

Technical Specification

For the Provision of Maintenance Services Issued by

Gloucestershire Managed Services (GMS)

Tender Reference Number: LGM37176

Maintenance Contract

Pest Control Services

Table of Contents

Introduction	3
Contract Overview	3
Lots	3
Contract Period	3
Location and sites	3
Working hours.....	4
Contract Requirements and Level of Cover	4
Service Requirements	7
Food Hygiene Legislation	9
Pesticides	9
Health and Safety.....	9
Accreditations	9
Contractor Responsibilities.....	9
Contractor’s Tools and Equipment	10
Implementation	10
Documents	10
Review Meeting	10
Invoicing and Payment Terms.....	11
Reporting	12
KPIs	13
Terms and Conditions	14

Introduction{ XE "Introduction" }{ XE "Introduction" }

This document provides full details of the Client's requirements for the provision of Pest Control 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.

All services are to 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

GMS has a duty to abide by all Food Hygiene Legislation and is seeking to contract for the provision of a service to ensure pest management is under control, with zero infestation across the entire Trust.

The winning contractor is required to provide, manage and operate a comprehensive pest control service in accordance with the requirements set out in this Technical Specification.

Lots

This contract will be awarded in a single lot.

Contract Period

The contract will be for a period of five years subject to satisfactory contractor performance and is due to commence on 01/07/2024.

Location and sites

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

- Cheltenham General Hospital (CGH), Sandford Road, Cheltenham, Gloucestershire, GL53 7AN
- Gloucestershire Royal Hospital (GRH), Great Western Road, Gloucester, Gloucestershire, GL1 3NN to include Victoria Warehouse, The Docks, GL1 2EL
- Stroud Maternity, Field Road, Stroud GL5 2JB
- Bilfinger PPP Facility Management Ltd, c/o Gloucestershire Royal Hospital, Great Western Road, Gloucester, GL1 3NN
- Forest Dialysis, 23 Newtown Road, Cinderford, GL14 3JE

There are a large number of food preparation areas and restaurants which, under food hygiene legislation, have to be pest free.

Working hours

Normal working hours are between 08:00 and 16:00 Monday to Friday but the pest control service is to be available 24 hours per day, 365 (6) days per year.

Contract Requirements and Level of Cover

The Client requires a comprehensive pest control service to include the following:

- Programmed and reactive pest control and prevention measures
- Pest control service 24 hours per day, 365(6) days per year
- Pest control service applies to all areas of each site detailed in this tender

The maintenance agreement must include parts, labour and servicing for the whole term of the contract, to ensure that all units are kept in working order.

The maintenance agreement must include coverage for 24 hours a day 365(6) days a year.

The maintenance reporting procedure must be included showing contact telephone numbers.

A four hour response time is required to all call-outs.

Equipment failures that could result in infestation of pests must be kept to a minimum and should not exceed one working day.

Technical support via a telephone helpdesk must be provided.

Maintenance service reports will only be signed by a manager when satisfied with work.

Food safety audits are carried out by Environmental Health (EHO) and in house auditors. The audits are generally based on a series of criteria set out to ensure the highest standard of compliance with a specific aspect of food safety. The section which deals with pest management requires zero infestation and conformity with criteria covering type of pest management programme; permitted materials and techniques and record keeping.

The types of pests that may be included in this contract are as follows. Please note this is not an exhaustive list:

Rodents and Mammals

Rats

- Norway or brown rat (*Rattus norvegicus*)
- Ship or black rat (*Rattus rattus*)

Mice

- The house mouse, *Mus domesticus*
- Field mice (wood mice and yellow-necked mice, (*Apodemus spp*) can be a problem in autumn and winter

Squirrels

- In the UK the grey squirrel (*Sciurus carolinensis*) is regarded as a pest species

Rabbits

Foxes

Feral Cats

Moles

Insects

Cockroaches

- Oriental cockroach (*Blatta orientalis*)
- German cockroach (*Blattella germanica*)
- Brown-banded cockroach (*Supella longipalpa*)
- American cockroach (*Periplaneta americana*)
- Australian cockroach (*Periplaneta australasiae*)

Flies

Common fly species:

- Common housefly (*Musca domestica*)
- Lesser housefly (*Fannia canicularis*)
- Blowflies (*Calliphora* spp)
- Flesh fly (*Sarcophaga carnaria*)
- Fruit flies (*Drosophila* spp)
- Moth flies (Family Psychodidae)
- Phorid flies / Scuttle flies (Family Phoridae)

Ants

Significant species:

- Pharaoh's ant (*Monomorium pharaonis*)
- Argentine ant (*Iridomyrmex humilis*)
- Roger's ant (*Hypoponera punctatissima*)
- Black garden ant (*Lasius niger*)

Stored product insects

- Bruchid beetles
- Flour beetles
- Merchant grain beetles
- Warehouse moths

- Mites, Larder beetle
- Copra beetle
- Indian meal moth
- Merchant grain beetles
- Tobacco beetle
- Dried fruit beetle
- Indian meal moth
- Cadelle
- Flat grain beetle
- Rice weevil
- Grain weevil
- Lesser grain borer
- Saw- toothed grain beetle
- Dermestid beetles
- Clothes moths
- Scavenging moths
- Leather beetle (*Dermestes maculates*).
- White shouldered house moth (*Endrosis sarcitrella*)
- Tropical warehouse moth (*Ephestia cautella*)
- Warehouse moth (*Ephestia elutella*)
- Mill moth (*Ephestia kuehniella*)
- Brown house moth (*Hofmanophila pseudospretella*)
- Tobacco beetle (*Lasioderma serricorne*)
- Copra beetle (*Necrobia rufipes*)
- Saw-toothed grain beetle
- Grain weevil (*Sitophilus granarius*)
- Biscuit beetle (*Stegobium paniceum*)
- Rust-red flour beetle (*Tribolium castaneum*)
- Confused flour beetle (*Tribolium confusum*)
- Millipedes
- Wasps
- Lice and mites
- Silverfish
- Fleas
- Crickets
- Bees
- Hornets

Birds and other vertebrates

- The feral pigeon (*Columba livia*)
- The collared dove (*Streptopelia decaocto*)
- Greater black-backed gull
- Lesser black-backed gull

- Herring gull

Service Requirements

The contractor shall undertake routine visits in the areas detailed in the accompanying pricing schedule.

Insect insectocutors must be cleaned and checked monthly in catering areas and bait traps checked.

Rodent bait stations to be located in the following areas:

- Main kitchen, catering areas and associated stores ward pantries and kitchens
- Main plant rooms
- Cross section of riser cupboards
- Cross section of under floor void areas
- Vulnerable roof voids as agreed with the supervising officer
- Rear of drinks and vending machines
- Loading Bays
- Waste storage areas as agreed with the supervising officer

External Grounds boundary bait stations.

Bird control

To release unharmed any protected species of bird trapped within an existing pest control hardware (e.g. netting) system.

Site specific needs

Cheltenham CGH

- Twelve routine visits per annum to cover pests as listed below
- One full service to include tube and starter, and three minor services to 7 x Electric Fly Killers (EFK's)

Feral pigeon control

- The contractor will produce and action four times a year feral pigeon trapping programme on the roofs at Cheltenham General, (subject to prior acceptance of a safe system of work).
- The contractor will twice yearly undertake a cull with trained staff using silenced 22 air rifles which are regularly cleaned and maintained in effective working order.

Gloucester GRH

- Twelve routine visits per annum to cover pests as listed below
- One full service to include tube and starter, and three minor services to 8 x Electric Fly Killers (EFK's)

Seagull control

- On the routine visits to Gloucestershire Royal Hospital the contractor will undertake roof work (subject to prior acceptance of a safe system of work) to remove and destroy all nests where there is access. No protected species of gull should be culled.
- The contractor will also be able to offer live predatory response at a reduced hourly rate, should the supervising officer require it.

Victoria Warehouse

- Eight routine visits per annum to cover pests as listed below
- Four flea treatments per annum to office areas for biting insects

Stroud Maternity

- Twelve routine visits per annum to cover pests as listed below
- One full service to include tube and starter, and three minor services to 6 x 1 tube units in Central Production Unit (CPU), and 5 x 1 tube units in the ward kitchens

Forest Dialysis Cinderford

- Eight routine visits per annum to cover pests as listed below

Pests – Black Ants, Centipedes and Millipedes, Cockroaches, Crickets, Firebrat, Fleas, Flies, Mice, Rats, Silverfish, Stored Product Insects, Wasps.

All current and future regulations must be adhered to during this contract.

The Trust reserves the right to delete from or add to this programme as may be dictated by circumstances from time to time. This shall include any area that has inadvertently been missed from the programme.

The pest management programme must aim to reduce the use of pesticides, particularly outdoors, by enhanced prevention programmes.

In addition to the frequency of visits as detailed in the Pricing Schedule, regular and thorough inspections will take place every six months unless an infestation of pests has been reported. In the event of an infestation a thorough inspection will be required to maintain pest free environment.

If traps are required then they must be humane.

All fly executors to be supplied checked emptied, cleaned and recorded on the planned maintenance programme.

All fly executors are to be maintained and serviced four times a year.

Any reactive work outside of the comprehensive service which spans more than one day will be considered as a single job. The Trust will only accept the call out charge on day one. The Trust will then be charged the hourly rate for the remaining hours / days to complete the works.

Food Hygiene Legislation

Regulation (EC) 178/2002 of the European Parliament

This regulation lays down the principles and requirements of food law. Article 14 of Regulation (EC) 178/2002 deals with unsafe food, It is an offence not to comply with article 14 under the General Food Regulations 2004. Food shall be deemed unsafe if it is considered to be injurious to health or unfit for human consumption.

Regulation (EC) 852/2004

These regulations lay down general hygiene requirements for all food business operators and state that:

- The layout, design and construction of food premises are to permit good food hygiene practices including protection against contamination and in particular, pest control.
- Adequate procedures should be in place to control pests.

Pesticides

The contractor must be responsible for the accurate use of pesticides which may present a hazard to technicians, site staff and members of the public, as well as to the environment through contamination of water, damage to plants and the effect on non-target species of animals.

Health and Safety

The contractors nominated contract manager will oversee the implementation of rigorous health, safety and environmental standards for this contract, taking advice from a qualified health and safety professional.

The Contractor must provide the company health and safety file to the supervising officer at the implementation meeting, to include staff competence data and COSHH information as well as any other associated compliance evidence.

Accreditations

Bidders must be a member of the National Pest Control Association (NPTA), the British Pest Control Association (BPCA), or other relevant nationally recognised pest control association.

Contractor Responsibilities

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

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

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 then contact the on call Estates Officer to confirm instructions.

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

Arrangements for parking will be made by Estates.

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.

In the event the Contractor enters the hospital buildings then compliance with all current NHS/Hospital Covid guidelines is mandatory.

Contractor's Tools and Equipment

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.

Implementation

An implementation meeting will take place prior to work starting to agree arrangements, etc. Installation date to be agreed.

The installation of traps fly executors etc must occur within normal working hours 08.00 - 16.00hrs with minimal disruption to the daily running of the Trust.

Documents

The winning bidder must provide the Trust with the following:

- Safety Data Sheets (SDS) for pesticides used on site
- COSHH Risk Assessments
- Site Risk Assessments
- Environmental Risk Assessments
- Qualifications, confirmation of insurance levels and accreditation documents
- Portable Appliance Testing (PAT) certification is required on executors
- Method statement for Pest Control Services
- Training matrix for personnel
- Sample service sheets / reports

Review Meeting

During the first quarter after implementation, the contractor must have regular contact with the site catering managers and the estates managers to:

- Ensure Trust staffs are following pest control guidelines

- Undertake refresher training as required
- Check equipment and traps are working correctly
- Check merchandising is in place (pest posters etc.)

Following the first quarter period an annual meeting will be scheduled with:

- Trust Catering Manager
- Trust Site catering managers
- Estates Managers
- Service Provider

The agenda for the biannual meeting will include the following items:

- Technical equipment maintenance issues including response times
- Product quality
- Marketing/merchandising support
- Customer complaints/comments
- Invoicing
- Delivery of service

Invoicing and Payment Terms

The Client will raise an upfront order for the contract duration and require invoicing quarterly in arrears.

The Client reserves the right to provide 30 days' notice should any site be novated to an alternative Contracting Authority. A credit note will be required for any remaining portion of the contract for that site.

The Client will pay invoices for agreed ad-hoc services after works have been completed. A call-off order will be raised for ad-hoc works but please note this may not always be received prior to the visit requirement. In the event this happens the contractor will be expected to attend without prior receipt of the order.

In order to ensure smooth payment of presented invoices, please ensure contract work is clearly marked as such with the current purchase order number, together with the name, area and location the service was carried out.

Work that falls outside the scope of the contract must be agreed with the authorised person at the Trust before work is carried out. Any additional work must be detailed on a separate line on the invoice.

A purchase order number will be issued upon award of contract. The purchase order number must be shown on all invoices.

Invoices must state department and hospital site as:

- Trust Catering Services Manager, Catering Services Department, Gloucestershire Royal Hospital, Great Western Road, Gloucester, GL1 3NN

- Trust Catering Services Manager, Catering Services Department, Sandford Road, Cheltenham, GL53 7AN
- Estates Department, Gloucestershire Royal Hospital, Great Western Road, Gloucester, GL1 3NN
- Estates Department, Cheltenham General Hospital, Cheltenham, Sandford Road, GL53 7AN
- Bilfinger PPP Facility Management Ltd, C/o Gloucestershire Royal Hospital, Great Western Road, Gloucester, GL1 3NN
- Forest Dialysis, 23 Newtown Road, Cinderford, GL14 3JE
- Victoria Warehouse, The Docks, Gloucester, GL1 2EL

Reporting

A detailed report must be completed after every visit. Details must include any issues and work carried out.

Inspection reports must be concise and legible and stored in an easily accessible binder within the Catering Department for inspection by Environmental Health.

The pest control report will contain:

- Treatment date
- Details of the pest control contractor and name of technician servicing the site
- Details of the customer and name of the contact person on site
- Type of visit: scheduled, follow-up, callout, etc
- Pests found
- Action taken
- Pesticide used
- Location of baits and monitors (this may be in the form of a checklist or plan)
- Quantities used
- Risk assessment
- Post treatment precautions
- Recommendations on proofing, hygiene and storage
- Details of follow-up inspections

Where rat poisons are used outdoors the following additional records should be kept:

- A site plan identifying areas where bait has been laid
- Details of the active ingredient, formulation and quantities used
- Inspection reports, which demonstrate the treatment frequency to check and replace baits and to search for and remove dead rodent bodies where appropriate
- Reports of any effect on non-target species and action taken to reduce risk
- Reports of any interference or removal of baits
- Reports on conditions, which may adversely affect treatment and remedial actions
- Evidence that control has been achieved within the prescribed timescales

All reports must be signed by the pest control technician and the Site Catering Managers.

The organisation of the Trust reporting system through the Estates and Facilities Department will be in place for any callouts besides the planned maintenance visited.

KPIs

Monitoring of Contract Performance and Key Performance Indicators.

The Site Catering Managers will monitor the provision of the service within the catering areas to include ward kitchens and will notify the supplier of any non-conformity including date of incident and relevant evidence.

The Estates Managers will monitor the provision of the service within the rest of the Trust and will notify the supplier of any non-conformity including date of incident and relevant evidence.

Monitoring of contract performance is a critical part of this contract.

Final clarification will take place during the implementation phase of the contract.

Each KPI will be graded under the following categories:

Category 1 Service Failure	A critical failure potential to cause serious harm or impact on the service the Trust provides
Category 2 Service Failure	Affects the reputation of the service and the Trust
Category 3 Service Failure	Affects the contractual agreement and the relationship between the supplier and the Trust

Category	Service level commitment	Require frequency	Performance measurement criteria	Monitoring method	Total percentage deduction
1	Pest control failures that result in infestation of pests causing the catering department to be out of service must not happen	Continuous	All failures will result in: Deduction of 1% of the total quarterly maintenance contract fee for each day or part thereof beyond the second working day the	The Site Catering Managers will record and audit call outs and routine checks Service provider to cross reference with	

			equipment is out of service.	maintenance records	
2	Pest control company must respond within four hours	Continuous	<p>The first instance of failure within the life of the contract to meet this KPI will require the Service Provider to provide a guarantee of future compliance.</p> <p>Any subsequent failures will result in:</p> <p>Deduction of 1% of the total quarterly maintenance contract fee for each day or part thereof beyond the second working day the equipment is out of service.</p>	<p>The Site Catering Managers will record and audit call outs and routine checks</p> <p>Service provider to cross reference with maintenance records</p>	

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:

[NHS Terms and Conditions with Maintenance Schedule Aug 2022.pdf](#)