will be for the external cleaning and the provision of the internal prices forms a variant bid which the Council will consider as part of the award decision.

4.3 Please also provide alternative methods for example pure water reach and wash system and indicate this clearly in your proposal with a cost comparison. Where this method is used the contractor is to ensure that the equipment is maintained to ensure quality of clean each time (for example any filters are changed on a regular basis to ensure quality of clean on each occasion).

4.4 Internal glazing for example internal doors and partitions are not in scope. Ad hoc site requests may be received from sites for this service, on these occasions this will be arranged and approved via a Variation Order.

5.3 **KEY PERFORMANCE INDICATORS**

5.3.1 The Contractor shall provide data to evidence their performance against the Key Performance Indicators set out in Appendix 1. These KPIs are set for the first year of the contract. Detail to be submitted to the Council’s Authorised Officer to the schedule as set out in the “Reporting Frequency” column.

5.3.2 The Council will both the performance against and the relevance of, the Key Performance Indicators on an annual basis and agree with the Contractor any revisions of these in advance of the next contract year.

6. **CLEANING SERVICES REQUIREMENTS**

6.1 **Window Cleaning Frequencies**

6.1.1 Window Cleaning shall be provided in all buildings and areas to the frequencies set out in Schedule 3: Site Details.

6.2 **Cleaning Programme**

6.2.1 The Contractor shall provide the Council with a written programme of work detailing the dates when the cleaning is to be carried out for each site for the first year of the Contract. This must be submitted to the Contract Manager within fourteen (14) days of the notification of award of Contract. Once approval is given, no alteration may take place without the prior consent of the Contract Manager. It is not appropriate for the window cleaning operative to appear on site and commence work without prior agreement. Site opening times for Libraries are shown on Appendix 3.

6.2.2 The Contractor shall notify the relevant site client within one working day, of the completion of the cleaning at each individual site so that random checks may take place at the discretion of the Council by any authorised officer from the Council.

6.2.3 Ad Hoc Window Cleaning for the Council’s Homeless properties may be required from time to time. On these occasions, this will be arranged and approved via a Variation Order.
7. WINDOW CLEANING MATERIALS AND EQUIPMENT
7.1 The Contractor is responsible for purchasing, maintaining and replacing all equipment and cleaning materials required to properly perform his obligations under the Contract.
7.2 The Contractor must ensure sufficient quantities of equipment and cleaning materials at all times in all locations to properly provide the Services required.
7.3 All equipment and cleaning materials must be 'fit for purpose' and in accordance with Council Policy and the appropriate Regulations.
7.4 The EU Regulations on detergents (2002/0216) COD require all Cleaning products to be readily biodegradable. Thurrock Council intends to ensure that the Window Cleaning operations reflect good environmental practice and that all products used in Window Cleaning comply with this legislation or any new legislation that come into force during the duration of the contract.
7.5 Unless there are no alternatives, all Cleaning materials are to be:
   - 90% biodegradable in 5 days. (Recommended ingredients for detergents and Cleaning materials include alkyl Polyglucoside and Alcohol Ethoxylates).
   - Not petroleum based
   - Not tested on animals.
   - Un-scented where possible
   - Enzyme free
   - Products shall have the EU Eco Label, Nordic White Swan or the German Blue Angel.
7.6 For avoidance of doubt, Cleaning Products with the following ingredients MUST NOT be used:
   - Optical brighteners
   - Chlorine compounds including bleaches e.g. sodium hypochlorite and toilet blocks e.g. paradichloro-benzene (PDCB)
   - Synthetic perfumes or colours including Musk Xylene
   - Alkyl Phenol Ethoxylates (APE’s).
   - Chlorofluorocarbons (CFC’s) or other similar ozone depleting substances
7.7 For avoidance of doubt, the following ingredients if used are to be below the limits stated.
   - Phosphates: less than 0.5% by weight for general Cleaning products.
   - EDTA (ethylene-diamine-tetra-acetate): less than 1% by weight.
   - NTA (nitrolotriacetic acid): less than 5% by weight.
   - Volatile Organic Compounds (VOCs): less than 10% by weight.
7.8 At the commencement of contract, the Contractor shall list all chemicals and materials to be used in the delivery of the Services for verification and acceptance by the Authorised Officer.
7.9 No change shall be made to the agreed list without the prior written consent of the Authorised Officer.
7.10 All equipment used in the execution of this contract should conform to a specification that complies with European Standards and all relevant Health and Safety Legislation.
8. QUALITY MANAGEMENT SYSTEM

8.1 The Contractor shall institute at the Commencement Date and maintain throughout the Contract Period a Quality Management System in accordance with (or broadly comparable to) ISO 9000 and must provide evidence of such to the Authorised Officer.

9. NOTICE OF CHANGE

9.1 Council Notice of Change

9.1.1 The detail provided of buildings, locations, frequencies, as set out within Schedule 2 and the Pricing Schedule are accurate as far as possible at the date of the tender issue, projecting the requirements from the start of the contract in October 2015. However, the Contractor shall be aware that changes are likely during the contract term and therefore the Council may make changes to the Specification upon giving Notice of Change to the Contractor.

9.1.2 The required changes will be known as Variations and the Council will work with the Contractor to mutually agree the Variation details and associated financial implications; whilst retaining sole discretion to its implementation. Failure to provide a signed variation order could result in an invoice not being paid or payment being delayed.

9.1.3 The Council is undergoing a modernisation/refurbishment programme for its main Civic Offices and rationalisation of remote sites. As such it reserves the right to add or remove sites, or part thereof from the agreed contract. These Variations will be agreed mutually in advance in accordance with clause 9.1.2.

9.2 Contractor Notice of Change

9.2.1 The Contractor is permitted to give Notice of Change to the Council requesting any changes or amendments to this Specification but there is no obligation on the Council to accept any Notice of Change request.

10. CONTRACTOR HELPDESK

10.1 Reporting System

10.1.1 The Contractor shall implement a system of reporting issues and complaints by Thurrock Council Officers during the working day (8am to 6pm Monday to Friday). Outside of these hours Officers should additionally be able to leave a message for rectification the next working day.

10.1.2 The System shall record and report on the following information as a minimum:

- Time/Date raised
- Issue Category
  - Complaint (and whether justified or not)
  - Variation Order
- Location
- Detail
- Action taken
- Time/Date resolved

10.1.3 Reports required from the System are included in paragraph 11.8.5 of this specification; however in addition, the Authorised Officer may request sight of the Helpdesk log at any time during the contract term.
10.2 Issue Categorisation
10.2.1 Issues raised on the System shall be categorised as follows:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaint</td>
<td>Complaints refer to a failure where the Customer feels Contractor has not met the required cleaning standards</td>
</tr>
<tr>
<td>Variation Order</td>
<td>New requests for changes or additional work as may be required</td>
</tr>
</tbody>
</table>

10.3 Rectification
10.3.1 Key to high quality service delivery is swift rectification to issues. Rectification timescales will be measured by the Contractor through the Helpdesk System and reported to the Authorised Officer and form part of the Key Performance Indicators.

10.3.2 As such, rectification timescales relate to Issues that are categorised as Complaints (whether justified or not) and New Incidents. Issues shall be resolved to the satisfaction of the relevant Nominated Officer, and the Authorised Officer will carry out random audits to confirm.

10.3.3 The Contractor shall allow within the contract price provision for the rectification of all complaints at no further cost to the Council. Note that current performance indicates a New Incident level lower than this amount.

11. PERFORMANCE MEASUREMENT
11.1 The Contractor will be responsible for Self-monitoring, reporting & Service Improvement.

11.2 The Council will require access to written evidence of this process; including the formal reporting of Service levels by measurement of a set of Key Performance Indicators (KPI) against targets for the Services.

11.3 The Council may perform any necessary checks to verify the claimed Service Levels.

11.4 The Contractor must measure:

- Service Delivery
- Customer Satisfaction

11.5 The Council shall use Nominated Officers for each building for ongoing management of the Services under the supervision of the Authorised Officer. Names and contact details will be provided at commencement of contract.

11.6 Service Delivery
11.6.1 The Contractor will be responsible for the measurement & reporting of achievement or failure to achieve Service levels by measurement of a set of Key Performance Indicators (KPI) against targets for the Services.

11.6.2 The Contractor should note that the Key Performance Indicators may be amended and developed throughout the life of the contract, which may result in the increase, or decrease of the total number of KPI’s for the Services.

11.7 Customer Satisfaction
11.7.1 The Council will assess the level of customer satisfaction by conducting quarterly surveys with representative samples of End Users. The content of the survey will be available to the Contractor for information and the results of each survey will be discussed with the Contractor at the quarterly monitoring meetings.
11.7.2 The Contractor shall keep an electronic copy of all complaints received and of the action taken in relation to the complaint.

11.7.3 The Contractor shall keep such records available for inspection (normally at Contract Review Meetings).

11.7.4 The Authorised Officer will investigate complaints received by or referred to the Council (in some cases in conjunction with The Contractor), and in appropriate cases may invoke the Contractor Default Procedure.

11.8 Performance Reporting

11.8.1 The Contractor will ensure that performance reporting is operational at the commencement of contract.

11.8.2 Contract Review Meetings will be held on a quarterly basis unless otherwise agreed with the Authorised Officer.

11.8.3 The aim of such meetings will be to discuss the contract performance to date.

11.8.4 It is the Council's aim to work to achieve continuous improvement, improved Service delivery and minimise costs where possible.

11.8.5 The Contractor shall be required to produce a quarterly Contract Review Report that will detail as a minimum:

- General overview of current status of contract
- A System log providing full details of the information recorded
- A summary of performance against the rectification timescales (for complaints and issues) set out in the KPIs in Appendix 1.
- Achievement against all other required standards and Key Performance Indicators
- Comments on praise received either verbally or written including copies of emails and letters if applicable.
- Failure of Services provided by the Contractor and actions taken to rectify failure.
- Report on health and safety matters including details of any hazards and accidents and claims for compensation, Control of Substances Hazardous to Health (COSHH), Portable Appliance Testing etc.
- Opportunities or proposed changes to working practices leading to greater efficiencies, improved performance and enhanced value for money (VFM).
- Social Value deliverables

12 SOCIAL VALUE

12.1 The Council is fully committed to implementing the aims of the Social Value Act 2012 and through this procurement, how the economic, social and environmental wellbeing of Thurrock could be improved both during the process and on an ongoing basis.

12.2 To this end, the Contractor will implement a range of initiatives to achieve the relevant improvements to include, but not limited to:

- Local employment, training and apprenticeships
- Environmental sustainability – use of products and working practices

Bidders will make proposals around these as part of their tender submission and once agreed by the Council, will become a contractual obligation for the successful Contractor.
13. **AD HOC CLEANING**

13.1 The Council envisages that there may be a need for cleaning services outside the scope of the agreement. If such a requirement is necessary, this work will be commissioned by the Council at a price agreed by both parties and a variation order provided.
## SCHEDULE 1: OUTCOME STANDARDS

### (a) General Standards

<table>
<thead>
<tr>
<th>REQUIRED OUTCOME</th>
<th>STANDARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>To provide a High Quality Window Cleaning Service</td>
<td>All Window Cleaning Services to be provided to the required quality standards. All incidents of cleaning not carried out to the programme or standards must be rectified within 5 working days.</td>
</tr>
<tr>
<td>Access &amp; Security</td>
<td>Contractor shall adhere to corporate and local building access &amp; site security procedures at all times.</td>
</tr>
<tr>
<td>Health, Safety &amp; Environment</td>
<td>Contractor shall ensure appropriate &amp; current Health, Safety &amp; Environmental measures are employed during all stages of Window Cleaning activity, including the provision of method statements, risk assessments &amp; safe working practices as appropriate. Contractor shall notify the Council of any Health, Safety and Environmental risks within any of Council buildings observed before, during or after the undertaking of their duties.</td>
</tr>
<tr>
<td>Cleaning Materials Used</td>
<td>Cleaning Materials to be suitable for the purpose of the works stated in accordance with good Cleaning practice, complying with current British Standard and industry / manufacturers standards and meeting the requirements of the Council’s Health, Safety &amp; Environmental Policies</td>
</tr>
<tr>
<td>Equipment used</td>
<td>Equipment to be suitable for the purpose of the works stated in accordance with good cleaning practice, complying with current British Standards and industry / manufacturers standards and meeting the requirements of the Council’s Health, Safety &amp; Environmental Policies</td>
</tr>
<tr>
<td>Workmanship</td>
<td>High standards to be evident at all times. Skilled and trained cleaners only to be employed.</td>
</tr>
<tr>
<td>Management &amp; Supervision</td>
<td>Qualified and competent management and supervision for the activity being undertaken.</td>
</tr>
<tr>
<td>Inspections</td>
<td>Window Cleaning activities shall be self monitored by the Contractor in line with best practice (Cost, Quality of work, Health &amp; Safety, Customer satisfaction)</td>
</tr>
<tr>
<td>Quality Management System (QMS)</td>
<td>Contractor shall provide two-way communication link for an ‘Open book’ approach to the receiving, processing, distributing, analysing, monitoring, complaint’s procedure and rectification and the presentation of Contract data.</td>
</tr>
<tr>
<td>Social Value</td>
<td>Contractor to implement a range of initiatives to achieve the relevant improvements.</td>
</tr>
</tbody>
</table>
(b) Window Cleaning Standards

<table>
<thead>
<tr>
<th>ELEMENTS</th>
<th>ACCEPTABLE QUALITY STANDARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>External Window Cleaning</td>
<td>All marks, dirt, smears and grease shall be removed so that the surfaces can be polished 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 where extractor fans and other equipment are located, to safeguard against an encrustation of dirty deposits.</td>
</tr>
<tr>
<td>Internal Window Cleaning</td>
<td>All marks, dirt, smears and grease shall be removed so that the surfaces can be polished 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 where extractor fans and other equipment are located, to safeguard against an encrustation of dirty deposits.</td>
</tr>
<tr>
<td>Ledges &amp; Sills</td>
<td>All water runs to be removed from decorative finishes and the sills and reveals dried on completion</td>
</tr>
<tr>
<td>External Canopies (where appropriate)</td>
<td>As above but also that all moss/algae and other debris are clear from canopy, guttering and downpipes</td>
</tr>
</tbody>
</table>
## SCHEDULE 2: AD HOC REQUIREMENTS

<table>
<thead>
<tr>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single internal window clean (standard low rise window)</td>
</tr>
<tr>
<td>Single external window clean (standard low rise window)</td>
</tr>
<tr>
<td>Single internal window clean (standard medium rise window)</td>
</tr>
<tr>
<td>Single external window clean (standard medium rise window)</td>
</tr>
<tr>
<td>Single internal window clean (standard high rise window)</td>
</tr>
<tr>
<td>Single external window clean (standard high rise window)</td>
</tr>
<tr>
<td>External canopy</td>
</tr>
<tr>
<td>Standard 1 bedroom property</td>
</tr>
<tr>
<td>Standard 2 bedroom property</td>
</tr>
<tr>
<td>Standard 3 bedroom property</td>
</tr>
</tbody>
</table>
## Appendix 1: Key Performance Indicators

<table>
<thead>
<tr>
<th>Objective</th>
<th>Output</th>
<th>Measurement</th>
<th>Target</th>
<th>Reporting Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Delivery</strong></td>
<td>Completion of window cleaning</td>
<td>Helpdesk report to demonstrate</td>
<td>95%</td>
<td>Monthly</td>
</tr>
<tr>
<td></td>
<td>1. In accordance with the agreed annual programme</td>
<td>1. % cleaning completed within 5 days of the agreed programme</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. In accordance with the standards set out in the specification</td>
<td>2. % performance rectifications completed within 5 working days</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td><strong>Customer Satisfaction</strong></td>
<td>Customer satisfaction survey</td>
<td>% Customers satisfied or very satisfied with standards of window cleaning</td>
<td>90%</td>
<td>Annual</td>
</tr>
<tr>
<td></td>
<td>(Contractor to carry out annual survey)</td>
<td>(Contractor to carry out annual survey)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Value for Money</strong></td>
<td>Expenditure compliant with contract and price</td>
<td>% invoices compliant with agreed prices that are submitted within 5 working</td>
<td>100%</td>
<td>Quarterly</td>
</tr>
<tr>
<td></td>
<td>days of the end of each quarter</td>
<td>days of the end of each quarter</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Performance Reporting</strong></td>
<td>Quarterly Contract Review report to be submitted in agreed format and</td>
<td>% Contract Review reports supplied within 5 working days of the end of each</td>
<td>100%</td>
<td>Quarterly</td>
</tr>
<tr>
<td></td>
<td>timescale</td>
<td>quarter</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Social Value</strong></td>
<td>Achievement of agreed Social Value outcomes</td>
<td>TBC</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX 2: DEFINITIONS

Any reference to "the Services Specification" shall be a reference to this Service Specification for the Provision of Cleaning Services (including the Appendices contained within).

In this Service Specification for the Provision of Window Cleaning Services the following words and phrases shall have the following meaning unless the context otherwise requires:

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Output Specification</td>
<td>Means a document that details the standards to be achieved (refer to standards set out in Schedule 1)</td>
</tr>
<tr>
<td>Access Times</td>
<td>Mean times during which the Contractor shall be permitted to undertake the Window Cleaning Services</td>
</tr>
<tr>
<td>Response Time</td>
<td>Means the time in which the Contractor must respond to any given occurrence</td>
</tr>
<tr>
<td>Rectification Time</td>
<td>Means the time allowed to rectify an element and returning the affected element to the appropriate performance standard</td>
</tr>
<tr>
<td>Contractor Staff</td>
<td>Means those persons engaged or employed from time to time by the Contractor to carry out the Window Cleaning Services.</td>
</tr>
<tr>
<td>Elements</td>
<td>Means items to be cleaned as defined in Appendix A.</td>
</tr>
<tr>
<td>Cleaning Materials</td>
<td>Mean those products necessary for the provision of the Window Cleaning Services.</td>
</tr>
<tr>
<td>End Users</td>
<td>Mean the people who work for, visit, maintain or use the Council's buildings and Services.</td>
</tr>
<tr>
<td>The Contractor</td>
<td>Shall mean the individual or firm or company whose tender has been accepted by the Council.</td>
</tr>
<tr>
<td>The Council</td>
<td>Shall mean Thurrock Council</td>
</tr>
<tr>
<td>Authorised Officer</td>
<td>Shall mean the officer designated by the Council to manage the contract. The Authorised Officer will appoint deputies to be responsible for the day to day management of the contract. These individuals will be notified to the Contractor at contract commencement and updated as necessary thereafter</td>
</tr>
<tr>
<td>Contractor Default</td>
<td>Means a breach by the Contractor of its obligations under this contract, which affects the performance of the Services being provided.</td>
</tr>
<tr>
<td>Contract Period</td>
<td>Means the period from the Commencement Date until the Termination Date</td>
</tr>
<tr>
<td>Council Notice of Change</td>
<td>Means a notice served by the Council on The Contractor requesting a change in the specification of the Services being provided.</td>
</tr>
<tr>
<td>Contractor Notice of Change</td>
<td>Means a notice served by the Contractor on the Council requesting a change in the specification of the Services being provided.</td>
</tr>
<tr>
<td>Key Performance Indicators (KPI)</td>
<td>Means indicators used to measure key areas of the Services as outlined in this Services Specification.</td>
</tr>
<tr>
<td>Method Statement</td>
<td>Means a written procedure outlining in detail the method of performing the Services to the standards laid down in this specification.</td>
</tr>
<tr>
<td>Variations</td>
<td>Are changes to the Contract or the Services Specification arising from either a Council Notice of Change or a Contractor Notice of Change.</td>
</tr>
</tbody>
</table>
# APPENDIX 3: LIBRARY OPENING TIMES

<table>
<thead>
<tr>
<th>Aveley Library</th>
<th>Blackshots Library</th>
<th>Chadwell Information Centre</th>
<th>Corringham Library</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
<td>Blackshots Lane, Grays, RM16 2JU</td>
<td>Brentwood Road, Chadwell-St-Mary, RM16 4JP</td>
<td>St John's Way, Corringham, SS17 7LJ</td>
</tr>
<tr>
<td><strong>Telephone</strong></td>
<td>Tel: 01708 373244 Fax: 01375 375325</td>
<td>Tel: 01375 842511 Fax: 01375 413600</td>
<td>Tel: 01375 678534 Fax: 01375 641996</td>
</tr>
<tr>
<td><strong>Supervisor</strong></td>
<td>Supervisor – Lisa Clifford</td>
<td>Supervisor – Elizabeth Surry</td>
<td>Supervisor – Vanessa Lambeth</td>
</tr>
<tr>
<td><strong>Monday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td>Monday</td>
<td>10:00-19:00</td>
</tr>
<tr>
<td><strong>Tuesday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td>Tuesday</td>
<td>10:00-17:00</td>
</tr>
<tr>
<td><strong>Wednesday</strong></td>
<td>10:00-13:00, 100</td>
<td>Wednesday</td>
<td>10:00-17:00</td>
</tr>
<tr>
<td><strong>Thursday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td>Thursday</td>
<td>10:00-17:00</td>
</tr>
<tr>
<td><strong>Friday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td>Friday</td>
<td>10:00-17:00</td>
</tr>
<tr>
<td><strong>Saturday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td>Saturday</td>
<td>10:00-13:00, 14:00-17:00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Blackshots Library</th>
<th>Brentwood Road, Chadwell-St-Mary, RM16 4JP</th>
<th>Brentwood Road, Chadwell-St-Mary, RM16 4JP</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Supervisor</strong></td>
<td>Lisa Clifford</td>
<td>Elizabeth Surry</td>
</tr>
<tr>
<td><strong>Monday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td>Monday</td>
</tr>
<tr>
<td><strong>Tuesday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td>Tuesday</td>
</tr>
<tr>
<td><strong>Wednesday</strong></td>
<td>10:00-13:00, 100</td>
<td>Wednesday</td>
</tr>
<tr>
<td><strong>Thursday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td>Thursday</td>
</tr>
<tr>
<td><strong>Friday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td>Friday</td>
</tr>
<tr>
<td><strong>Saturday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td>Saturday</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>East Tilbury Library</th>
<th>Grays Library</th>
<th>South Ockendon Centre</th>
<th>Stanford-le-Hope Library</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
<td>Orsett Road, Grays, RM17 5DX</td>
<td>Derry Avenue, South Ockendon, RM15 5DZ</td>
<td>High Street, Stanford-Le-Hope, SS17 0HG</td>
</tr>
<tr>
<td><strong>Telephone</strong></td>
<td>Tel: 01375 413977 Fax: 01375 370806</td>
<td>Tel: 01708 852398 Fax: 01708 851587</td>
<td>Tel: 01375 672058 Fax: 01375 644974</td>
</tr>
<tr>
<td><strong>Manager</strong></td>
<td>Annette Berry</td>
<td>Library Supervisor – Eileen Davies Centre Manager – Helen Saward</td>
<td>Supervisor – Jill O’Connor</td>
</tr>
<tr>
<td><strong>Monday</strong></td>
<td>Closed</td>
<td>Full library service</td>
<td>Monday</td>
</tr>
<tr>
<td><strong>Tuesday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td>Monday – Sat</td>
<td>10:00-13:00, 14:00-17:00</td>
</tr>
<tr>
<td><strong>Wednesday</strong></td>
<td>10:00-13:00, 14:00-18:00</td>
<td>Computer and self service available</td>
<td>Tuesday</td>
</tr>
<tr>
<td><strong>Thursday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td>Monday-Friday</td>
<td>09:00 -21:00</td>
</tr>
<tr>
<td><strong>Friday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td>Saturday</td>
<td>09:00 -17:00</td>
</tr>
<tr>
<td><strong>Saturday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td><strong>Closed</strong></td>
<td><strong>Closed</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Civic Square, Tilbury, RM18 8AD</th>
<th>Mobile Library</th>
<th>Homelink</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Telephone</strong></td>
<td>01375 842612 Fax: 01375 856477</td>
<td>For enquiries please leave a message on 07887724618</td>
</tr>
<tr>
<td><strong>Supervisor</strong></td>
<td>Janet Dudek-Cross</td>
<td></td>
</tr>
<tr>
<td><strong>Monday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td><strong>Closed</strong></td>
</tr>
<tr>
<td><strong>Tuesday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td><strong>Closed</strong></td>
</tr>
<tr>
<td><strong>Wednesday</strong></td>
<td>Closed</td>
<td><strong>Closed</strong></td>
</tr>
<tr>
<td><strong>Thursday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td><strong>Closed</strong></td>
</tr>
<tr>
<td><strong>Friday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td><strong>Closed</strong></td>
</tr>
<tr>
<td><strong>Saturday</strong></td>
<td>10:00-13:00, 14:00-17:00</td>
<td><strong>Closed</strong></td>
</tr>
</tbody>
</table>

For enquiries please leave a message on 07887724618.
Appendix 4 – Oracle iSupplier

Definition
Oracle iSupplier is an internet based portal that provides direct access to essential business records with the Council. Provided internet access is available for use, the portal can be accessed anywhere, anytime, enabling our suppliers to:

- Flip purchase orders converting these into e-invoices – eliminating the need to send us a paper invoice
- View the status of invoices – whether these have been received, processed or paid
- View actual payments
- View who to contact in the Council regarding any purchase order received from the Council, and
- Export (download) data into a spread sheet for your own use.

Benefits
The following benefits have been identified:
- Registering and using iSupplier will reduce the length of time we take to pay an invoice – unless specifically agreed with us, our standard payment terms are 30 days. If suppliers use iSupplier we pay within ten days.
- Stationery and postage costs will be reduced as no paper invoices are required.
- Business efficiency will be improved as suppliers can load invoices directly into the system ready for processing and automated payment.

How to register and use iSupplier
Download the terms and conditions of use from our website by following the link [https://www.thurrock.gov.uk/iSupplier](https://www.thurrock.gov.uk/iSupplier)

Sign and return (either a scanned copy via email or a hard copy in the post) to: i-supplier@thurrock.gov.uk

iSupplier c/o Procurement Team
Civic Offices,
New Road,
Grays
Essex RM17 6SL

Advise two contacts that would require access to the portal, one primary and one secondary contact.

You will be sent a link to the system with login details and a user guide