

Technical Specification

For the Provision of Maintenance Services Issued by

Worcestershire Acute Hospitals NHS Trust

Tender Reference Number: LGM36672

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Maintenance Contract

Grounds and Gardens Maintenance

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Introduction

This document provides full details of the Client's requirements for the provision of Grounds and Gardens maintenance services.

You are required to complete all sections in the accompanying Invitation to Tender response document (ITT) and provide pricing in the accompanying Pricing Schedule.

The service must be provided in line with the following Specification.

Please note any bids received that deviate from any aspect of this Technical Specification will be classed as variant bids, and bidders may be excluded from the procurement process.

Contract Overview

Worcestershire Acute Hospitals NHS Trust "Client" is contracting for the provision of Grounds and Gardens maintenance services to the locations listed.

All locations are to be maintained to a good standard for patients, visitors, and staff, to reflect the requirements of the Client and the Care Quality Commission (CQC).

The Client reserves the right to add or remove services if required during the contract term. In the event additional areas or services are required, these are to be priced in line with the existing contract.

Lots

This contract will be awarded in a single lot.

Contract Period

The contract will be for an initial period of three years with the option to extend for a further two-year period (3+2), to a maximum of five years, commencing on 1st April 2024.

Location and Sites

Name and address of sites where the contract will be carried out:

- Alexandra Hospital, Woodrow Drive, Redditch B98 7UB
- Kidderminster Hospital and Treatment Centre, Bewdley Road, Kidderminster DY11 6RJ

Working Hours

Normal working hours are 08:00 and 16:00 Monday to Friday.

Bidders may also be expected to provide out of hours working across all sites to allow for works around car parks, public footpaths, and high footfall areas. This will be determined by the Authorised Officer as necessary.

Provision for the above is to be included in the cost of the contract.

Contract Requirements and Level of Cover

The Client requires an inclusive Grounds and Gardens maintenance services contract (costs include all labour, equipment and removal of all arising waste), with ad-hoc work to be charged in addition to the fixed price contract.

General Requirements

Bidders must confirm that they will adhere to good working practice and in accordance with all relevant regulations at all times, and where materials and workmanship are not fully specified, they are to be:

- Suitable for the Works stated herein and compliant with relevant guidelines/regulations;
- In accordance with good horticultural and arboriculture practice;
- All waste must be removed and disposed of in accordance with Environment Agency guidelines.

All waste being removed from internal courtyards should be transported in a closed container or double bagged where possible to minimise transfer to internal areas.

At the start of each contractual year, bidders are required to provide a detailed programme of works in a spreadsheet confirming proposed visit dates and tasks to be completed. This needs to be discussed/confirmed with the Authorised Officer. An example has been provided in Appendix C - Sample Work Programme.

The Client understands it may not be possible to always adhere to the detailed programme of works but expects conformity wherever possible. Agreement to any deviation of this agreed programme must be obtained from the Authorised Officer prior to the date of the planned works. If there are signs the programme is not being regularly followed this will be escalated as a concern.

Out of Season Visits

Outside of growing season the Client expects monthly site walkarounds as a minimum with the Authorised Officer at each site, this is to be arranged by the Contractor. The purpose of this is to highlight any areas that may require attention in order to maintain the site appearance.

Weeding, Moss Removal and Herbicides to Hard Areas

All hard and semi-porous paved areas must be kept as weed and moss free as possible. This includes all roads, car parks, pathways, and internal and external courtyards.

Bidders are to apply applications of glyphosate or alternative approved products at appropriate intervals to ensure the sites are kept as weed and moss free as possible. Where possible weeds are to be physically removed when appropriate following each application.

Any moss around these areas should be removed at appropriate intervals to reduce build up.

Bidders must make provision for out of hours working to allow for car parks and high footfall areas to be completed.

Leaf Clearance

All hard and semi-porous paved areas must be kept as leaf free as possible. This includes all roads, car parks, pathways, and internal and external courtyards.

This is to include sweeping and picking up by hand (or approved mechanical means) all dead leaves from all hard and planted areas, loose gravel areas, gullies and drains, all internal and external courtyards, and all roads and pathways throughout the entire sites.

Particular attention should be given to paths, roads, and car parks for Health & Safety reasons. Mechanical clearance is not permitted in loose gravel areas. Burning is not permitted on any site.

All waste to be removed and disposed of.

Care of Grassed Areas

During the growing season, litter collection (all rubbish and debris) must take place immediately before the regular mowing takes place, with all waste to be removed from site.

All grass cutting machines must be of the rotary type as a minimum for use in all areas.

All slopes over 30 degrees must be cut with a side-arm flail or remote-control mower and a safe system of work will be required from the bidder for approval by the Authorised Officer.

Mowing Grassed Areas

Cutting typically to commence the first full week in March.

All grassed areas shall be mowed with cutting to commence the first full week in March. Subsequent cuts will be made at a two-week frequency until the end of September/October.

The maximum height of the cut is to be agreed with the Authorised Officer upon contract commencement.

Grass arising must be picked up from all areas.

All grassed areas must be edged off as and when required to maintain a neat appearance.

All adjacent hard areas, roads and footpaths must be swept clear of cuttings and removed from site. Strim edges and clear obstacles every other cut. Extra care must be taken around the base of trees and shrubs to ensure no damage to tree bark or shrub branches occurs.

Hedge Maintenance

All established hedges to be managed at appropriate frequencies in order to maintain neat and tidy appearances. Plants are to be cut carefully and neatly to regular line and shape and are to be cut on all sides and top, unless it is a boundary hedge when the face, side and top will be cut.

All arisings should be removed from site.

Shrub Maintenance

Shrub maintenance to be carried out as necessary to maintain neat, regular lines and shapes and to encourage flower and fruit and remove any growth encroaching onto paths, roads, signs, sightlines, and lighting. Internal courtyards are to be included.

In addition, climbing shrubs are to be removed from window areas, door areas and any areas where they are encroaching onto buildings, and secured as necessary using black PVC coated steel wire.

All pruning to be undertaken using suitable equipment, with dead foliage to be removed as necessary.

The thinning, shaping, and trimming of shrubs should be varied according to species, variety, season, and stage of growth.

Any instances of disease or fungus should be notified to the Authorised Officer as soon as possible.

All waste to be removed from site.

Shrub Borders

Shrub borders should maintain a neat and tidy appearance and be kept as weed free as possible using appropriate methods and approved products. All weeds to be physically removed where possible. Internal courtyards are to be included.

During very dry weather, check that the mulch does not become so dry as to be a fire hazard. If necessary, inform the Authorised Officer, and (if instructed) thoroughly dampen the whole depth of the mulch. Additional mulch to be applied as and when necessary.

Tree Maintenance

Trees shall have six-monthly maintenance to verify their condition and to remove any suckers and epicormic growth.

Please note in the event of issues being noted during regular site visits these should be immediately reported to the Authorised Officer.

Low-hanging and hazardous branches up to 3 meters above the ground are to be made safe, paying particular attention to car park areas and pedestrian walkways where there is a risk of injury, or damage to vehicles.

Contractor Responsibilities

While on site the Contractor and its staff must comply with the requirements of the Health and Safety at Work Act 1974 and other relevant legislation, including regulations and codes of practice issued and with the Clients own policies and procedures.

In the event the Contractor proposes to use sub-contractors for any part of the contract then all Client contract requirements must be met by all parties.

All new Contractors attending site for the first time must go through a Maintenance Site Induction.

In the event the Contractor changes any of its workforce assigned to the sites it is the sole responsibility of the Contractor to carry out all site familiarisation for any new staff prior to them being allowed to carry out work on site. The Contractor's site supervisor/manager must provide a map/plan of the area and a sequence of works to reflect the requirements of the maintenance schedule outlined in this document and ensure this is adhered to by its staff.

The Contractor will provide, as far as is practicable, a core team of staff to work on the site to promote their site knowledge and maximise efficiency whilst satisfying the requirements of the maintenance schedule.

All Contractors must report to the Estates Office and sign in before commencing work during normal working hours. For out of hours call outs, the Contractor should report to the location of the unit where they will be met by an Estates Officer.

All tasks must be signed off, on the day, by the Authorised Officer as a check to confirm the work has been carried out.

Prior to the commencement of the contract, the Authorised Officer will require detailed Risk Assessments and Method Statements for the specific tasks.

Commercial grade equipment must be used, and all machinery and chemicals used must meet current Health and Safety Regulations and must be approved by the Authorised Officer. All operators must be supplied with and trained in the use of all safety equipment recommended by current Health and Safety Legislation.

Approval of herbicides, pesticides and fertilizers by the Authorised Officer will be guided by the need to minimise any adverse effect upon people and the environment.

All chemicals, petrol and diesel are to be stored in a locked container when not in use.

When undertaking work on site, Contractors are expected to take note of all hard surfaces i.e., paths, walkways, roads, steps and decking for any defects and/or potential hazards and risks to staff and service users. Details of any concerns noted must be immediately reported to the Authorised Officer.

It is imperative all Contractors sign out before leaving site.

Visits to the locations are not permitted without the consent of the Authorised Officer.

All Contractor's employees who attend site shall be DBS checked by the Contractor.

The Contractor shall provide its staff with a form of identification acceptable to the Client. This must always be displayed whilst on site.

Following the Client's site induction, the Contractor's staff will be provided with identification which must be worn while on site.

Contractor's Tools and Equipment

All equipment must be commercial grade and of sufficient quality to effectively maintain the sites.

The Contractor shall provide all necessary transport and equipment, including but not limited to; tools, instruments, test kits, PPE, access equipment, temporary barriers and signage, and first aid equipment necessary to carry out the work safely and as detailed in the Control of Contractors documents.

Please note when working in areas with footfall then barriers and signage must be used in accordance with the Client's Control of Contractors Policy.

No tools are to be left unattended.

Documents

Generic risk assessments and method statements for all works is required with your tender submission. Site specific statements are required after contract award and site familiarisation.

The Estates Department must be provided with copies of all COSHH Data Sheets / COSHH for Pesticides / Herbicides, Petrol and Diesel Risk Assessment Sheets.

All waste produce shall be taken to a facility that is permitted by the Environment Agency as a suitable facility to accept such waste.

All carriers of waste shall hold a current and valid Waste Carrier/Broker/Dealer Certificate of Registration from the Environment Agency. The Certificate must be made available to the Estates Department on request.

Reviews

The Client requires an implementation meeting with the winning Contractor to be carried out at the start of the contract. This will include a site visit and induction.

For the first six months of the contract the Client requires monthly review meetings with the Contractor. A representative of the Contractor must meet with the Authorised Officer and submit a list of tasks undertaken at each location. This will be compared against the Work Programme and task sign-off sheets and will determine approval of payment for invoices.

Subject to satisfactory performance after the first six months these will take place every other month or when required.

Invoicing and Payment Terms

The Client will raise an upfront order for the full contract duration and require invoicing monthly in arrears based on works completed as agreed.

Invoices must be clearly marked with the current purchase order number together with the location and details of the service(s) provided.

Reporting

Hard copy job sheets (where available) should be signed by the Grounds Supervisor / Estates Officer and a copy left with the Client. An electronic copy should be emailed to the named Estates Officers within one week. Details of who needs to be sent an electronic copy will be provided at the site induction.

Appendices

- Appendix A - Alexandra Hospital Site Plan
- Appendix B - Kidderminster Hospital Site Plan
- Appendix C - Sample Work Programme

Terms and Conditions

Bidders should be aware any contracts arising from this procurement process shall be subject to the NHS Conditions for the Provision of Services with Maintenance Schedule. A copy can be obtained from:

https://lifecycle.co.uk/wp-content/uploads/2023/11/NHS_Terms_and_Conditions_For_The_Provision_of_Services_with_Maintenance_Schedule_Aug_2022.pdf