

Requests for service will be made on a correctly authorised University of Glasgow purchase order containing the University's Terms and Conditions of Purchase (copy attached). The purchase order will contain the following information: the name of the Department requesting the service and the location where the service is to be carried out, the number of the item(s) to be cleaned, a description of the item(s) to be cleaned, the frequency of cleaning required and the unit cost per unit depending on the frequency required.

**The Supplier will only act upon the receipt of a correctly authorised University purchase order and at the instruction of the University Representative.**

The service for cleaning keyboards and mice will typically be carried out as follows:

- Work will be carried out at a time convenient to the Customer.
- The Supplier will arrange for a uniformed Representative to call out, explain the service provided, discuss the customer's requirements and provide a quote. The Supplier's uniformed Representative will present I.D. each time they visit a University department.
- When the service is being carried out, the Supplier's Representative will seek direction to the area concerned to avoid disruption to workflow.
- The Customer will temporarily log out of and switch off their workstation. The Supplier shall make every effort to ensure the safety of all equipment but cannot accept any liability for lost data, software problems or damage resulting from the cleaning process when the equipment has been logged out and switched off.
- The Supplier's Representative will check all lead connections for integrity and any faults will be reported prior to commencing the service.
- The Supplier's Representative will vacuum the entire surface of the keyboard to remove loose particles of dust, crumbs, skin flakes etc.
- The Supplier will use only non-hazardous cleaning solutions.
- The Supplier's Representative will deep clean all plastic casings, keys, keyboard and mouse.
- The Supplier's Representative will remove all ink marks as well as old labels and label residue.
- Where an asset number is accidentally removed, the Supplier's Representative must inform the Customer immediately.
- The Supplier's Representative will use a special card to clean the magnetic reader if a swipe slot is attached.
- The Supplier's Representative will remove the ball within the mouse for cleaning and will dust the interior of the mouse to ensure smooth mousing. The exterior of the mouse will be cleaned and treated as above. The mouse mat and cable will also be cleaned.
- The Supplier's Representative will check all cable connections.

Charges for this service will be dependant on quantity, frequency and current condition of the equipment being cleaned. The approximate cost will be £3.00 - £6.00 per keyboard and mouse.

The Supplier's Representative for this Agreement will be Mr Graham Fischbacher, Techclean Services Tel: 01383 620831

The University Representative for this Agreement will be Mrs Julia Kerr, Deputy Head of Purchasing, Telephone: 0141 330 6899