

Preliminary Invitation to Negotiate

**The Provision of Serviced Accommodation
for
An Acute Hospital, Mental Health Unit, and an
Integrated Care Centre**

Volume 4 Part 9 - Service Level Specification

**for
Pest Control Services**

February 2004

1. Definitions

1.1 Any reference to the "Service Level Specification" in part C of Schedule 14 shall be a reference to this Pest Control Services Level Specification (including the Appendices hereto).

1.2 In this Service Level Specification the following words and phrases shall have the following meaning:

“Business Day”	has the meaning given in schedule 1;
“Contractor”	has the meaning given in schedule 1;
“Facilities”	has the meaning given in schedule 1;
“General Services Specification”	has the meaning given in schedule 1;
“Good Industry Practice”	has the meaning given in schedule 1;
“Law”	has the meaning given in schedule 1;
“Materials”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Patients”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Pest Control Services”	means those Services to be carried out pursuant to this Service Level Specification;
“Planned”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co Equipment”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co Staff”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co”	means the body/company/organisation named in the Project Agreement;
“Routine”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Scheduled”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Service Level Specification”	has the meaning given in schedule 1;
“Service Providers”	has the meaning given in schedule 1;
“Service Rectification Time”	has the meaning given in schedule 18;

“Service Requirements”	has the meaning given in schedule 1;
“Service Response Times”	has the meaning given in schedule 18;
“Service Standards”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Service”	has the meaning given in schedule 1;
“Services”	has the meaning given in schedule 1;
“Site”	has the meaning given in schedule 1;
“Trust Policies”	has the meaning given in schedule 1;
“Trust Representative”	has the meaning given in Schedule 1;
“Trust Staff”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Trust”	has the meaning given in schedule 1;
“Unplanned”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Urgent”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;

2. Key Objectives

- 2.1 Project Co shall provide high quality and comprehensive Pest Control Services that offer a timely, responsive and pro-active system for the prevention and elimination of infestations that reduces to an absolute minimum the risk in terms of safety, food hygiene, infection control, damage to land and buildings and loss of clinical service activity from pest infestations.
- 2.2 Project Co shall ensure the Pest Control Services have the following key objectives:
- a) provide cost efficient, reliable, quality driven Pest Control Services that comply with Law, achieve the Service Standards and provides comprehensive Pest Control Services tailored to the operational needs of the Trusts;
 - b) provide discrete and flexible Pest Control Services that respond to changes in the needs of the Trusts' and the hospital environment;
 - c) ensure the required Service Standards are achieved through the use of Good Industry Practice, the right mix of Project Co Staff, equipment, staff training, effective management systems, clear performance targets and appropriate levels of monitoring;
 - d) ensure that the Pest Control Services do not cause or create any hazard to the environment, the Facilities and/or persons on the Sites or in the Facilities;
 - e) to work within a quality assurance process that incorporates a continuous process of change, development and innovation to improve the delivery and quality of the Pest Control Services; and
 - f) maintain a safe environment and safe working practices including the use of a recognised risk assessment/management system to ensure the Service Standards for the Pest Control Services are achieved, and any reduction in the Service Standards achieved by Project Co is recognised and corrected.

3. Process

3.1 Scope

- 3.1.1 Project Co shall comply with all requirements set out in Sub-Part B of the General Service Specification and Part 1 of Sub Part C of Schedule 14 relevant to the delivery of the Pest Control Service.
- 3.1.2 In addition to the applicable provisions set in the General Service Specification, Project Co shall comply with the Service Standards and Service Requirements of this Service Level Specification.
- 3.1.3 Project Co shall make the Pest Control Service available 24 hours per day and 365(6) days per year using appropriately skilled and trained staff.
- 3.1.4 Project Co shall respond to requests for Pest Control Services within the Service Response Times and Service Planned Times shown in Appendix A of this Service Level Specification.
- 3.1.5 Project Co shall provide all tools, equipment, materials, chemicals, uniforms, Disposables, Consumables, safety apparatus, test equipment and manual and powered lifting and handling equipment required to provide the Pest Control Services and meet the requirements of this Service Level Specification.
- 3.1.6 Project Co shall ensure the Pest Control Services comply with Law, Trust Policies and Good Industry Practice.
- 3.1.7 The types of pests include, but are not limited to:
- Flies;
 - Cockroaches;
 - Millipedes;
 - Wasps;
 - Moths;
 - Weevils;
 - Lice and mites;
 - Maggots
 - Bed Bugs
 - Silverfish / Firebrats
 - Ants (including Pharaoh's ants)
 - Fleas;
 - Beetles;
 - Crickets;
 - Bees;
 - Hornets;
 - Rattus Norvegicus (common, brown or Norway rat);
 - Rattus Rattus (ship or black rat);
 - Mus domesticus (house mouse);
 - Grey squirrels.
 - Feral pigeons;
 - Cats;
 - Rabbits;
 - Sparrows.

- 3.1.8 Project Co shall provide the following services and undertake the following activities on a scheduled basis, and provide a service that is capable of reacting to any planned and unplanned situations as they may arise:
- a) inspections of the sites and facilities;
 - b) preventative baiting;
 - c) humane catching, removal, destroying and safe disposal of pests; and
 - d) pest control and infestation records.

3.2 Minimum Service Requirements

Response, Rectification and Planned Times

- 3.2.1 Project Co shall ensure Urgent requests for the Pest Control Services are carried out within the Service Response Time in accordance with Table 1 - Pest Control Services Response and Rectification Times in Appendix A of this Service Level Specification. **SP01**
- 3.2.2 Project Co shall ensure Routine requests for the Pest Control Services are carried out within the Service Response Time in accordance with Table 1 - Pest Control Services Response and Rectification Times in Appendix A of this Service Level Specification. **SP02**
- 3.2.3 Project Co shall ensure Planned requests for the Pest Control Services are carried out within the Service Response Time in accordance with Table 2 - Pest Control Services Planned Times in Appendix A of this Service Level Specification. **SP03**
- 3.2.4 Project Co shall ensure Scheduled requests for the Pest Control Services are carried out within the Service Response Time in accordance with Table 2 - Pest Control Services Planned Times in Appendix A of this Service Level Specification. **SP04**

Inspections of the sites and facilities

- 3.2.5 Project Co shall inspect the Sites and facilities for infestations or evidence or signs of infestations at those times when pests are more likely to be observed and active at such frequencies as required to allow action to be taken to minimise infestations. **SP05**

Preventative baiting

- 3.2.6 Project Co shall undertake preventative baiting using tamper proof receptacles in a safe and effective manner in high-risk locations and locations where infestations have occurred within the previous six months. **SP06**

Humane catching, removal, destroying and safe disposal of pests

- 3.2.7 Project Co shall provide humane, safe and efficient methods of catching, removing, destroying and safely disposing of pests that do not put others at risk. The methods used should be on a de minimis basis. **SP07**
- 3.2.8 Use of chemical treatments shall only be undertaken with the Trusts approval and in such a way that patients, visitors or staff cannot come into contact with them. **SP08**

- 3.2.9 Project Co shall ensure that any infestations by protected species are managed in accordance with the relevant regulations and Law. **SP09**

Pest control and infestation records

- 3.2.10 The Pest Control Service shall measure and record the following information: **SP10**
- a) A signed and dated record detailing the locations and areas inspected and treated and the product name and COSHH number of the pesticide used if applicable;
 - b) A complete overview of pest control activity within the Sites including identifying future action;
 - c) Number, type and location of infestations found;
 - d) Any evidence of any pest and any belief that any infestation is associated with any other premises whether Trusts owned or otherwise that may affect the Sites; and
 - e) Recommend preventative measures to minimise re-infestation.

3.3 Exclusions

- 3.3.1 There are no exclusions from this Service Level Specification;

Appendix A - Service Times

Table 1 - Pest Control Services Response and Rectification Times

Category	Definition	Example	Service Response Time	Service Rectification Times
Urgent	Any request for a Service which requires attendance quickly to avoid operational problems.	<ul style="list-style-type: none"> ▪ Infestations in clinical, food preparation and food storage areas. 	4 hours	5 days
Routine	Any request for a Service that is not seen as immediately detrimental and not causing significant operational problems if not attended to.	<ul style="list-style-type: none"> ▪ Infestations in non clinical areas and external to the building. 	1 Business Day	6 Business Days

For the avoidance of doubt, Service Response Times will be measured from the time of request to time at which a member of Project Co Staff arrives in the relevant department and is ready and prepared to undertake the task.

Table 2 - Pest Control Services Planned Times

Category	Definition	Example	Service Response Time
Planned	Any request for a service which has been agreed (planned) to take place at a specific time which may cause operational difficulties or a fall in standards, if it does not happen.	<ul style="list-style-type: none"> ▪ Preventative baiting in areas where access is controlled. 	Within the agreed time frame
Scheduled	Any service which has been agreed will take place at a specific time on a regular basis and will cause operational difficulties or a fall in standards if it does not happen	<ul style="list-style-type: none"> ▪ Inspections and preventative baiting. 	Within the agreed time frame.

Performance Parameters

Ref	Performance Parameters	SF Type ¹	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
<i>Response and planned times</i>							
SP01	Urgent requests for Pest Control Services are carried out within Service Response Times.	FE	C	4 hours	5 days	PR	1, 4, 8
SP02	Routine requests for Pest Control Services are attended and rectified within Service Response Times.	FE	B	1 Business Day	6 Business Days	PR	1, 4, 8
SP03	Planned Pest Control Services tasks are carried out within Service Planned Times.	FE	Medium	As per agreed time scale.	Within the agreed time frame	B	1, 2, 3, 4, 8
SP04	Scheduled Pest Control Services tasks are carried out within Service Planned Times.	QF	Medium	As per agreed time scale	Within the agreed time frame	B	1, 2, 3, 4, 8
<i>Inspections of the sites and facilities</i>							
SP05	Inspection of Sites and facilities for infestations or evidence or signs of infestations at those times when pests are more likely to be observed and active and at the agreed frequencies.	QF	High	N/A	N/A	M	1,4, 7, 8
<i>Preventative baiting</i>							
SP06	Preventative baiting is undertaken safely using tamper proof receptacles in the areas agreed with the Trust.	QF	Low	N/A	N/A	M	2, 4, 7, 8
<i>Humane catching, removal, destroying and safe disposal of pests</i>							
SP07	Pests are captured and destroyed in a humane, safe and efficient manner.	QF	Medium	N/A	N/A	M	2, 4, 7, 8

¹ SF = Service failure, FE = Failure Event, QF = Quality Failure.

Ref	Performance Parameters	SF Type¹	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
SP08	Chemicals are approved by the Trusts before each and every use and used in a safe manner.	QF	Medium	N/A	N/A	M	2, 4, 7, 8
SP09	Infestations by protected species are managed in accordance with the relevant regulations and Law.	QF	Medium	N/A	N/A	M	2, 4, 7, 8
<i>Records and reports</i>							
SP10	Data and information on Pest Control activity is recorded and available to the Trust representative.	QF	Low	N/A	N/A	M	2, 4, 7, 8