

SCHOOL BUILDING CLEANING SERVICE LEVEL AGREEMENT

SUMMARY

The service aims to provide schools with a reliable, quality cleaning service for their buildings. The contractor is currently KGB Cleaning.

BENEFITS

- Comprehensive cleaning service for school premises, tailored to school requirements
- Quality control of contractor performance
- Expert advice on quality standards, hygiene, duty of care, health and safety

MORE DETAILS

SERVICE SPECIFICATIONS

The CYPL Department (Education, Capital and Property) offers trained and experienced officers to provide the following services to schools:

- Contract monitoring
- Performance monitoring and quality assurance of cleaning contract
- Setting and implementation of policies and standards
- Dispute resolution with contractor
- Assistance with the procurement and/or re-tendering of cleaning contracts, taking into account all EU legislation and local Authority Standing Orders including:
 - Consultation with all parties concerned
 - Audit of equipment and facilities utilised under the contract (if any)
 - Preparation of specification and tender documents
 - Analysis and evaluation of tenders
 - Advice and recommendations on tenders received and forms of contract
 - Adherence to and provision of advice on Standing Orders, EU legislative requirements, including the issue of appropriate notices (NB there may be additional charges associated with this last service).

If the school is planning to change contractor or move to in-house provision, this may result in implications for staff under TUPE. Further advice can be obtained from CYPL Department (Human Resources).

The provision of advice to support this service to be discussed with, and charged to, individual schools (or groups of schools) dependant upon their specific requirements.

As part of their service to schools and to the local authority the contractor provides:

- A comprehensive cleaning service for school premises, as agreed with individual schools.
- Advice and support on all aspects of building cleaning, including specialist high level cleans, window cleaning and one-off specific cleans.

SERVICE LEVELS

In carrying out the service the officers of CYPL Department (Education, Capital and Property) will exercise all reasonable skill, care and diligence in conforming with the relevant legislation and recognised good practice.

The Borough Council will provide at least one officer who has the ability to administer the various parts of the service.

Schools to liaise with CYPL Department (Education, Capital and Property) on a day to day basis and refer all complaints and/or problems to the Contracts Monitoring Officer during normal working hours.

PERFORMANCE MONITORING

The cleaning contract is discussed at Bursar Support meetings, at regular meetings at school sites and at contract review meetings twice yearly with the Council.

MANAGEMENT AND FEEDBACK ARRANGEMENTS

The Client school will deal directly with the Contracts Monitoring Officer for the parts of the service that are the responsibility of CYPL Department (Education, Capital and Property). The Client School will deal with the Contractors representative onsite for the parts of the service that are the responsibility of the Contractor.

CLIENT SCHOOL RESPONSIBILITIES

Schools entering into this agreement must take responsibility for;

- Reporting problems, issues and complaints to the Contracts Monitoring Officer as soon as possible, giving appropriate and full details
- Payment of invoices sent by the Contractor

AVAILABILITY OF SERVICES

Normal office hours throughout the year.

PACKAGE

DURATION OF THE AGREEMENT

Six years commencing January 2012 and terminating January 2018. However, schools can terminate by giving notice by 31st December each year, with an option to end the service on either 31st March or 31st August.

TERMS

Charges are available separately.

BILLING AND PAYMENT ARRANGEMENTS

Local Authority Maintained Schools

Full payment will be charged by internal transfer in the first quarter of each financial year.

Where requested, monthly payment will be arranged. Where practical, internal transfer arrangements will be put in place to charge schools.

If necessary, charges for additional services will be charged through internal transfer.

Academy schools

Bills for the charges for the first quarter of the financial year will be invoiced at the end of Quarter 1. Monthly charge will be invoiced thereafter.

Where requested, annual payment can be arranged. Bills for the charge will be sent at the end of the first quarter of each financial year.

For all negotiated payments for advisory services, procurement and re-tendering services, internal transfer or payment arrangements will be put in place through the CYPL Department (Finance) Section, following completion of the work.

RESOLUTION OF DISPUTES

Please refer to the General Terms and Conditions.

CONTACT

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