



# Contract for the provision of Building Cleaning Services

for 'Durham Crematorium,  
by 'Direct Services,  
Durham County Council'

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### Definitions

'Customer'	Refers to the requesting individual/organisation as set out in the Contract [section 1.1]
'RPI'	Retail Prices Index [section 1.6]
'Service Provider'	Refers to Direct Services who are the providing organisation as set out in the Contract [section 1.2]
'VAT'	Value Added Tax

### Confidentiality

Save as required by law both parties undertake and agree not at any time for any reason whatsoever to disclose or permit to be disclosed to any third party or otherwise make use of or permit to be made use of any trade secrets or confidential information relating to the other's business affairs or finances which come into their possession pursuant to this agreement.

## **1.0 Contract Overview**

### **1.1 Customer Details**

Name: Durham Crematorium

Address: South Road  
Durham  
DH1 3TQ

Premises Telephone No: 0191 384 8677

Premises Email Address: durhamcrem@btconnect.com

Authorised Officer: Graham Harrison

Position/Job Title: Bereavement Services Manager

Officer Telephone No: 03000 265 606 / 07918 684535

Officer Email Address: graham.harrison@durham.gov.uk

Billing Address: same as premises address

### **1.2 Service Provider Details**

#### **1.2.1 General**

Name: Direct Services, Durham County Council

Head Office: St. John's Road  
Meadowfield Industrial Estate  
Durham  
DH7 8XQ

Authorised Officer: John Hallam

Position/Job Title: Business Development Manager

Officer Telephone No: 03000 269 184 / 07786 027288

Officer Email Address: john.hallam@durham.gov.uk

Team Email Address: dsbd@durham.gov.uk

### 1.2.2 Single Point of Contact

Single point of contact for all requests.

Name: Sonia Parkin  
Telephone No: 03000 269 358 / 07713 193781  
Email Address: sonia.parkin@durham.gov.uk

### 1.3 Contract Details

This contract covers the provision of building cleaning services as detailed in Table 1 of this contract [section 2.1]. This contract is valid during the period detailed below and is valid throughout subject to the terms detailed in this contract, expiring no earlier than 31<sup>st</sup> March 2019.

Services Provided: Building Cleaning Services as detailed in Table 1  
Duration of Contract: 2 years  
Period Covered: 1<sup>st</sup> April 2018-31<sup>st</sup> March 2020  
Period of Notice to Quit: 12 months

### 1.4 Contract Approval

To accept the terms set out in this contract please sign below and return one copy to the service provider: John Hallam, Durham County Council, Direct Services, St. John's Road, Meadowfield Industrial Estate, Durham, DH7 8XQ; and retain one copy for your records.

#### Customer

Name of Signatory: Graham Harrison

Signature: \_\_\_\_\_ on behalf of

Durham Crematorium

Date: \_\_\_\_\_

#### Service Provider

Name of Signatory: Oliver Sherratt (Head of Direct Services)

Signature:  on behalf of

Direct Services, Durham County Council

Date: 08/01/2018

## **1.5 Aim of the Contract**

To provide efficient building cleaning services with minimal disruption, to agreed priorities and within agreed timescales.

## **1.6 Changes in Charges**

Direct Services retains the right to increase the costs applied in this contract [section 2.0] on an annual basis by RPI. The 'Customer' will be notified in advance of any planned increase.

Charges as detailed in Table 1 and Table 2 of this contract [section 2.0] may be increased or decreased by Direct Services as a result of changes in regulations relating to any area of this contract. In these instances, Direct Services will engage with the 'Customer' in advance of adjusting the charges in order to explain the reasons for the change. During any review period, the current contract will remain in effect.

## **1.7 Billing**

Charges as detailed in Table 1 and Table 2 of this contract [section 2] will be levied on a quarterly basis, and will be due for payment immediately.

All charges & rates detailed in this contract are exclusive of VAT. The appropriate VAT rate will be applied at the point of billing.

## 2.0 Schedule of Services & Charges

### 2.1 Table 1 – Schedule of Services & Charges

Table 1 below represents the general specification of building cleaning that are to be provided by Direct Services to the 'Customer' and is focused on an output based specification with the definition that "a place is deemed to be clean if it is free from removable dirt, dust, marks or unwanted matter (e.g. debris, rubbish, etc.). However, Direct Services can carry out additional cleaning upon request (see Table 2).

Durham Crematorium
Offices
<p><u>Daily</u></p> <ul style="list-style-type: none"> <li>• Empty waste receptacles</li> <li>• Remove contents of waste receptacles to point of disposal</li> <li>• Damp wipe tables/desks/work surfaces</li> <li>• Clean all ledges and pipe work</li> <li>• Vacuum all communal areas</li> <li>• Damp mop all ceramic tiled and/or vinyl floor coverings</li> <li>• Vacuum all communal areas as required</li> <li>• Vacuum the main entrances as required</li> </ul>
<p><u>Twice Weekly</u></p> <ul style="list-style-type: none"> <li>• Vacuum corridors</li> </ul>
<p><u>Weekly</u></p> <ul style="list-style-type: none"> <li>• Damp wipe all skirtings' and ledges as required</li> <li>• Remove any scuff marks from walls/painted doors</li> <li>• Clean internal glass to smear free finish</li> <li>• Clean the interior of the lift 'car' (if applicable)</li> </ul>
<p><u>Monthly</u></p> <ul style="list-style-type: none"> <li>• Clean glass panels, screens, borrowed lights, all surfaces as required</li> <li>• Dust walls and high level ledges to ceiling height (3.6m)</li> </ul>
Toilets
<p><u>Daily</u></p> <ul style="list-style-type: none"> <li>• Empty waste bins &amp; water receptacles</li> <li>• Remove all litter from area</li> <li>• Clean all wash basins and associated taps/fittings and pipes</li> <li>• Clean all other sanitary fittings</li> <li>• Clean mirrors to a smear free finish</li> <li>• Replenish toilet rolls, soaps and paper hand towels</li> <li>• Sweep and damp mop hard floors</li> </ul>
<p><u>Monthly</u></p> <ul style="list-style-type: none"> <li>• Scrub around sanitary fittings by hand if machine cannot access</li> <li>• Wet scrub hard floor areas</li> <li>• Damp wipe finger marks from doors/frames, walls and glass panels</li> </ul>

<b>Every Six Months</b>
<ul style="list-style-type: none"> <li>Wash walls and ledges to recommended height</li> </ul>
<b>Public Areas</b>
<u>Daily</u> <ul style="list-style-type: none"> <li>Empty bins and waste receptacles to the point of disposal.</li> <li>Remove all litter from area.</li> <li>Sweep/damp mop/vacuum clean floors and carpets.</li> <li>Clean entrance mats and dust control mats.</li> </ul>
<u>Weekly</u> <ul style="list-style-type: none"> <li>Damp wipe skirting boards.</li> <li>Damp wipe finger marks from doors/frames and glass panels.</li> <li>Damp wipe furniture sills and ledges and skirting.</li> <li>Damp wipe furniture.</li> </ul>
<u>Monthly</u> <ul style="list-style-type: none"> <li>Clean glass panels, screens and borrows lights.</li> <li>Wash doors and frames.</li> <li>Damp wipe bins and waste receptacles.</li> </ul>
<p>Annual Cost of Service Provision: £9,100.00</p> <p><i>The price quoted includes all labour and materials required to carry out the activities identified in Table 1 above; and is based on a cleaning requirement of 12 ½ hours per week</i></p>

All prices quoted in Table 1 above are based on cleaning activities being undertaken during normal working hours. Direct Services are able to undertake cleaning activities outside of normal working hours upon request; however, these will be subject to an overtime premium.

## 2.2 Table 2 – Schedule of Additional Cleaning Charges

Table 2 sets out the rates that will be applied when Direct Services' cleaners attend to carry out additional cleaning as requested by the 'Customer'.

	<u>Standard Hourly Rate</u>	<u>Overtime Rate</u> (Mon - Thurs 16:30 to 00:00; Fri 15:30 to 00:00; Saturday 05:00 to 00:00)	<u>Overtime Rate</u> (Mon - Fri 00:00 to 08:00; Saturday 00:00 to 05:00; all day Sunday & Public Holidays)
Cleaner	14.00	Priced upon request	Priced upon request
Materials & Contractors	Charged at actual costs + 10%		

## **3.0 Service Provider Requirements**

### **3.1 General Services**

The following general conditions/provisions apply and Direct Services will:-

- 3.1.1** Be professional, courteous and sensitive to the 'Customers' needs at all times.
- 3.1.2** Deliver a quality cleaning service.
- 3.1.3** Undertake all cleaning using only Direct Services' own workforce or Direct Services' approved contractors.
- 3.1.4** Undertake cleaning during normal working hours, unless otherwise agreed between Direct Services and the 'Customer' or their representative(s).
- 3.1.5** Levy charges in accordance with the terms and rates detailed in section 1.7 and 2.0
- 3.1.6** Monitor the quality of work to ensure compliance with current standards and legislation.
- 3.1.7** Fully co-operate with the 'Customer' or their representative(s) to maintain the security of the premises and its contents whilst undertaking cleaning activities. This will include complying with premises visitor management systems.
- 3.1.8** Comply fully with all relevant legislation and will maintain appropriate health and safety management systems, which are audited periodically.

### **3.2 Queries, Comments and Concerns**

If you have a specific query or concern relating to any aspect of this contract please refer the issue/s to the Single Point of Contact (03000 267 358).

## **4.0 Customer Obligations**

It is essential for both you (the 'Customer') and Direct Services that you or your representative(s):-

- 4.1** Provide accurate and concise information, including details of the location of the cleaning requirement, its priority, contact details, the room availability, any notice periods for access and details of any known hazards, where appropriate.
- 4.2** Facilitate/allow access to enable the cleaning to be carried out, including making arrangements to provide keys where necessary (if the Direct Services is not a registered key holder).
- 4.3** Co-operate with the Direct Services' staff and contractors as far as reasonably practicable, to ensure disruption is minimised.
- 4.4** Report as soon as reasonably practicable, any defect or hazard associated with the works.
- 4.5** Provide Direct Services and approved contractors with all necessary Health & Safety information relevant to the building and on site activities.
- 4.6** Where needed, arrange for the attendance of a suitable member of staff to act as the 'Customer' representative whilst cleaning work is being carried out.
- 4.7** Provide feedback on performance and participate in customer satisfaction surveys.
- 4.8** Co-operate with Direct Services' staff to maintain the security of premises and property whilst cleaning activities are being undertaken.
- 4.9** Indicate clearly any budget or cost limit that applies to any maintenance project/repair.



## **5.0 Contract Review & Performance**

### **5.1 Monitor & Review**

- 5.1.1** An annual review meeting may be arranged by Direct Services to review service delivery and any issues arising from the provision of the contract. An updated contract will be issued if required following these discussions.
- 5.1.2** The 'Customer' or Direct Services has the right to convene additional meetings should these become necessary.

### **5.2 Key Performance Indicators**

Specific key performance indicators for building cleaning may be agreed with the 'Customer' prior to the commencement of the contract.