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**CETRA HOUSING CO-OPERATIVE LIMITED**

**Cedars Estate Cleaning**

Service Specific Preliminaries

**HollisK**

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# Generally

* 1. These Service Specific Preliminaries shall be read in conjunction with Service Specification and Contract conditions which set out the common requirements for CETRA.
  2. The Preliminaries as a whole shall not be relied upon as complying with the specific requirements of the contract.

# The Service

* 1. The service shall consist of Estate Cleaning, as set out in the service specification Tender Documents, to Cedars estate.
  2. The services include:

**Areas that are subject to periodic cleaning and maintenance of standards**

* Cleaning of External communal Areas (i.e. areas inside the boundaries of estates);
* Pressurised Water Cleaning, including the Cleaning of Refuse Chutes and Bin Chambers;
* Bulk refuse collection.

**Reactive Services**

* Graffiti Removal;
* Bulk Refuse Removal and Fly Tipping removal
* Ad hoc Deep Cleans;
* Dealing with Emergencies; and
* Fire Risk Assessments (FRA) and Related Remedial Actions
  1. The cleaning service is a planned service with emergency call outs only applying to Graffiti removal which shall be removed in accordance with the requirements set out in Volume 2.
  2. For the avoidance of doubt Bulk Refuse Removal refers to waste left by Residents at an agreed location on the estate.
  3. It is envisaged that on a very rare basis call outs may be required for fly tipping and the like; such call outs shall be included within the annual lump sum price where required during core working hours. Call outs outside of core working hours will be subject to the percentage increase identified in the, Pricing Schedule.

# Location

* 1. The Contractor shall work on the Cedars Estate, London SW4.

# Hours of Work/Out of Hours Working

**Core hours of work**

* 1. The Contractor shall carry out work between the hours of 08.00 hours and 16.30 hours Monday to Thursday, and 08.00 hours and 16.00 Friday, and 08.00 hours and 12.00 hours on Saturday include Public and Bank Holidays when requested by the Authorised Officer.

**Out of core hours working**

* 1. The Contractor shall provide an out of core hours service, appropriate to deal with emergencies.

**Work by Others Concurrent with the Contract**

* 1. There shall be work carried out by others concurrent with the services although the precise details cannot be defined at present.
  2. The rates provided by the Contractor shall include for working alongside other Contractors in executing the works.

# Form of Contract

* 1. Contractors shall refer to the Service Specification and Contract conditions of the Tender Documents.
  2. Prior to the Service Commencement Date (1st June 2025), there shall be a period of Service mobilisation which shall last for up to approximately 5 weeks (“the Mobilisation Period”).
  3. The Contract is based on CETRA’s contract and the JCT Measured Term Contract. The Contract shall be for a fixed term of 3 years from the Service Commencement Date.
  4. The Service Commencement Date shall be ????.

# Mobilisation

* 1. The Contractor shall gather sufficient information during the Mobilisation Period to enable effective performance of the services.
  2. The Method Statements provided by Contractors as part of their tender shall form the Draft Operational Plan. The Mobilisation Period shall be used to undertake the mobilisation proposals and tasks described in the Method Statements and to refine the Operational Plan so that it is agreed by the Authorised Officer.

**Mobilisation Costs**

* 1. The mobilisation costs refer to costs of setting up operations and shall only be applicable to the 5 week period immediately preceding the Service Commencement Date.

**General Activities**

* 1. During the mobilisation phase, the Contractor shall put in place systems that provide CETRA with a level of service that meets all legislative and statutory requirements and exceeds previous quality levels. Activities shall include but not be limited to:
     + Verification of property information including; property lists, areas and maps;
     + Verification of the size of the site, areas to be maintained etc;
     + Verification of the TUPE information and consultation process on TUPE issues;
     + Identification and mobilisation of the delivery team;
     + Training and induction of the delivery team;
     + Supplier review and assessments;
     + Preparation of planned schedules of work detailing activities to be carried out on a planned basis;
     + Process for rectification of unsatisfactory standards;
     + Process for emergencies;
     + Preparation of detailed monitoring systems with the Authorised Officer;
     + Preparation of detailed meeting agendas and timetabling of meetings;
     + Preparation of communication plan;
     + Preparation of dispute escalation procedure;
     + Agree samples of standards by reference to photographs and the like;
     + Information gathering;
     + Preparation of templates and standard procedures for all day to day issues; and
     + Review of historical data to ensure the existing standards are exceeded.

**Property Verification**

* 1. The successful Contractor shall carry out a survey within the mobilisation phase to verify the estates size as provided by CETRA in the Tender Documents and Pricing Schedule.

**Information Gathering**

* 1. The Contractor shall ensure that enough information is gathered about the internal structure of CETRA for the proper fulfillment of the services and their contractual obligations. This should include but not limited to:
     + Organisational structures;
     + Escalation procedures;
     + Approval process;
     + CETRA Objectives and Polices;
     + Social responsibility
     + Sustainability; and
     + Contract Management Team.
  2. This information shall enable the Contractor to communicate between its own team and that of CETRA. The information gathering exercise should also confirm the number and locations of the site and designated boundaries applicable to this contract.
  3. Emergency call outs shall be instructed in situations where cleaning is required due to an unforeseeable event e.g. vandalism and shall be responded to within the time limits as set out at the time by the Authorised Officer. It is anticipated that such call outs will typically fall within time limits of 2 hours and 24 hours.
  4. Emergencies that are instructed outside of core working hours will be reimbursed on the basis of the rates contained in the Pricing Schedule with the percentage uplift for hourly rates as included therein. All other work shall be deemed to be included within the lump sum.
  5. In the event the Contractor becomes aware of an emergency they shall inform the Authorised Officer immediately and remedy the situation on at least a temporary basis.
  6. The Authorised Officer may at their absolute discretion instruct additional services in excess of those envisaged. Such services will be valued on the basis of the rates included in the Pricing Schedule or on the basis of the hourly rates and on-costs.

# Hourly Rates and On Costs

* 1. The Authorised Officer may require work, which cannot be valued under specific items in the tendered Schedule of Rates, to be carried out on hourly rates and on costs and to be priced on a labour, materials and plant basis. The Authorised Officer’s decision in respect of whether an item is capable of pricing in accordance with the Schedule of Rates or hourly rates shall be absolute and final.
  2. Where hourly rates and on costs are approved, the Authorised Officer shall specify the maximum number of hours permissible for that work. In the event that these hours are likely to be exceeded, the Contractor, shall, before expending any hours on the work, obtain approval in writing signed by the Authorised Officer. The Contractor shall in all cases expedite this procedure in order to prevent any delay to the completion of the works.
  3. Payment for labour expended on authorised hourly rates and on costs shall be made at the rates stated in the Pricing Schedule.
  4. The predefined hourly rates and on costs stated in the Pricing Schedule are deemed to be fully inclusive of all costs and expenses reasonably foreseeable and incurred by the Contractor for the undertaking of work on this basis and shall be applicable to working hours only i.e. any travel and other lost time is deemed to be inclusive in the stated rates.
  5. The prime cost of materials and goods obtained from stockists or manufacturers is the invoice cost after deduction of all trade discounts and includes the cost of delivery to site, together with any other company or group discounts obtained by the Contractor and which shall also apply to the materials and goods whether directly intended for this Contract or not.
  6. The prime cost of materials and goods supplied from the Contractor’s stock shall be based upon the current market prices, plus any appropriate handling charges;
  7. Work specifically approved by the Authorised Officer to be undertaken by specialists shall be charged at prime cost being the net invoice amount due from the Contractor to the specialist after deduction of all discounts.
  8. The Contractor shall submit to the Authorised Officer, within 5 working days after the end of the week in which the hourly rate and on costs work was carried out, daily time sheets detailing the names of staff carrying out the task, the time spent on the task and itemising the materials and plant used; all extended to show the net costs of all labour, materials and plant. The Authorised Officer shall, on satisfactory verification of the Contractor’s records so submitted, sign the sheets to indicate acceptance.
  9. The Contractor shall provide supporting invoices to the Authorised Officer for materials and plant used in the execution of hourly rates and on costs. The price charged shall be net of all trade discounts and cash discounts over 5% and shall be calculated at current trade prices at the date of each order or at the average price from three local suppliers as the Authorised Officer, at their sole discretion, may determine.

# Meetings

* 1. Meetings shall be held as and when required by the Authorised Officer. The Authorised Officer shall arrange and chair any meeting he shall deem necessary for the successful performance of the Contract. The Contractor shall attend all such meetings and shall inform any nominated or other sub-contractors when their presence is required. The Authorised Officer shall be responsible for the production and circulation of minutes of site meetings. All costs arising from attending meetings shall be included in the Contractor’s tender. Resident’s’ representatives shall attend the start of such meetings and shall remain at the absolute discretion of the Authorised Officer. The Contractor shall also attend any Resident meetings and estate/area walkabouts as instructed by the Authorised Officer.
  2. The Authorised Officer shall determine the agenda for weekly progress meetings.
  3. Monthly review meetings shall be held with the Contractor within 10 business days after the end of each month to review the Contractor’s performance over the previous month.
  4. The Contractor shall provide a monthly performance report not less than 3 business days in advance of the monthly review meetings including but not limited to the following:
     + An overview of the services and performance summary including any highlights or issues;
     + An analysis of actual activity against the planned schedules of work;
     + A record of all emergency and graffiti related call outs including time instruction received to time of rectification;
     + A record of all rectification of unsatisfactory standards call outs including time instruction received to time of rectification;
     + Any proposed actions required to improve the services; and
     + Key service statistics;
     + The number of complaints/compliments received;
     + Outcome of any complaints; and
     + A summary of the reasons for complaint.
  5. The monthly review meeting agenda shall cover all of the above and any issues that the Authorised Officer considers necessary.
  6. Quarterly Review Meetings shall be held with the Contractor to review the overall performance of the Contract and to discuss items of improvement of the services and its delivery that may be of benefit to the Contractor, the Authorised Officer and Residents. Tables of performance statistics shall be produced by the Contractor in advance of the meeting and shall remain to assist the Authorised Officer and the Contractor in formulating potential ideas, policies and improvements. Resident’s’ representatives shall attend the start of such meetings and shall remain at the absolute discretion of the Authorised Officer. The agenda may include the following in addition to those items included in the regular monthly meetings:
     + Pricing issues;
     + service improvement issues;
     + New developments;
     + KPI/PI performance updates;
     + Overall performance issues, etc

# Planned Works Programme

* 1. The Contractor shall develop and agree in advance with the Authorised Officer a Planned Works Programme applying to all planned services in this Contract.
  2. The Planned Works Programme shall be reviewed monthly. The Planned Works Programme shall be presented to the Authorised Officer for approval before the Commencement Date. The Planned Works Programme shall take the form of a forward maintenance plan showing all weekly, monthly, quarterly maintenance tasks.
  3. The Planned Works Programme agreed for each location shall be displayed in that location and updated when changed.

# Working Adjacent to Occupied and Unoccupied Premises

* 1. The Contractor’s service shall be carried out in a manner that will cause the minimum inconvenience and nuisance from obstruction, dust, noise etc.
  2. The Contractor shall take all necessary precautions to ensure the safety of and minimise inconvenience to Residents. Deliveries must be arranged so as not interfere with Residents.
  3. The Contractor should be aware that adjoining homes may be occupied by elderly, frail or ill residents and should therefore take due care and consideration in the execution of the services.
  4. The Contractor shall endeavour to settle any claims for damage to any residents’ homes or possessions directly with the resident(s) concerned and the decision of the Authorised Officer shall be final in respect of any such claims etc.
  5. The Contractor is to note that the minimisation and speedy resolution of complaints raised by residents and/or leaseholders will be a performance indicator against which the Contractor shall be measured.

# Maintaining Existing Services

**Location of Existing Services**

* 1. The Contractor shall be responsible for locating and protecting all services (drainage, gas, water, electricity, telephone, TV aerials, Satellite Dishes etc.) above and below ground, or within the structure of any homes during the course of the services.

**Existing Services to be Maintained**

* 1. Any existing drainage system, gas, telephone, TV aerial, satellite dishes, electric and water services to the premises and any adjoining premises shall be fully maintained during the progress of the services and the Contractor shall take all necessary steps to prevent any interruption.

**Lighting and Power**

* 1. The Contractor shall provide all artificial lighting and power for use on the services.
  2. The Contractor shall pay for all temporary connections, leads, fittings, etc., and clear away and make good on completion.
  3. In the event of taking a supply of electricity from public or communal areas, the Contractor shall arrange with the Authorised Officer for permission to use this supply and make good on completion.
  4. All temporary electrical work shall comply with current Regulations, British Standard 7671 (with particular reference to the sections dealing with temporary electrical installations and installations on construction sites) the relevant Codes of Practice and the requirements of the appropriate electricity supplier as amended or re- enacted.

**Water for the Works**

* 1. The Contractor shall be responsible for providing clean, fresh water for use on the services at his own expense.
  2. The Contractor shall provide all temporary runs, storage cisterns, plumbing connections and the like and pay all charges associated therewith.
  3. In the event of taking a supply of water from public or communal areas, the Contractor shall arrange with the Authorised Officer for permission to use this supply and make good on completion.

# Site Accommodation, Storage and other Temporary Facilities

* 1. The Contractor shall note that site accommodation, storage and similar facilities are provided by CETRA for Estate Cleaning Service although the Contractor shall make his own arrangements if required and provide details to the Authorised Officer during the mobilisation period.
  2. The Contractor’s staff are able to use sanitary facilities provided by CETRA but not use those of residents.

# Access, Scaffolding, Trestles, Hoarding, Barriers, Ladders, etc.

* 1. The Contractor shall submit to the Authorised Officer as part of his Planned Works programme all plans for access to any areas above 2m from ground level externally. Agreement of all access plans shall be at the absolute discretion of the Authorised Officer.
  2. The Contractor shall allow for full access to buildings and thoroughfares to be maintained at all times. The Contractor shall obtain all necessary licences for scaffolding erected over public footpaths, etc., and provide all necessary lighting. All roads and footpaths are to be maintained in use. The Contractor shall allow for all necessary safety barriers, markers and signs for pedestrians and vehicles;
  3. The Contractor’s attention is drawn to statutory restrictions (Highways Act 1980, Sections 131, 171, 172 and 178) relating to erection of a hoarding or scaffolding on a pavement or highway;
  4. Should the Contractor wish to erect a scaffold or hoarding over or upon the public footway, the Contractor shall apply to the Local Authority for permission to do so. If permission is granted, the Contractor shall ensure that the scaffold or hoarding is erected and maintained strictly in accordance with the Local Authority’s conditions set out in the permit with particular attention being paid to requirements relating to lighting and the safety of pedestrians;
  5. The Contractor shall afford the free use of any access equipment to all authorised employees of the Authorised Officer or employees of any other Contractor employed by the Authorised Officer for the purpose of carrying out inspections and associated works; and
  6. The Contractor shall ensure that at all times all structures remain in a stable and safe state, free from movement.

# Quality Management

* 1. The Contractor shall implement during the Mobilisation Period a quality management system that is compliant with BS EN ISO 9001:2015 that shall be in place before the Service Commencement Date.

# Consumables

* 1. The Contractor shall provide, unless otherwise stated, all requisite equipment, personal protective equipment, apparatus and consumable items required for the proper execution of all work which the Contractor is required to carry out.

**Insurance Claims:**

* 1. If any event occurs which may give rise, or which gives rise, to any claim or proceeding in respect of loss or damage to the works or injury or damage to persons or home arising out of the works, the Contractor shall immediately give notice in writing to the Authorised Officer and the Insurers

**Electronic Data Interchange (EDI):**

* 1. The Contractor shall exchange data using compatible computer systems as follows:
     + Microsoft Windows 2023 or later;
     + Microsoft Project 2023 or later;
     + Excel 2023 or later;
     + Word 2033 or later;
     + Microsoft Access; and
     + Powerpoint 2023 or later.
  2. Electronic data shall be protected against viruses.

# Accident Reporting

* 1. The Contractor shall ensure:
     + Procedures are in place for reporting, investigating and following up accidents, injuries, work related diseases and dangerous occurrences;
     + Staff are trained in the correct procedures for reporting accidents that comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013);
     + Staff understand their responsibilities for reporting accidents, injuries, diseases and dangerous occurrences;
     + Accident and dangerous occurrence records are held in accordance with RIDDOR and other industry good practice requirements;
     + Incidents reported (whether or not covered by RIDDOR) are adequately investigated and action is taken to prevent any future occurrences; and
     + All accidents and safety related incidents (near misses) are reported to the Authorised Officer.

# Health and Safety Standards

* 1. The Authorised Officer shall be entitled to suspend any work, should the Contractor fail to comply with any applicable Acts, legislation, procedures or regulations where such failure results in an actual or potential liability for CETRA.
  2. The Contractor shall be required to keep an Accident Report Book giving full details of all accidents relating to operatives, members of the public, animals, property etc. The Contractor shall also keep records of near misses and occurrences.
  3. All records shall be available for inspection at all times by the Authorised Officer or the Council’s Safety Officer. The Contractor shall undertake all the reporting procedures specified by the Health and Safety Executive. The Contractor shall maintain a suitably stocked First Aid Box with each working group of Contractors operatives.

# Performance Monitoring

* 1. The Contractor shall undertake sufficient performance and event monitoring to demonstrate that the requirements of each Key Performance Indicator (KPI) and Performance Indicator (PI) contained within the specification for all services are achieved and where not achieved the extent of any shortfall.
  2. The Contractor shall record for each ad-hoc request for the services, the time of the request, the time the request was completed and whether completion of the request was achieved within the required time.