

Grounds maintenance procurement: Hard Services**1. Scope/background/**

Manchester Metropolitan University (MMU) is a busy, city centre campus, used by thousands of students, staff and public every day and located in a prominent position in the high profile area of the city. Please refer to Appendix B Site map

As such, the University's external campus must be kept clean and tidy on a daily basis, through a combination of street cleaning/waste & recycling services and hard landscaping activity.

The following section details the services required accordingly and it is anticipated that the contractor would structure their operation to maximise synergies between the activities in scope. Whilst this document provides a detailed specification of the services required, the Contractor will be expected to take ownership of the cleanliness and maintenance of the campus as an overarching principle of the contract.

Similar to most higher education providers, there are fluctuations in the use of and population on campus– with peak and troughs throughout the year.

There are also key events within the academic calendar (e.g. student move in day), on which the Contractor will be expected to provide a full service – as detailed within the section contract timeframes.

The services required are outlined below and fall broadly into two categories, as mentioned – street cleaning/waste & recycling services and hard landscaping. There is a degree of overlap between these two categories regarding removal of litter (which falls under street cleansing/waste & recycling services) and removal of detritus (which falls under hard landscaping).

However, the working principle will be that street cleansing/waste & recycling services refer to removal of man-made artificial waste (e.g. cigarette ends, plastic bottles, crisp packets, etc) and hard landscaping services refer to removal of naturally occurring waste (e.g. detritus, weeds, leaves, build-up of dust and dirt).

2. Services required:

The services required are as follows:

2a. Hard landscaping services: Cleaning and control of detritus, weeds, invasive growth, leaves, dust, natural build-up of debris 2b. Hard landscaping services: Maintenance and deep cleaning of public realm 2c. Waste and recycling services: Emptying and cleaning street bins 2d. Waste and recycling services: Litter picking and general campus cleanliness 2g. Waste and recycling services: Local waste & recycling arrangements and general requirements 2h. To maintain attractive, accessible and clear roadways, parking areas, corners and edges free from debris build up, dust and waste.	Planned Preventative Maintenance (PPM)
2e. Waste and recycling services: Sweeping and street cleaning (this element must be priced, however it is an optional element the university may or may not choose). 2f. Waste and recycling services: Removal of other wastes	Reactive Maintenance (RM)

2a. Hard landscaping services: Cleaning and control of detritus, weeds, invasive growth, leaves, dust, natural build-up of debris The University requires the Contractor to maintain attractive, accessible and open hard landscaping areas that are free from detritus, weeds, invasive growth, leaves, dust, and natural build-up of debris. Locations of hard landscaping and paved areas are identified within contract drawings ASC-Hard-01-Hard, ASC-Road-01-Road, BF-Hard-01-Hard, BF-Road-01-Road, PL-Hard-01-Hard, PL-Road-01-Road, which includes areas of concrete flags and blocks, raised edging, tarmac and walls. As such, the Contractor will: • Apply herbicide to weeds between paving, walls, edging, flags etc in Spring, Summer and early Autumn. • When weeds have been suppressed hand hoe out and re-fill paving / wall/ edge mortar joints. • Maintain edges to pathways and ensure water is draining from footway to avoid pooling. • Sweep pathways and clean footways (monthly Spring, Summer and Winter) weekly in Autumn to ensure that paving/ edging/ walls do not become slippery from algae / fallen fruit from orchard trees or leaf fall. • Maintain robust edging to inspect regularly to ensure edges clean from detritus. • Clearance of leaf fall and similar (twigs, etc.) during the autumn and winter months. • HERBICIDE SHOULD NOT BE USED IN THE COMMUNITY ORCHARD AREA, WILDFLOWER, SENSORY GARDEN OR WETLAND AREAS	(PPM)
2b. Hard landscaping services: Maintenance and deep cleaning of public realm The University requires the Contractor to deep clean/power-wash a range of areas to paved areas, street furniture, Euro Bins, street bins and BBQ areas bi-annually (summer and winter) as well as ensuring these areas are well maintained, and damage, sticker / free. Locations of hard landscaping and paved areas are identified within contract drawings ASC-Hard-01-Hard, ASC-Road-01-Road, BF-Hard-01-Hard, BF-Road-01-Road, PL-Hard-01-Hard, PL-Road-01-Road, which includes areas of concrete flags and blocks, raised edging, tarmac and walls. Care must be taken when cleaning the paved areas of the campus to ensure the flag mortar joints or paving sand is not damaged or removed. The Contractor is responsible for all making good works to these areas if they are damaged as part of this service. The following materials will be used: Block paving joints will be refilled with kiln dried sand, flag mortar joints shall be refilled with correctly mixed sand and cement. As such, the Contractor will:	(PPM)

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| <ol style="list-style-type: none">1. Power wash paved areas and ramps bi-annually (summer and winter) and as instructed by the Contract Manager.2. Maintain all building entrances, including the external recesses of 70 Oxford St, including twice-weekly power wash and disinfection.3. Report where any footway has become defective or presents hazards to pedestrian users through the University helpdesk. | |
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2c. Waste and recycling services: Emptying and cleaning street bins The University requires the contractor to empty street bins across the campus on a daily basis. There are approximately 30 street bins across MMU's two main campuses, with four waste streams collected in each – locations are shown on layout drawings ASC-Bin-01-MANCHESTER CAMPUS, PL-Shelters-01 and 6GMS-Bin-01 It should be noted that there will be a small increase in the number of street bins as part of public realm improvements over the next 2 years. In locations of high footfall, street bins will need to be emptied more frequently (e.g. 2+ times daily) than in other locations where street bins are less well used and therefore need emptying less frequently (e.g. less than once a day). It is expected that the contractor will develop the local knowledge of staff servicing this contract as a priority in order to achieve this. To deliver this service, the Contractor will: • Service all street bins regularly to ensure they are emptied, clean, tidy and not overflowing. • Ensure all waste and recycling streams remain segregated and are disposed of separately within their respective Eurobins. • Align their operations with the University's main waste contractor to ensure that waste from street bins is transferred into Eurobins and in coordination with the scheduled pick up of the Eurobins by the University's waste contractor • Empty ash trays on street bins • Empty BBQ bins (halls of residence) and cigarette bins (smoking shelters) • Provide a flexible service to cover all new development waste and recycling streams when necessary (this could mean more waste streams than currently collected). • Clean all street bins via power washing bi-annually, as agreed with Contract Manager • As an exception during major peaks of activity on campus, leave out extra bin bags on/attached to street bins to ensure all waste is captured. • Litter pick around street bins, in line with litter picking service requirements, to ensure areas around bins are kept neat and tidy. • Cooperate with annual data capture exercise to support the University's understanding of the composition of street bin waste (i.e. use specified Eurobins for street bin waste over a 1-2 week period in order to improve the University's understanding of tonnages/volumes collected, issues with contamination in street bins). • Participate in the University's training regards contamination levels in street bins (i.e. training regards when bags of recycling waste should be deemed too contaminated to be recycled). • Feedback on any issues with servicing bins in an appropriate and timely manner (e.g. photographs sent to the Contract Manager on the day the issue is identified), as well as feeding into plans about future positioning and servicing of street bins as part of public realm improvements to the campus. • Provide all street bin bags in accordance with the Appendix D Operational Control Procedure for waste recycling at MMU (Dec 2019) v1.2 (LIVE)	(PPM)
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2d. Waste and recycling services: Litter picking and general campus cleanliness The University requires the Contractor to litter pick general rubbish and recycling, cigarette ends, chewing gum and other littered items across campus on a daily basis. Similar to emptying street bins, there are areas on campus that will need to be litter picked more frequently to ensure the campus remains clean and tidy. This service is required across the whole of the campus, as shown in maps at <i>updated drawings</i>– with particular attention needed in areas of high footfall and/or prominence, including: • Bike shelters & smoking shelters (including cigarette bins) • Main entrances, steps and ramps • Roads & pavements • Car parks • Parks and other green areas As highlighted elsewhere in this document, the University expects that the Contractor will find synergies and an aligned way of working between street bin emptying and litter picking services. For litter picking activity, the Contractor would be expected to provide their own bin bags for collecting litter. As part of daily litter picking activity, the Contractor would be expected to removing large campus eyesores e.g. shopping trollies, road signs, traffic cones.	(PPM)
2e. Sweeping and street cleaning (this element must be priced, however it is an optional element the university may or may not choose). To complement the above service (litter picking) in keeping the campus neat and tidy all year round, the University requires the Contractor to periodically carry out mechanical and non-mechanical street cleaning activity across hard surfaced areas of roads, pavements, car parks and other hard landscaped areas as outlined in layout drawings ASC-Hard-01-Hard, ASC-Road-01-Road, BF-Hard-01-Hard, BF-Road-01-Road, PL-Hard-01-Hard, PL-Road-01-Road, ASC-Bin-01-MANCHESTER CAMPUS and 6GMS-Litter-01 This would include chewing gum removal via hand portable equipment that requires no external power source, is of a low noise emission type and has no trailing leads or generators (ensuring cleaning operations are environmentally friendly and undertaken with minimal disturbance.”	(RM)

2f. Waste and recycling services: Removal of other wastes

As part of litter picking activity, the University also requires the Contractor to remove and dispose of a range of other wastes, which are periodically found on campus. Generally, this will be when the waste presents a health and safety issue and/or is a significant blight on the campus.

These wastes must be collected and disposed of in a safe and legally compliant way in order to protect staff, students, public, the Contractor and the environment.

In some instances, these wastes may be identified by Contractor staff as part of routine litter picking and street bin emptying and as such, the University expects that these wastes would be proactively cleared up. However, where these wastes are reported, removal is subject to specific timeframes due to their nature, as detailed in the below table. The University expects that where these wastes are collected within core hours, costs will be part of the annual contract price - with the exception of fly tipping, where disposal charges are to be negotiated on a case-by-case basis. However where these wastes are collected as an emergency call out, the contractor will charge an additional cost.

<u>Waste stream and requirement</u>	<u>Timeframe within core hours</u>	<u>Emergency call out timeframe*</u>
Sharps	1 hour	2 hours
Offensive wastes (including but not limited to bodily fluids, animal fouling, animal carcasses, nappies, condoms).	1 hour	2 hours
Fly posting (to be removed by steam or low pressure power washing).	On the day	2 hours
Oil spillages (to prevent these entering the surface water drainage system, remove safely and to dispose of the spillage to prevent any associated environment, health and safety risks or landscaping damage).	1 hour	2 hours
Graffiti (including but not limited to street bins and other street furniture, Eurobins, charity banks, buildings, walls).	On the day	2 hours
Fly tipping	1 hour	2 hours

(RM)

2g. Waste and recycling services: Local waste & recycling arrangements and general requirements As part of the above described waste & recycling services, the University requires the contractor to provide cover for a number of pre-defined and local arrangements, which can be delivered as added value, as well as some overarching general requirements as follows (to be included as part of the overall cost). Local arrangements 1. Presenting Eurobins at the kerbside by 7am from residential accommodation block Dale (Birley Fields) on a daily basis, 2. Presenting Eurobins at the kerbside by 7am from the Arts & Humanities building on the All Saints campus on a daily basis	(PPM)
2h. To maintain attractive, accessible and clear roadways, parking areas, corners and edges free from debris build up, dust and waste. Locations of roads, car parks and multi storey car park are identified within contract drawings BF-Road-01 (Rev 01), ASC-Road-01 (Rev 01), PL-Road-01, 6GMS-Litter-01. 1. Report any areas of damage to surface areas, walkways and lighting within the car park areas to MMU Contract Supervisor / Manager. 2. Stair wells to be swept within the Multi – Storey Car Park on a daily basis 3. Power wash roads, main building entrances, car parks and multi storey car park annually.	(PPM)

Contract timeframes

Timeframe	Details	Comments
Core hours Out of core hours Out of core hours Out of core hours	06:00 to 18:00 Monday to Friday 06:00 to 18:00 Saturday 06:00 to 18:00 Sunday 06:00 to 18:00 Bank holiday	The university is looking for a contractor who can provide flexibility between Summer and Winter operating hours to meet the needs into early evening in Summer (e.g. park clean). Contractors are asked to provide details of how they would meet this flexibility and if there is a cost involved.
Emergency call out*	Relates to the schedule above*	
Seasonal fluctuations/term times	Fresher's Week Exam periods	
Key events	Student move in weekend: Typically the third weekend in September (Saturday & Sunday)	

	Student move out day: Typically the first weekend in July (Saturday & Sunday)	
	Graduation	
	Main Campus Open Days	
Bank Holidays	All except Xmas	

University waste streams – information and disposal responsibilities- For Further Details please refer to the Appendix D Operational Control Procedure for waste recycling at MMU v1.2

	MMU general rubbish bins	MMU paper & card bins	MMU mixed recycling bins	MMU glass bins
	Black bins Black bin bags	Blue bins Clear bin bags	Green bins Clear bin bags	Pink bins Clear bin bags
Litter picked waste	Disposed of in general rubbish bins			
Street bin waste	Disposed of in general rubbish bins	Disposed of in paper & card bins	Disposed of in mixed recycling bins	Disposed of in glass bins
Sharps				
Offensive wastes	Disposed of in general rubbish bins			
Fly posting				
Oil spillages				
Graffiti				
Fly tipping				