

RM6232 Service Requirements and Standards

FM & Workplace Services

The scope of Services together with specific Standards applicable to the Deliverables are set out as below:

- Work Package A - Contract Management
- Work Package B - Contract Mobilisation
- Work Package C - Social Value
- Work Package D - Carbon Net Zero
- Work Package E - Maintenance Services
- Work Package F - Statutory Obligations
- Work Package G - Landscaping Services
- Work Package H - Catering Services
- Work Package I - Cleaning Services
- Work Package J - Workplace FM Services
- Work Package K - Visitor Support Services
- Work Package L - Security Services
- Work Package M - Waste Services
- Work Package N - Miscellaneous FM Services
- Work Package O - Specialist (Defence) FM Services
- Work Package P - Occupancy and Property Management Services
- Work Package Q - CAFM
- Work Package R - Helpdesk Services
- Work Package S - Management of Billable Works

Work Package A: Contract Management.

1. Service A1 - Integration

- 1.1. The following Standards apply to this Service - SA1.
- 1.2. The Supplier shall provide an integrated Service ensuring a seamless and coordinated Delivery and effective synergies with the Buyer's third party Suppliers and service providers are Delivered at all times. The Supplier shall take advantage of synergies between the different Services and the benefits that integration will bring.
- 1.3. The Supplier shall be aware that Services shall be Delivered across all Buyer Premises as highlighted within Annex G - Property Classification.
- 1.4. The Supplier will work collaboratively with the Buyer to promote excellence and innovation and enhance the reputation of the Buyer amongst key stakeholders across HM Government and within local communities.
- 1.5. The Supplier shall:

- 1.5.1. Focus on cross / multi-skilling of Supplier Staff to allow for efficiencies when delivering the required Services;
 - 1.5.2. Share more efficient ways of working with the Buyer that will ensure better working practices in delivering the Services;
 - 1.5.3. Work collaboratively with the Buyer and identify opportunities in relation to delivering the Services;
 - 1.5.4. Procure Billable Works Services only with the sanction of the Buyer and shall use pan-Government Frameworks approved by the Authority wherever possible. The Supplier shall be invited to review the use of such contracts and make proposals for alternative procurement routes if these can be demonstrated to provide greater value for money for the Buyer; and
 - 1.5.5. Be alert and provide the benefits of working together to the Buyer. The Supplier shall also provide the most advantageous options in relation to the deployment of Supplier Staff in order to deliver the required Services in the most efficient, cost effective and sensible manner.
- 1.6. The Supplier shall work collaboratively with the Buyer when establishing their operational Delivery plan and shall focus on the use of technology, data and analytics to develop maintain and maximise the workplace experience and value-for-money for the Buyer. These Continuous Improvement initiatives shall include:
- 1.6.1. Use of intelligent software to monitor working conditions (e.g. lighting levels, office temperatures);
 - 1.6.2. Use of intelligent systems to aid with the Delivery of smarter cleaning, energy usage and maintenance solutions;
 - 1.6.3. More effective use of existing software and systems (e.g. BMS, sensor technology and CAFM systems);
 - 1.6.4. Use of new technology, to include CCTV, movement sensors, drones and robotic solutions, to support the Delivery of Services where appropriate; and
 - 1.6.5. Use of automated room booking systems and technology to maximise efficient use of facilities at the Buyer Premises and to monitor space utilisation.
- 1.7. The Supplier shall ensure that all opportunities identified that have the potential to deliver performance, economic and social value improvements are presented to the Buyer for consideration.
- 1.8. The Supplier shall ensure that the initiatives agreed with the Buyer are:
- 1.8.1. Captured within the service delivery plan (SDP), as defined within Annex A – FM Service Standards;
 - 1.8.2. Recorded within the Supplier's CAFM system; and
 - 1.8.3. Reported upon as part of the agreed Contract-reporting regime.

2. Service A2 - Health and Safety

- 2.1. The following Standards apply to this Service - SA2.
- 2.2. The Supplier shall prepare and as appropriate, revise a written safety policy statement. The Supplier Managing Director or appropriate senior manager must sign this safety policy.
- 2.3. The Supplier shall ensure:

- 2.3.1. Their safety policy statement aligns with the requirements of the Buyer;
 - 2.3.2. They have suitable organisation and arrangements in place to implement their safety policy throughout the Contract Period; and
 - 2.3.3. Their COVID-19 safety policy aligns with all regulations and any Public Health England (PHE) and Department of Health and Social Care (DHSC) guidelines for COVID19-secure workplaces, in addition to any further measures set out in the Health and safety Executive guidelines and/or agreed with the Authority. The Supplier shall recognise the regulations may vary between regions and across Devolved Administrations. The Supplier shall ensure that where required, they adopt and comply with any applicable regulations as appropriate wherever necessary;
 - 2.3.4. The safety policy and safety management plan and COVID-19 safety plan shall be readily available and accessible to all their employees and anyone, including the Buyer, who may require sight of it;
 - 2.3.5. Details of their Safety Management plan and COVID-19 safety plan shall be reviewed and revised accordingly to take account of legislation and other factors that may affect its effectiveness; and
 - 2.3.6. They have appropriate number of first aid and CPR trained Personnel deployed to successfully meet their own and the Buyer's H&S requirements in accordance with the Health and Safety (First Aid Regulations) 1981.
- 2.4. If required, the Supplier shall provide a professional advice service on all matters relating to the Health and Safety at Work Act 1974 and any subsequent re-enactments.
 - 2.5. If required, the Supplier shall provide a professional advice service on all matters relating to COVID-19 infection control, including health surveillance, reporting and welfare measures;
 - 2.6. The Services may be requested by mutual agreement between the Buyer and the Supplier and shall be limited to the Buyer Premises and FM issues.
 - 2.7. The Supplier shall notify the Buyer in writing of any potential implications of not implementing the recommendations of any advice given in relation to health and safety and / or infection control policies.
 - 2.8. The Supplier shall provide a single point of contact for professional advice pertaining to health and safety and infection control matters as they relate to the Delivery of the Services and management at each Buyer Premises.
 - 2.9. The Supplier is required to provide a health and safety expert who is either a member of the Institution of Occupational Safety and Health (IOSH) or hold an equivalent qualification that is issued by a recognised organisation. Details of the professional qualifications and accreditation required will be defined in the Call-Off Procedure.
 - 2.10. The Supplier shall be responsible for recording and investigating all accidents, incidents, dangerous occurrences and near misses involving their staff, to include Subcontracted third party staff delivering FM Services on their behalf, and shall issue a written report, which shall include recommendations to prevent any repeat to the Buyer.
 - 2.11. The Supplier shall be responsible for ensuring that all RIDDOR related incidents are reported in accordance with HSE legislation. The Supplier shall be responsible for ensuring that the Buyer is notified immediately in writing.

3. Service A3 - Management Services

- 3.1. The following Standards apply to this Service - SA3.
- 3.2. The Supplier shall:

- 3.2.1. Be responsible for ensuring a change management plan is in place which shall be developed and agreed with the Buyer at the Contract Mobilisation Period;
- 3.2.2. Ensure that they have processes in place to attract, recruit and retain appropriately skilled and experienced Supplier Staff for the duration of the Call-Off Contract. The Supplier Staff shall be security cleared to SC level unless the Buyer specifies otherwise in the Call-Off Procedure. Details of the professional qualifications and accreditation required will be defined in the Call-Off Procedure.
- 3.2.3. Develop and maintain appropriate management and staffing levels for the supply of the Services as documented in the SDP within the FM Service Standards;
- 3.2.4. Develop and maintain appropriate working practices, policies, procedures and methods to ensure that the Services are supplied in accordance with Annex A - FM Service Standards. The Supplier shall follow such FM Standards at all times;
- 3.2.5. Review all method statements and risk assessments from Sub-Contractors prior to the start of any FM related activities to ensure:
 - 3.2.5.1. The works processes and control measures are compliant with all health and safety and Buyer requirements; and
 - 3.2.5.2. All Supplier appointed Sub-Contractors Staff engaged in the work possess the relevant skills, qualifications and accreditations to undertake the works.
- 3.2.6. Comply with all of the Buyer's procedures and Security Policies and act upon the instructions of the Buyer should there be a change in the threat assessment and response level (response level has the meaning given to it at SL10 of Annex A - FM Service Standards of this Framework Schedule 1 (Specification) associated with the Buyer Premises. Further details of the security requirements will be provided in the Call-Off Procedure;
- 3.2.7. Ensure that all staff adopt and follow all security contingency plans as directed by the Buyer in the event of a security alert or incident;
- 3.2.8. Be responsible for ensuring all Supplier Staff are provided with the necessary training in relation to their responsibilities and activities when changes in security status occur;
- 3.2.9. Be aware that the of these enhanced measures may require all Supplier, Subcontractor and supply chain staff to vacate Buyer Premises as directed by the Buyer;
- 3.2.10. Ensure that Supplier Staff and Subcontractors requiring access to the Buyer's Premises have the appropriate security clearance. It is the Supplier's responsibility to establish whether the level of clearance will be sufficient for access;
- 3.2.11. Unless prior Approval has been received from the Buyer, the Supplier shall be responsible for meeting the costs associated with security clearances for Supplier Staff and Subcontractors;
- 3.2.12. Unless prior Approval has been received from the Buyer the Supplier shall be responsible for the provision of security cleared escort Services and shall meet all associated costs as required for works undertaken by the Supplier on in-scope Services; and
- 3.2.13. Recognise that some of the Buyer's data is protectively marked and may contain potentially sensitive information and shall ensure that management systems are in place to maintain the security of the Buyer's data. Further information will be provided in the Call-Off Procedure.

- 3.3. The Suppliers staff, to include all sub-contracted and supply chain staff, shall cooperate with and assist the Buyer with the implementation of all enhanced security related measures required in the event that enhanced security measures be required in response to increased threat assessment and / or level of alert.
- 3.4. Where required, the Supplier shall provide, maintain and repair any furniture, furnishings, special fittings, office equipment and training equipment for Supplier Staff located at Buyer Premises as necessary to provide the Service. The Supplier shall also provide Supplier Staff with all consumables necessary to deliver the Service including but not limited to stationery.
- 3.5. The Supplier shall provide expert technical and professional advice to the Buyer upon request on issues related to the Services detailed within this Framework Schedule 1 (Specification). These shall include, where requested, advice on hybrid working and use of smart technology.

4. Service A4 - Service Delivery Plans (SDP)

- 4.1. The following Standards apply to this Service - SA4.
- 4.2. The Supplier shall prepare a SDP for each Buyer's requirements for Services in scope of the Call-Off Contract, describing its approach to providing the required Services. As a minimum, the buildings and Asset maintenance management SDP shall contain:
 - 4.2.1. Scope and Services objectives;
 - 4.2.2. Approach and methodology: Asset management method statement for meeting the Buyer's requirements, including treatment of any lifecycle / sinking funds (if applicable) and details regarding where such funds will reside, safeguards on early draw down and control of such funds;
 - 4.2.3. Contract Variation Procedures and additional work requests;
 - 4.2.4. Operational structure including key roles, Personnel and resource proposals;
 - 4.2.5. Carbon net zero strategy, to include but not be limited to initial assessment of Buyer Premises, development of action plan to reduce greenhouse emissions, performance measurement and reporting regimes and investment plans / opportunities;
 - 4.2.6. Planned Preventative Maintenance and Asset lifecycle replacement schedule and Delivery methodology;
 - 4.2.7. Quality policy / quality statement;
 - 4.2.8. Third party Suppliers / partners;
 - 4.2.9. Balanced scorecard;
 - 4.2.10. Procurement of Services;
 - 4.2.11. Procurement of materials taking account of embodied carbon and recycled content;
 - 4.2.12. Management of energy use including lighting;
 - 4.2.13. Planned Preventative Maintenance (PPM) methodology / SFG20 methodology / schedules; including Uniclass and NRM classifications for interoperability;
 - 4.2.14. Computerised Asset management system;
 - 4.2.15. A single common data environment are for hosting building information models and any associated current state and achieved geometry in line with PAS1192:3;
 - 4.2.16. Building management system;

- 4.2.17. Routine maintenance;
- 4.2.18. Formulation of the PPM programme;
- 4.2.19. Maintenance management, recording and reporting;
- 4.2.20. Critical spares management;
- 4.2.21. Inspections;
- 4.2.22. Conservation and sustainability;
- 4.2.23. Maintenance and renewal;
- 4.2.24. Management arrangements;
- 4.2.25. Compliance management arrangements;
- 4.2.26. Performance management arrangements;
- 4.2.27. Social Value performance and reporting plan;
- 4.2.28. Quality management;
- 4.2.29. Complaints management processes;
- 4.2.30. Operational liaison;
- 4.2.31. Reactive maintenance Service; and
- 4.2.32. Reactive vandalism maintenance Service.

5. Service A5 - Fire Safety

- 5.1. The following Standards apply to this Service - SA5.
- 5.2. Where requested to do so, the Supplier shall provide a professional advice service on all matters relating to the Regulatory Reform (Fire Safety) Order 2005 for each Buyer Premises. The cost of this service shall be included in the Charges.
- 5.3. The Buyer may require fire precautions. This will be at an additional cost to the Buyer.

6. - Service A6 - Accessibility Services

- 6.1. The following Standards apply to this Service - SA6.
- 6.2. The Supplier shall:
 - 6.2.1. Provide advice relating to the Equality Act 2010 including health and safety matters;
 - 6.2.2. Manage the procurement of specialist furniture and equipment (not IT equipment);
 - 6.2.3. Ensure continuous interactions with the Buyer's staff and stakeholders, including any Disability Advisor and the Occupational Health and Safety representatives;
 - 6.2.4. Provide advice on further special needs issues including technical problem-solving regarding access and signage;
 - 6.2.5. Provide advice on health and safety matters as they relate to those with accessibility needs. The Supplier shall also take a pro-active approach and advise the Buyer of any investment that shall be made to improve the Buyer Premises. This includes access and egress for use of those with disabilities and to comply with the Equality Act 2010;

- 6.2.6. Manage the supply of furniture for those with accessibility needs, including orthopaedic chairs. Where the Buyer requires the Supplier to supply these furniture items they shall be managed via the Billable Works and Projects process; and
- 6.2.7. Provide advice relating to the Equality Act 2010 including health and safety matters.

7. Service A7 - Risk Management

- 7.1. The following Standards apply to this Service - SA7.
- 7.2. The Supplier shall be responsible for the development of Contract specific risk register, which shall be reviewed, updated and issued to the Buyer (annually). Where new and/or significant risks are identified which have the potential to impact on the Buyer's business operation, service provision and / or performance standards, the Supplier shall be responsible for informing the Buyer of these risks within [24 hours] of their discovery.
- 7.3. Where required and in conjunction with the Buyer, the Supplier shall construct a risk register for each Buyer Premises listed within the Call-Off Contract data. The Supplier shall have sole responsibility for the drafting and updating of the risk register.
- 7.4. The Supplier shall be required to operate business unit specific risk management systems including the drafting and updating of such systems.

8. Service A8 – Customer Satisfaction

- 8.1. The following Standards apply to this Service - SA8.
- 8.2. The Supplier shall ensure that:
- 8.2.1. They have processes in place to provide a proactive and responsive customer service, managing customer satisfaction to the agreed levels throughout the duration of the Framework Contract Period;
- 8.2.2. They have processes in place for managing customer satisfaction, ensuring satisfactory customer service is provided to the Buyer, building users, occupants of Buyer housing, users of training facilities, all stakeholders and customers at all times;
- 8.2.3. Their customer satisfaction processes align with the Buyer's quality management system (QMS) where appropriate. Further information will be provided in the Call-Off Procedure; and
- 8.2.4. They administer the formal process for handling service failures, complaints and works Recall as set out in Appendix 2 – Complaints, Failure and Recall Process.
- 8.3. The Supplier shall conduct [Monthly] customer satisfaction surveys as part of their ongoing commitment to Continuous Improvement and performance management (in addition to ensuring value for money).
- 8.4. The Supplier's SDPs shall contain details of the proposed methodology for carrying out the customer satisfaction surveys including:
- 8.4.1. Survey method / medium (online, paper based etc.);
- 8.4.2. Approach to maximising synergies with Buyer's in-house or external performance measurement / customer experience processes, systems and Suppliers;
- 8.4.3. Approach to maximising survey responses;
- 8.4.4. Sample / draft questionnaire; and

- 8.4.5. Approach to the analysis of results.
- 8.5. Where the customer satisfaction survey results are of a score less than the agreed satisfaction level (satisfaction level to be agreed by the Buyer in the Call-Off Procedure), the Supplier shall:
 - 8.5.1. Investigate the cause of the dissatisfaction;
 - 8.5.2. Produce an action plan to address the root cause of customer dissatisfaction; and
 - 8.5.3. Where appropriate, carry out further investigations to establish whether the cause of the dissatisfaction has been resolved.
- 8.6. The Supplier will ensure a collaborative approach is maintained with the Buyer and any Buyer appointed third-party Suppliers (e.g. IT provider) to ensure employee satisfaction scores are maintained at the required satisfaction levels. Further details of these requirements will be highlighted in the Call-Off Procedure.

9. Service A9 – Reporting

- 9.1. The following Standards apply to this Service - SA9.
- 9.2. The Supplier shall ensure that:
 - 9.2.1. All data used to generate reports is held within or is accessible by the CAFM system;
 - 9.2.2. They deliver a dynamic reporting capability to the Buyer via electronic interface accessible via portal and web browser facility;
 - 9.2.3. The format, standard and frequency of reporting is developed and agreed with the Buyer and Delivered in accordance with their requirements; and
 - 9.2.4. The information required to report against its agreed KPIs is contained within the CAFM system and maintained accurately at all times.
- 9.3. The Supplier shall provide a broad and comprehensive reporting solution under the following categories:
 - 9.3.1. Industry-standard FM reports; and
 - 9.3.2. Performance measurement and statistical reporting.
- 9.4. The Supplier shall provide reports relating to the performance of the Supplier and statistical information relating to the Services being provided which shall be included in the Charges. These shall include but not be limited to:
 - 9.4.1. Reportable incidents;
 - 9.4.2. Real time reporting;
 - 9.4.3. Expert analysis reports;
 - 9.4.4. Ad hoc reporting requirements;
 - 9.4.5. Self-service reporting capability;

- 9.4.6. Performance measurement and reporting;
- 9.4.7. Risk management;
- 9.4.8. Buyer Premises related drawings; and
- 9.4.9. Framework MI reporting.

Reportable incidents

- 9.5. The Supplier shall inform the Buyer via the helpdesk service each time reportable incidents occur. These shall be recorded on the CAFM system and shall include:
 - 9.5.1. Health and safety accidents and incidents, to include HSE RIDDOR reports;
 - 9.5.2. Pollution and contamination incidents;
 - 9.5.3. Statutory compliance failures;
 - 9.5.4. Asset and system failures, which may affect business continuity;
 - 9.5.5. Physical and document security breaches;
 - 9.5.6. Service failures;
 - 9.5.7. Instances of wilful damage or vandalism;
 - 9.5.8. Issues with the potential to disrupt energy and utility provision;
 - 9.5.9. Staff disciplinary issues where associated with personal integrity which may have the potential to damage the reputation of the Buyer; and
 - 9.5.10. Complaints.
 - 9.5.11. Further information on the reporting requirements will be provided in the Call-Off Procedure.

Real Time Reporting

- 9.6. The Supplier shall inform the Buyer directly and log details via the CAFM system each time reportable incidents occur. These shall include but not be limited to:
 - 9.6.1. Complaints;
 - 9.6.2. Health and safety accident reporting / RIDDOR reports;
 - 9.6.3. Environmental incidents;
 - 9.6.4. Health and safety hazards (e.g. asbestos risks, legionella risks);
 - 9.6.5. Security breaches; and
 - 9.6.6. Instances of accidental damage caused by the Supplier Staff.
 - 9.6.7. Further information on the reporting requirements will be provided in the Call-Off Procedure.

Expert Analysis Reports

- 9.7. The Supplier shall compile and analyse a suite of specific reports, which is to be agreed with the Buyer during the Mobilisation Period where applicable. These reports shall include but not be limited to:
- 9.7.1. The Buyer's performance measurement and management of the Services;
 - 9.7.2. The Buyer's performance measurement and management of the Carbon Net Zero performance;
 - 9.7.3. The Buyer's performance measurement regarding waste, to include statistics on waste diversion and waste recycling rates;
 - 9.7.4. The Buyer's performance measurement regarding tenants (to include accommodation quality status, vacant accommodation availability and occupation levels);
 - 9.7.5. The Buyer's performance measurement and management of the Employee Customer Satisfaction Survey;
 - 9.7.6. The Buyer's statutory compliance performance reporting processes and reporting regimes; and
 - 9.7.7. The Supplier shall interpret the reports and provide a written commentary of its expert analysis, as specified by the Buyer.

Ad Hoc Reporting Requirements

- 9.8. The Buyer may request the Supplier to create and generate ad hoc reports on its behalf.
- 9.9. Where necessary and agreed, the Supplier shall provide the reports with expert commentary, as specified by the Buyer. Any associated costs for these ad hoc reports will be managed via Call-Off Schedule 25 - Billable Works and Projects.
- 9.10. The Buyer is answerable to Parliament and, on occasion, is required to respond to parliamentary questions regarding the Buyer's Buyer Premises on an urgent basis. The Supplier shall comply with any such reasonable request in the event information is required under these circumstances.

Self-Service Reporting Capability

- 9.11. The Supplier shall provide the Buyer with the ability to modify existing reports, or design and store user-specific reports on an ad hoc basis, as specified by the Buyer. Costs for these Services shall be included in the Charges.

Supplier Contractual Performance Measurement and Reporting

- 9.12. The Supplier shall report on its own performance against the agreed KPIs and other measures reasonably requested by the Buyer. These reports shall include summaries at region, establishment, business and Service level, as appropriate, for the following:
- 9.12.1. Achievement against KPI agreements;
 - 9.12.2. Achievement against social value initiatives;
 - 9.12.3. Achievement against carbon net zero initiatives;
 - 9.12.4. Reasons for failure to meet any KPI agreements;
 - 9.12.5. Performance failures accruing because of failure to meet KPI agreements;
 - 9.12.6. Levels of statutory compliance;

- 9.12.7. Performance against sustainability plan;
- 9.12.8. Details of performance against Planned Preventative Maintenance activities, including reactive works generated from Planned Preventative Maintenance activities;
- 9.12.9. Details of Assets or systems taken out-of-service for health and safety or operational reasons;
- 9.12.10. Details of recommendations generated from Planned Preventative Maintenance works;
- 9.12.11. Reasons for failure to complete planned statutory and mandatory inspections / tasks;
- 9.12.12. Progress / status of work Orders;
- 9.12.13. Waste volumes, including waste diversion reports and recycling volumes; 9.12.14. Achievement against the Delivery of statutory testing and inspections;
- 9.12.15. SME contractual performance (i.e. number of SMEs engagement sessions held, number appointed and value of cost of deliverables undertaken by appointed SMEs); and
- 9.12.16. Details of progress against Buyer agreed action plans for the following Month, which will be reviewed to check progress and track actions carried out to completion. The Buyer shall not unreasonably withhold or delay agreement of these action plans with the Supplier.

Calculation of Supplier Performance Results against Annex E - Service Delivery Response Times, and the KPI Agreements in the Supplier Performance Mechanism

9.13. For performance measurement and reporting, the Supplier shall report against its performance by undertaking the following actions:

- 9.13.1. Inputting performance data relating to its operational KPIs into the CAFM system.
- 9.13.2. Collating the data required to calculate its performance against the obligations in the Supplier performance mechanism; and
- 9.13.3. Measuring its performance each Month against each of their KPIs and calculate payment mechanism scores in accordance with its Supplier performance mechanism;

Reporting Supplier Performance Data and Associated Information

- 9.14. During the Mobilisation Period, the Supplier shall provide a report for the Buyer on a Monthly basis. The format will be specified by the Buyer and agreed with the Supplier;
- 9.15. The Supplier shall provide a quarterly report to the Buyer detailing the performance scores and associated Deductions calculated; and
- 9.16. The Supplier shall provide a reconciliation report to the Buyer within seven (7) calendar days following the end of each quarter.
- 9.17. For statistical information reporting, the Supplier shall provide Monthly comprehensive Management Information statistics and trend analysis in relation to all aspects of the Services including:
 - 9.17.1. Inbound volume, by type and region;
 - 9.17.2. Completed Service requests, by inbound channel;
 - 9.17.3. Average and maximum call waiting times;
 - 9.17.4. Average inbound call duration;

- 9.17.5. Volume of duplicate Service requests;
- 9.17.6. Total outbound calls;
- 9.17.7. Benchmarking; and
- 9.17.8. Volume of requests originated by the Supplier.

9.18. The Supplier shall provide the Buyer with any required reports, written information or statistical information in relation to the Services against all data held within the CAFM system. This will be in response to reasonable ad hoc requests from the Buyer. The costs for this service shall be included in the Charges.

Risk Management

- 9.19. The Supplier shall provide comprehensive Monthly updates in relation to their contractual risk register. These shall include but not be limited to:
- 9.19.1. Progress against known and existing risks;
 - 9.19.2. Risk mitigation activities; and
 - 9.19.3. Newly identified risks.

Framework MI Reporting

- 9.20. The Supplier shall report on its own performance with the Authority and shall ensure the Management Information (MI) required by the Authority is produced in the required formats and is submitted by the agreed deadlines in accordance with the requirements outlined within Framework Schedule 4 Framework Management. The MI reporting shall include the following:
- 9.20.1. Modern slavery;
 - 9.20.2. Carbon net zero;
 - 9.20.3. Social value - Apprenticeships;
 - 9.20.4. Social value – Progress against agreed Action Plans;
 - 9.20.5. Social value - Workforce Diversity and Inclusion;
 - 9.20.6. Social value - SMEs and VCSEs; and
 - 9.20.7. Prompt payment compliance and performance.
- 9.21. The Supplier shall ensure they remain fully compliant with all MI reporting requirements and shall commit to maintain full compliance as the Authority develops enhanced reporting regimes throughout the lifetime of this Framework Contract.

Drawings

- 9.22. The Supplier shall:

- 9.22.1. Review existing Buyer drawings within the Mobilisation Period; and;
 - 9.22.2. Produce a report containing recommendations and budget costs for the update and reconciliation of all Buyer Premises drawings with the aim of bringing them up to date where practicable and to enable them to be issued to the Buyer to meet Buyer reporting requirements.
- 9.23. Further details of this requirement will be provided by the Buyer in the Call-Off Procedure.
- 9.24. The costs for this service shall be managed via the Billable Works and Projects process.

10. Service A10 – Performance Self-Monitoring

- 10.1. The following Standards apply to this Service - SA10.
- 10.2. The Supplier is required to undertake a performance self-monitoring regime, which is to be agreed with the Buyer. This shall be inclusive of all Services Delivered by third party Suppliers and partners.
- 10.3. Within the performance self-monitoring regime, the Supplier is required to:
 - 10.3.1. Operate procedures and systems to record information in support of performance monitoring and to enable regular robust performance reporting;
 - 10.3.2. Monitor the performance of the Services via a programme of internal and external audits and inspections and trend analysis of recorded data in the CAFM system and produce Monthly performance reports for the Buyer; and
 - 10.3.3. Maintain a Management Information System (MIS) to analyse information on the performance of each required Service. It shall be capable of reporting performance against defined performance requirements.
- 10.4. The MIS system, utilised by the Supplier, shall be capable of monitoring performance of Services, notwithstanding any changes in work practices, technology and agreed performance Standards at all times.
- 10.5. The Supplier shall be responsible for maintaining the MIS software and systems and shall ensure they use the latest software releases to maximise the benefits of new technology.
- 10.6. The Supplier shall work with the Buyer and support their internal management processes. The Supplier's self-monitoring regime shall recognise these processes and capture feedback from Buyer audits and inspections, to include independent audits scheduled by the Buyer. The Supplier shall be responsible for taking appropriate action to Deliver agreed outcomes to identified issues and failures.

11. Service A11 - Business Continuity and Disaster Recovery (BCDR) Plan

- 11.1. The following Standards apply to this Service - SA11.
- 11.2. In accordance with Call-Off Schedule 8 - Business Continuity and Disaster Recovery, the Supplier shall have a BCDR plan to Deliver the Services at each Buyer Premises throughout the duration of the Call-Off Contract.
- 11.3. The Supplier shall:

- 11.3.1. Notify the Buyer as soon as it becomes aware of a Business Critical Event or a likely Business Critical Event. The Supplier shall collaborate with the Buyer to ensure that the BCDR Plan interfaces seamlessly to support the Buyer's business;
 - 11.3.2. Liaise with the Buyer to ensure that appropriate communication lines are maintained;
 - 11.3.3. Ensure that its BCDR Plan addresses the loss of or disruption to all energy supplies and shall ensure that these have been reviewed and Tested to a programme agreed with the Buyer. The Supplier shall coordinate the BCDR Plan with the Buyer and utilities providers;
 - 11.3.4. Ensure its BCDR Plan is executed as planned with due expediency following the loss of one or more energy supplies. The Supplier shall inform the Buyer of all scheduled interruptions to any energy supply if it may affect the Buyer's operations; and
 - 11.3.5. Provide its BCDR Plan within thirty (30) Working Days (or as otherwise agreed by the Buyer during the Mobilisation Period) following the Call-Off Start Date. The BCDR Plan shall be reviewed on a regular basis and as a minimum once every six (6) Months.
- 11.4. At the request of the Buyer, the Supplier shall assist in Testing the Buyer's BCDR Plan at intervals to be agreed by both Parties.
- 11.5. The Buyer may require the provision of professional advice in relation to its own BCDR Plan, including the safe evacuation of Buyer Premises during an emergency and the operation of emergency systems. This advice shall be of a practical nature and shall relate to the on-going provision of the Services at each Buyer Premises. The Supplier shall note that the acquisition and setting-up of immediate replacement accommodation shall not be required as part of this Service.
- 11.6. The Buyer's BCDR Plan is confidential and the Buyer will decide which information will be divulged to assist in the process. Any information divulged must be treated as confidential and shall not be issued to others without the written permission of the Buyer.

12. Service A12 – Quality Management Systems

- 12.1. The following Standards apply to this Service - SA12.
- 12.2. The Supplier shall have in place ISO 9001, ISO 14001, ISO 27001 (lots 1c, 2c & 3c only) and Cyber Essentials accreditation.
- 12.3. The Supplier shall maintain such accreditation throughout the Framework Initial Period.
- 12.4. The Supplier shall provide the Authority with evidence of its ISO and Cyber Essentials accreditations upon request at any time during the Framework Initial Period.
- 12.5. The Supplier shall implement the required quality management plans in accordance with the ISO and Cyber Essential Accreditation, which shall include a proposed methodology to align with and support the Buyer's existing ISO accreditations and its related systems and for delivering Continuous Improvement.
- 12.6. The Supplier shall be responsible for undertaking an annual review of their management systems with the Buyer to ensure compliance with all relevant ISO Accreditations to ensure the management systems continue to be suitable, adequate and effective.
- 12.7. The Supplier shall develop and agree their ISO quality Audit programme with the Buyer during Contract Mobilisation Period, in accordance with Call-Off Schedule 13 - Mobilisation Plan and Testing. The programme shall show registration body inspection visits, Buyer audits, internal Supplier assessor visits and audits Delivered by independent bodies.
- 12.8. Where requested by the Buyer the Suppliers quality management systems shall be accredited by the UK Accreditation Service (UKAS). Further details of the requirement will be provided in the Call-Off Procedure.

13. Service A13 – Staff Management, Recruitment and Training

- 13.1. The following Standards apply to this Service - SA13.
- 13.2. The Supplier shall attract, recruit and retain staff to deliver the required Services and any future expansion of the required Services.
- 13.3. The Supplier shall recognise that the Public Sector in the UK is committed to the Delivery of high quality public Services, and recognises that this is critically dependent on the provision of excellent management and leadership skills and a workforce that is well rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, are diverse and is engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.
- 13.4. The Supplier shall recognise that Public bodies in the UK have in place, are developing and / or adopting fair work practices, which include:
 - 13.4.1. A fair and equal 'pay policy' that includes a commitment to supporting the living wage, including, for example being a 'living wage accredited employer. Where this is required by the Buyer, details will be provided by the Buyer in the Call-Off Procedure;
 - 13.4.2. Clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to 'Modern Apprenticeships' and the development of the UK's young workforce;
 - 13.4.3. Promoting equality of opportunity and developing a workforce, which reflects the population of the UK in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability;
 - 13.4.4. Supporting learning and development; stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use of zero hours contracts;
 - 13.4.5. Flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance;
 - 13.4.6. Support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice; and
 - 13.4.7. Effective equality, inclusion and diversity policies and procedures.
- 13.5. In order to ensure the highest Standards of service quality in this Contract the public bodies in the UK expect Suppliers to take a similarly positive approach to fair work practices as part of a fair and equitable employment and reward package.
- 13.6. The Supplier shall ensure that all Supplier Staff employed on the Contract receive appropriate induction, refresher and awareness training to ensure the successful and safe Delivery of the Services. These shall include but not be limited to:
 - 13.6.1. Health and safety (Safe System of Work) awareness;
 - 13.6.2. First Aid and accident reporting;
 - 13.6.3. COVID-19 health reporting and infection control related training;
 - 13.6.4. Customer care;
 - 13.6.5. SDP awareness;
 - 13.6.6. Quality management plan awareness;
 - 13.6.7. Fraud and bribery awareness;

- 13.6.8. Waste management (e.g. waste hierarchies);
- 13.6.9. Environmental and sustainability awareness;
- 13.6.10. Equality, diversity and inclusion policies; and
- 13.6.11. Mental health awareness.

13.7. Further details will be provided by the Buyer in the Call-Off Procedure.

13.8. The Supplier shall develop and maintain a training register for all staff employed on the Contract and be responsible for maintaining appropriate staff records and training records for all Supplier Staff.

13.9. The Supplier shall be responsible for the provision of training and refresher training to Buyer Staff including:

- 13.9.1. Use of CAFM and associated IT systems;
- 13.9.2. Business processes;
- 13.9.3. Health and safety;
- 13.9.4. Use of fire-alarm testing and emergency systems; and
- 13.9.5. Site Induction training.

13.10. The Buyer may require the Supplier to deliver bespoke training Services to Buyer Staff. Further details of any bespoke training requirements will be provided in the Call-Off Procedure and costs shall be managed via Call-Off Schedule 25 – Billable Works and Projects.

13.11. The Supplier shall be responsible for maintaining records of any training provided to the Buyer's Staff.

13.12. The Supplier shall work collaboratively with the Buyer by employing the Buyer's staff on a secondment basis to assist their personal development by:

- 13.12.1. Gaining hands on work experience;
- 13.12.2. Receiving training;
- 13.12.3. Gaining professional qualifications; and
- 13.12.4. Gaining experience of work in the private sector.

13.13. Details of requirements will be defined by the Buyer in the Call-Off Procedure.

13.14. The Supplier shall ensure that all Supplier Staff provide evidence of their right to work in the United Kingdom in line with the Immigration, Asylum and Nationality Act 2006. The cost of obtaining any such evidence shall be the responsibility of the Supplier.

13.15. Any Supplier Staff who are employed in areas where they may have contact with children or vulnerable adults must be in receipt of an enhanced level disclosure or barring check in accordance with current legislation and guidance.

13.16. Any Supplier Staff who has not received the clearance required by the Buyer, and who are required to be at the Buyer Premises must be accompanied and supervised at all times by an individual who has the appropriate level of clearance.

- 13.17. The Supplier shall provide an induction programme for all Staff and for any relevant Buyer Staff, and participate in any relevant Buyer induction programme.
- 13.18. The Supplier shall investigate where more than one (1) substantiated complaint is made against any individual member of its Staff within any Month. The Supplier shall take appropriate action to mitigate future reoccurrence and include the complaint and action taken in the Monthly performance reports as required through the Call-Off Contract with the Buyer.
- 13.19. Supplier Staff shall be suitably presented and wearing all required uniforms and/or appropriate work wear at all times (in line with the defined Standards). The Supplier shall be responsible for the provision of all equipment, work wear, uniforms and PPE for their Personnel for use on the Contract.
- 13.20. Where required by the Buyer, the Supplier shall provide uniforms for Buyer personnel (e.g. In-house security staff). Further details of these requirements will be provide in the Call-Off Procedure.

14. Service A14 - Selection and Management of Subcontractors

- 14.1. The following Standards apply to this Service - SA14.
- 14.2. The Supplier is required to actively manage all aspects of Subcontractor involvement in the Call-Off Contract to ensure that all Services received reflect that required under the Call-Off Contract, and specifically that which is paid for. Key aspects of the role include the Services set out below:
 - 14.2.1. Protecting the Buyer's agreed contractual position and ensuring that the agreed allocation of risk is maintained and that value for money is Achieved from the Call-Off Contract;
 - 14.2.2. Ensuring that all Subcontractors operate a Safe System of Work and that all activities at the Buyer Premises are Delivered in compliance with the Supplier's health and safety policy statement and Management Plan;
 - 14.2.3. Performance monitoring against agreed KPIs;
 - 14.2.4. Benchmarking and market testing of Services against the provision from other Service providers;
 - 14.2.5. Problem solving and Dispute (prevention and) resolution where issues exist;
 - 14.2.6. Auditing and inspecting the Subcontractors' work, ensuring that they comply with the contractual requirements on quality, health and safety, environmental and legislative requirements;
 - 14.2.7. Establish and maintain appropriate records and information management systems to record and manage the performance of the Subcontractors;
 - 14.2.8. Receiving, checking and authorising invoices for payment for additional Services; and
 - 14.2.9. Monitoring Subcontractors' approach to rectifying defects.
- 14.3. The Supplier shall take all reasonable steps to engage SMEs and local supply chain partners as Subcontractors to strengthen regional supply chain resilience and reduce the impact of the Services on the environment.
- 14.4. The Supplier shall report to the Buyer on the number engagements held with SMEs and the number of any appointed as Subcontractors within its normal reporting procedures.

15. Service A15 - Compliance:

- 15.1. The following Standards apply to this Service - SA15.
- 15.2. The Supplier shall be responsible for ensuring that all Buyer Premises remain safe and secure environments for all Buyer staff, including visitors / members of the Public, and Supplier Staff.
- 15.3. The Supplier shall be responsible for developing and implementing a Compliance Management System that will ensure regulatory compliance is Delivered and maintained at all times across all Buyer Premises for all in-scope Services. The Compliance Management System shall incorporate the Delivery of a Contract specific Compliance Management Plan across all Buyer Premises.
- 15.4. Areas of compliance include but are not limited to:
 - 15.4.1. Statutory laws;
 - 15.4.2. Regulatory laws;
 - 15.4.3. National and International Standards;
 - 15.4.4. Approved Codes of Practice (ACOPs);
 - 15.4.5. HSE guidance notes;
 - 15.4.6. Manufacturer's Instructions;
 - 15.4.7. UK HM Government policies (including Devolved Administrations);
 - 15.4.8. Sector specific requirements (e.g. Health Technical Memorandums);
 - 15.4.9. Lease requirements;
 - 15.4.10. Warranty requirements; and
 - 15.4.11. Buyer specific requirements.
- 15.5. The Supplier shall ensure that a planned programme of compliance activities are undertaken throughout the Call-Off Contract Period to ensure full compliance is achieved. These shall include but not be limited to:
 - 15.5.1. Service Delivery audits;
 - 15.5.2. Management audits;
 - 15.5.3. Subcontractor audits; and
 - 15.5.4. Independent / external audits.
- 15.6. The Supplier shall ensure that all compliance related activities are recorded within the SDP and are scheduled and recorded within the Supplier's CAFM system. . The SDP will be agreed with the Buyer during the Mobilisation Period. costs for these Services shall be included in the Charges
- 15.7. The Supplier shall ensure the Buyer has full access to all compliance related documentation upon request as and when required for the Buyer's internal audit processes.
- 15.8. The Supplier shall ensure that the Buyer approves the appointment of any independent auditors and inspection bodies prior to the commencement of any works at the Buyer Premises.

- 15.9. The Supplier shall allow the Buyer to attend third party surveillance visits by its registration body throughout the period of the Contract.
- 15.10. The Supplier shall ensure that the results of the audits and inspections are made available to the Buyer within four (4) weeks of completion of the Audit and shall be recorded on the Supplier's CAFM system.
- 15.11. The Supplier shall always and immediately upon discovery notify the Buyer when a Buyer Premise becomes non-compliant at any time and/or for any reason.
- 15.12. The Buyer has the right to appoint an independent third-party supplier to deliver an independent assessment of statutory compliance levels at Buyer Premises. The Supplier shall work with the Buyer and/or the independent third party supplier to discuss any findings and any subsequent recommendations upon completion of the assessment, including, where applicable, providing a Rectification Plan as per 10.4.3 of the Core Terms.
- 15.13. The Supplier shall ensure that their Compliance Management Plan is up-to-date and reflective of all re-enacted / new legislation and guidance to ensure regulatory compliance is not affected.
- 15.14. Where re-enacted / new legislation has the potential to impact on Services, the Supplier shall notify the Buyer immediately in writing, outlining their justification and impacts on the Services.
- 15.15. The Supplier shall provide assistance and information to the Buyer and be responsible for arranging access to any Supplier held documentation as required for any independent audits organised by the Buyer at the Buyer Premises upon request. These may include:
 - 15.15.1. National Audit Office;
 - 15.15.2. Specialist staff inspections including medical or logistics;
 - 15.15.3. Defence Internal Audit Office;
 - 15.15.4. Environmental Health inspection;
 - 15.15.5. Trading Standards inspection;
 - 15.15.6. All Statutory legislative inspections;
 - 15.15.7. Site inspections and compliance inspections and audits;
 - 15.15.8. Parliamentary enquiries and questions; and
 - 15.15.9. Freedom of information requests.
- 15.16. The Buyer may require Building Research Establishment Environmental Assessment Methodology (BREEAM) in-use or similar assessment of the building's performance to be carried out at agreed intervals. This Service shall be provided upon request; costs will be managed via the Billable Works and Projects process.
- 15.17. The Supplier shall maintain up-to-date, accurate metrics including cost and performance data within the Property Information Mapping Service (EPIMS) on its behalf where required by the Buyer. Where this is a requirement, costs will be managed via the Billable Works and Projects process. Further information relating to this requirement will be provided in the Call-Off Procedure.
- 15.18. The Supplier shall comply with the requirements of the Office for Government Property (OGP) FM Services standard and FM Asset data standard, as developed by the facilities management (FM) strategy programme team for inclusion into the Government Functional Standard GovS004 where required by the Buyer. Where this is a requirement, costs will be managed via the Billable Works and Projects process. Further information relating to this requirement will be provided in the Call-Off Procedure.

- 15.19. The Supplier shall maintain, update and develop Building Information Modelling (BIM) data where required by the Buyer. Where this is a requirement, costs will be managed via the Billable Works and Projects process. Further information relating to this requirement will be provided in the Call-Off Procedure.

16. Service A16 – Sustainability

- 16.1. The following Standards apply to this Service - SA16.
- 16.2. The Supplier shall have in place ISO 14001 accreditation and shall ensure:
- 16.2.1. That they maintain such accreditation throughout the Framework Initial Period;
 - 16.2.2. That they provide the Authority with evidence of its ISO 14001 accreditation upon request at any time during the Framework Initial Period;
 - 16.2.3. That they implement an environmental management plan in accordance with the ISO 14001 Accreditation, which shall include a proposed methodology to align with and support the Buyer's existing or planned ISO 14001 accreditation and its related systems and for delivering Continuous Improvement;
 - 16.2.4. That they undertake an annual review of their environmental management system with the Buyer to ensure compliance with ISO 14001 (or current edition) to ensure the management systems continue to be suitable, adequate and effective.
 - 16.2.5. That they develop and agree their environmental management plan with the Buyer during Contract Mobilisation Period, in accordance with Call-Off Schedule 13 - Mobilisation Plan and Testing. The programme shall show registration body inspection visits, Buyer audits, internal Supplier assessor visits and audits Delivered by independent bodies.
 - 16.2.6. That where requested by the Buyer, their environmental management system shall be accredited by the UK Accreditation Service (UKAS). Further details of the requirement will be provided in the Call-Off Procedure.

Sustainability Management Plan

- 16.3. The Supplier shall develop, maintain and implement a sustainability management plan in line with the Buyer's sustainability requirements.
- 16.4. The content, structure and format of the sustainability management plan shall be agreed between the Buyer and the Supplier.
- 16.5. The Supplier shall submit the sustainability plan for the Buyer's Approval within three (3) Months of the Call-Off Start Date.
- 16.6. The Supplier shall ensure that the sustainability management plan complies with GBS and all Buyer requirements to be defined in the Call-Off Procedure.
- 16.7. The sustainability management plan shall include the Supplier's approach to:
- 16.7.1. Energy management;
 - 16.7.2. Water, to include system infrastructure maintenance and wastewater management;

- 16.7.3. Waste prevention and management including waste Hierarchy and segregation;
 - 16.7.4. Recycling of waste paper;
 - 16.7.5. Reducing single use plastics in accordance with the Environmental Protection (plastic straws, cotton buds and stirrers) (England) Regulations 2020, related Regulations in place across Devolved Administrations and all future waste related regulations; and
 - 16.7.6. Minimising transport use.
- 16.8. The Supplier shall ensure that the sustainability management plan includes the Buyer's specialist management requirements, including:
- 16.8.1. Natural Environment;
 - 16.8.2. Nature Conservation Sites;
 - 16.8.3. Forestry Sites;
 - 16.8.4. Public access requirements;
 - 16.8.5. Environmental protection, including management of pollution spills, land contamination and groundwater levels;
 - 16.8.6. Historic environment; and
 - 16.8.7. HM Government historic estate.
- 16.9. Further details of the Buyer's specialist management requirements will be provided in the Call-Off Procedure.

Carbon Net Zero Plan

- 16.10. Where exemptions do not apply, the Supplier shall ensure compliance with the reporting requirements outlined within the Streamlined Energy and Carbon Reporting (SECR) framework.
- 16.11. The Supplier shall collaborate with the Buyer and develop, maintain and implement a carbon net zero strategy in line with the Buyer's carbon net zero requirements.
- 16.12. The content, structure and format of the carbon net zero management plan shall be agreed between the Buyer and the Supplier.
- 16.13. The Supplier shall submit the carbon net zero plan for the Buyer's Approval within three (3) Months of the Call-Off Start Date.

Buildings

- 16.14. The Supplier shall ensure that where they have a responsibility to deliver project works on behalf of the Supplier, all new buildings meet the BREEAM or equivalent schemes excellent standard, and that retrofits meet the very good standard.
- 16.15. The Supplier shall provide the availability of a professional BREEAM assessor service, provided by licensed BREEAM assessors on all matters relating to the BREEAM assessment of the Buyer Premises if required by the Buyer. This Service shall be upon request and by mutual agreement between the Buyer and the Supplier and be managed via the Call-Off Schedule 25 - Billable Works and Projects process. The scope of any advice provided shall include:
 - 16.15.1. Reduction in running costs;

- 16.15.2. Measurement and improvement of the performance of Buyer Premises;
- 16.15.3. Empowerment of staff;
- 16.15.4. Development of action plans; and
- 16.15.5. Reporting of performance.

16.16. The Supplier shall notify the Buyer in writing of the potential implications of not implementing the recommendations of any advice given.

Energy Management

16.17. The Supplier shall:

- 16.17.1. Take account of and comply with the Buyer's energy strategy and action plan and its targets under the Greening Government Commitments and any subsequent HM Government policy;
- 16.17.2. Work with the Buyer to meet external and internal targets for reducing energy consumption;
- 16.17.3. Ensure that all energy-consuming plant under its jurisdiction or control is maintained to operate at optimum efficiency and all fuels, gas, electricity are used economically, in accordance with any operational policies issued by the Buyer;
- 16.17.4. Support the Buyer's initiatives for energy-saving strategies including separate heating, lighting and ventilation strategies and co-operate with the Buyer in achieving agreed objectives; and
- 16.17.5. Monitor and record readings of liquid petroleum gas (LPG) and heating oil where present at a Buyer Premises and be responsible for reporting consumption figures [Monthly] via the CAFM system. The Supplier shall be responsible for advising the Buyer when additional supplies of LPG and / or heating oil are required to prevent any loss of service at a Buyer Premises.

Energy Efficiency Plans

16.18. The Supplier shall develop an energy efficiency plan with a tool to measure the energy efficiency of the Buyer Premises against the original energy efficiency predictions of the design if required by the Buyer.

16.19. The format and structure of the energy efficiency plan must be agreed with the Buyer at the Call-Off Start Date and shall include:

- 16.19.1. Design stage energy end use analysis;
- 16.19.2. Measurement and verification process which details sub-meters and the mechanisms for dealing with any loss of data, assumptions or interpolations made in the case of missing or incomplete data;
- 16.19.3. Initial baseline energy model;
- 16.19.4. Actions to be taken to reduce energy consumption and carbon emissions and ensure effective implementation, with clearly identified responsibilities of relevant parties;
- 16.19.5. Initial baseline energy model;
- 16.19.6. Actions to be taken to reduce energy consumption and carbon emissions and ensure effective implementation, with clearly identified responsibilities of relevant parties;

- 16.19.7. Final baseline energy model (produced at financial close of each year); and
- 16.19.8. Predicted energy use and associated carbon emissions for the Buyer Premises in a format similar to a Display Energy Certificate (DEC) rating (including regulated and unregulated emissions).
- 16.20. The Supplier shall develop the energy efficiency plan over the Call-Off Contract Period to utilise best practice tools for continuous benchmarking, measurement and verification, and reporting protocols including TM22 2012, Carbon Buzz and iSERVcmb.
- 16.21. The Supplier shall develop an energy efficiency plan with a tool to measure the energy efficiency of the Buyer Premises against the original energy efficiency predictions of the design if required by the Buyer.
- 16.22. The format and structure of the energy efficiency plan must be agreed with the Buyer at the Call-Off Start Date.

Energy Performance of Buildings (England & Wales) (Amendment) Regulations 2020

- 16.23. The Supplier shall ensure and agree with the Buyer that appliances and other energy-using products purchased for the Call-Off Contract meet the Default standard within Annex III of the Energy Efficiency Directive Article 6, unless the appliance or product is not:
 - 16.23.1. Cost-effective over the lifecycle of those products;
 - 16.23.2. Economically feasible to buy the product because of substantial additional upfront costs. This is a strict test and small additional upfront costs are not sufficient to allow a deviation from the Default;
 - 16.23.3. Technically suitable;
 - 16.23.4. Consistent with wider sustainability objectives; and/or
 - 16.23.5. Viable within the constraints of effective competition of purchasing equipment.

Water Management

- 16.24. The Supplier shall take account of and comply with the Buyer's water strategy and action plan and its targets and commitments under the Greening Government Commitments policy.
- 16.25. The Supplier shall be aware of and comply with existing and future water related statutory requirements and legislation put in place by any relevant Central HM Government Body. The Supplier shall take responsibility for the management of building water consumption and efficiency and to work with the Buyer to strive to meet external and internal targets for reducing water consumption.
- 16.26. The Supplier shall manage the Buyer's water management software if required by the Buyer in order to provide all reports and volumetric data relating to water. The Supplier shall:
 - 16.26.1. Analyse building water consumption and make recommendations to the Buyer on how to improve the efficiency and performance of buildings. This shall include all aspects of performance, for example installing water efficient technologies to enacting behavioural change; and

- 16.26.2. Keep a schedule of potential and recommended water efficiency projects that could be implemented given the required funding, including the value of reduced water use. This shall be kept up-to-date in order that the Buyer can quickly match new funds to a number of projects, should such funding become available.

Waste Prevention and Management

- 16.27. The Supplier shall take responsibility for waste management and work with the Buyer to strive to meet external and internal targets for the reduction of waste and to develop sustainable ways of achieving zero waste to landfill and Continuous Improvements as advances in technology arise.
- 16.28. The Supplier shall provide information to the Buyer on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable (if required by the Buyer). The Supplier shall assure that as much of the waste as possible will be recycled or used for energy recovery, rather than sent to landfill.

Waste Minimisation Plan

- 16.29. If required by the Buyer, the Supplier shall develop a waste minimisation plan to reduce product consumption by rethinking the need, redeploying, repairing, refurbishing, leasing and/or hiring Assets as appropriate using a formal mobile Asset management plan.
- 16.30. Where a catering Service is provided, the Supplier shall develop a food waste minimisation plan if required by the Buyer, in accordance with the best practice Standard of the food and catering GBS and with the Waste and Resources Action Programme's (WRAP) Hospitality and Food Service Agreement.

Waste Hierarchy and Waste Segregation

- 16.31. The Supplier shall collect and dispose of all of the waste in line with the Waste Hierarchy and best practice.
- 16.32. The following Waste Hierarchy shall apply:

- 16.32.1. Eliminate;
- 16.32.2. Reduce;
- 16.32.3. Re-use and repair;
- 16.32.4. Recycle or compost;
- 16.32.5. Recover (energy recovery); and
- 16.32.6. Dispose.

- 16.33. The Supplier shall provide a waste diversion report and Waste Recycling Report for the Month and cumulatively year-to-date.

Waste Transfer Notes/Certificates of Destruction

- 16.34. A full audit trail of waste management shall be maintained by the Supplier and waste handling must be compliant with the Environmental Agency guidelines.

16.35. The Supplier shall agree with the Buyer the process relating to the retention of certificates of destruction.

Waste Collection

16.36. The Supplier shall:

- 16.36.1. Ensure that waste carriers at the Buyer Premises remain authorised at all times and will ensure they renew their licences promptly. If at any time the waste carrier's licence or an environmental permit is withdrawn or revoked, the Supplier must inform the Buyer immediately and cease any further movement of waste until they become authorised again;
- 16.36.2. Ensure that transport carbon emissions are minimised by optimising collections and ensuring that transportation schedules are planned to reduce carbon emissions and/or through the use of well maintained, low emission vehicles and e.g. electric vehicles;
- 16.36.3. Ensure that all Supplier Staff responsible for collecting waste are trained and adhere to the Buyer's health and safety and environmental policies; and
- 16.36.4. Consider the potential for products to be re-deployed elsewhere. For example, when electrical and electronic products are no longer required and using the CCS reuse website for furniture.

16.37. If the products are to be disposed of, this shall be done through an authorised treatment operator with a focus on re-use, component recovery or material recovery in preference to recycling.

Recycling

16.38. The Supplier shall comply with the FM Service Standards in relation to recycling requirements unless otherwise specified by the Buyer.

Food and Catering Services

- 16.39. Suppliers providing food and catering Services to Central HM Government Bodies are required to comply with the mandatory requirements of the GBS for Food and Catering Services and are encouraged to meet the best practice criteria of the GBS for food and catering Services.
- 16.40. Suppliers providing food and catering Services to the wider public sector are strongly recommended to comply with the mandatory requirements of GBS.
- 16.41. Suppliers providing food and catering Services are required to comply with the aims of the Public Services (Social Value) Act 2012.
- 16.42. The Supplier may be required to report back to the Buyer on compliance and the provenance of food and food ingredients.

Duty of Care Documentation

16.43. Prior to any waste removals from the Buyer's custody a signed waste transfer note, season ticket or a hazardous waste consignment note must be prepared. The Supplier shall ensure that this Documentation is completed correctly and submit consignee's returns to the producer as required by the legislation.

16.44. It is recommended that the Supplier use the eDoc system.

Environmental Management:

Materials

16.45. The Supplier shall bring packaging waste in line with HM Government initiatives by:

- 16.45.1. Influencing packaging recovery and recycling rates, and so reduce the amount of packaging disposed into landfill; and
- 16.45.2. Influencing the amount of packaging actually used in the supply chain.

Timber

- 16.46. The Supplier shall procure all timber and timber products from responsible sources in accordance with the UK Government Timber Procurement Policy or be recycled. No timber shall be procured if it is protected by international agreements such as the Convention on International Trade in Endangered Species of Wild Flora and Fauna (CITES).
- 16.47. All timber and wood derived products must be compliant with all relevant UK legislation e.g. EU Timber Regulations and with the requirements of the CITES.
- 16.48. The Supplier shall ensure that procedures are established to monitor and verify the procurement of all timber products and so ensure HM Government policies are adhered to. The information collected by the Supplier must include: the type of evidence used to verify compliance (Category A or Category B), if Category A the chain of custody certificate number and confirmation that the invoice and Delivery note specifies Category A (FSC or PEFC) for each relevant product and chain of custody number; and volume data. CPET can provide templates for gathering this information. This information shall be held by the Supplier Contractor until requested by the Authority (for example the name of the plantation that provided the timber; a copy of the forestry policy held by the plantation; shipping documents confirming the timber Supplier obtained the timber from that source; and volume data). This shall be held by the Supplier until requested by the Buyer.
- 16.49. The Supplier shall ensure all timber is treated in accordance with the relevant British Standard.
- 16.50. The Supplier shall reduce paper usage through behavioural change and the use of dedicated technologies. This shall include Suppliers and Subcontractors setting up their systems to Default to double-sided printing when using the Buyer's systems.

Recycled Materials

16.51. The Supplier shall ensure that products purchased contain a high proportion of recycled content where available.

Hazardous Materials.

16.52. The Supplier shall avoid the use of hazardous substances including substances which are radioactive, flammable, explosive, toxic, corrosive, bio hazardous, oxidisers, asphyxiates, pathogens or allergens.

- 16.53. On the occasions where there are no alternatives, hazardous materials must be stored, used and disposed of in accordance with the instructions of the product Control of Substances Hazardous to Health (CoSHH) regulations and all relevant legislation.
- 16.54. The Supplier shall ensure that all internal finishes, including solvents and paints are inert and meet best practice Standards for using low levels of Volatile Organic Compounds (VOC) during their manufacture.
- 16.55. The Supplier shall use products that contain low levels of solvents or are solvent-free, such as water-based paints, varnishes and/or glues.
- 16.56. The Supplier shall prohibit the use of lead-based paints and primers.
- 16.57. All materials procured for the buildings shall contain or have been produced using no Ozone Depleting Potential (ODP) or Global Warming Potential (GWP) compounds.
- 16.58. All refrigerants used within the Buyer Premises shall have a GWP of less than five (5).
- 16.59. All equipment containing refrigerants shall be monitored and maintained with this process detailed within a dedicated maintenance strategy. Records and output reports shall be stored securely and linked to the space location and componentry associated to the Asset through the Asset information requirements.
- 16.60. No Chlorofluorocarbons (CFCs) shall be used upon the Buyer Premises in line with the Montreal Protocol. The Supplier shall also prohibit the use of Hydro-chlorofluorocarbons (HCFCs). If equipment containing these materials is detected upon the estate, the Supplier shall maintain and/or phase out this equipment in line with the relevant legislation.
- 16.61. The Supplier shall ensure that the Buyer is notified of all accidental emissions of ozone depleting substances and fluorinated greenhouse gases in equipment for which it is responsible.

Transport

- 16.62. The Supplier shall work to reduce the amount of travel undertaken by Supplier Staff and third party Suppliers by combining deliveries of Goods to each Buyer Premises.
- 16.63. The Supplier shall work to reduce greenhouse gas emissions from transport by adopting the use of environmentally friendly transport solutions.
- 16.64. The Supplier shall provide monitoring to benchmark the performance of each Buyer Premises and report on its overall transport usage against internal targets and the Greening Government Commitments targets.
- 16.65. The Supplier may be requested to collect and provide the appropriate data to the Buyer on a Monthly basis.
- 16.66. The Supplier shall maintain records of actions taken to reduce the impact of transport. This will allow the Buyer to share effective strategies across its regions.
- 16.67. The Supplier shall ensure that any vehicle purchases used (or predominantly used) by the Supplier for the purpose of providing the Services are in compliance with the GBS for transport.

Replacement Parts and Equipment

- 16.68. Where any new or Replacement Equipment, to include Assets and component parts which contribute to the Buyer's carbon net zero performance at the Buyer Premises are required, the Supplier shall be responsible for completing Whole Life Costing reports, prioritising low/zero carbon technologies and ensuring sustainable procurement methods form the basis of the recommendations issued to the Buyer. The Supplier shall

ensure Buyer Approval has been received in advance of the commencement of any works at Buyer Premises. Further details of the Buyer's Whole Life Costing requirements will be provided in the Call-Off Procedure.

- 16.69. All Replacement Equipment Delivered must be new, or (with the Buyer's written Approval at its sole discretion) as new if recycled, reconstructed, unused and of recent origin.
- 16.70. All manufacturer warranties covering the Replacement Equipment must be assignable to the Buyer on request and at no cost.
- 16.71. Unless otherwise required in the Call-Off Contract or from time to time by the Buyer, title of the Replacement Equipment shall transfer to the Buyer on completion of the Installation Works requiring the Replacement Equipment.
- 16.72. Unless otherwise agreed by the Buyer in writing the risk in any Replacement Equipment shall remain with the Supplier during the Contract Period.
- 16.73. The Supplier warrants that title in any Replacement Equipment is capable of transferring to the Buyer.
- 16.74. The Supplier must Recall Replacement Equipment where the manufacturer has requested a Recall and indemnify the Buyer against the costs of any Recall of the Replacement Equipment and give notice of actual or anticipated action about the Recall of the Replacement Equipment.
- 16.75. The Replacement Equipment must comply with the Framework Schedule 1 (Specification), Call-Off Contract and any additional requirements agreed between the Supplier and the Buyer from time to time.
- 16.76. The Supplier must at its own cost repair, replace, refund or substitute (at the Buyer's option and request) any Replacement Equipment that the Buyer rejects. If the Supplier does not do this, it will pay the Buyer's costs including repair, replacement or re-supply by a third party.

17. Service A17 – Social Value

- 17.1. The following Standards apply to this Service – SA17.
- 17.2. The Public Services (Social Value) Act 2012 places a legal requirement on all public bodies, including Devolved Administrations, to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity.
- 17.3. This Framework Contract provides a means of embedding social value through enabling improvements such as community engagement, economic value and sustainable development as detailed in the Call-Off Procedure.
- 17.4. The Supplier shall:
 - 17.4.1. Maintain and embed their corporate social value principles, policies and procedures as they apply to the Services requested in the Call-Off Procedure;
 - 17.4.2. Develop, deploy and maintain appropriate management and staffing levels to ensure all social value policies, principles and practices as they apply to the Services are in place;
 - 17.4.3. Ensure compliance with all of HM Government and Buyer's social value policies, targets and procedures (including any re-enactments and changes to HM Government and/or Buyer's Policies) and act upon the instructions of the Buyer should there be a change in the social value requirements;
 - 17.4.4. Ensure all Supplier appointed sub-contracted and supply chain staff are fully aware of the agreed social value policies, initiatives and procedures;

- 17.4.5. Provide expert technical and professional advice to the Buyer upon request on issues related to social value. These shall include, where requested, advice on HM Government policy, compliance, benchmarking, reporting regimes and exploring opportunities associated with potential new initiatives and industry best practice; and
- 17.4.6. Ensure Supplier Staff are security cleared to SC level unless the Buyer specifies otherwise in the Call-Off Procedure.

18. Service A18 – Carbon Net Zero

- 18.1. The following Standards apply to this Service – SA18.
- 18.2. The Climate Change Act as amended 2019, commits the UK to net zero by 2050.
- 18.3. This Framework Contract provides a means of embedding carbon net zero policies and processes to meet these targets through enabling improvements such as improved building conditions, use of smarter technology and reductions in greenhouse gas emissions as detailed in the Call-Off Procedure.
- 18.4. The Supplier shall:
 - 18.4.1. Maintain and embed their corporate carbon net zero principles, policies and procedures as they apply to the Services requested in the Call-Off Procedure;
 - 18.4.2. Develop, deploy and maintain appropriate management and staffing levels to ensure all carbon net zero policies, principles and practices as they apply to the Services are in place;
 - 18.4.3. Ensure compliance with all of HM Government and Buyer's carbon net zero policies, targets and procedures (including any re-enactments and changes to HM Government and/or Buyer's Policies) and act upon the instructions of the Buyer should there be a change in the carbon net zero requirements;
 - 18.4.4. Ensure all Supplier appointed sub-contracted and supply chain staff are fully aware of the agreed carbon net zero policies, initiatives and procedures;
 - 18.4.5. Provide expert technical and professional advice to the Buyer upon request on issues related to carbon net zero. These shall include, where requested, advice on HM Government policy, compliance, benchmarking, reporting regimes and exploring opportunities associated with potential new initiatives and industry best practice; and
 - 18.4.6. Ensure Supplier Staff are security cleared to SC level unless the Buyer specifies otherwise in the Call-Off Procedure.

Work Package B: Mobilisation Services.

19. Service B1 – Contract Mobilisation

- 19.1. The following Standards apply to this Service - SB1.
- 19.2. The Mobilisation Period will be a six (6) Month period (unless otherwise agreed with the Buyer in the Call-Off Procedure. The legal rights and obligations of the Supplier during this period are those stipulated in the Call-Off Contract.
- 19.3. During the Mobilisation Period, the Incumbent Supplier shall retain full responsibility for all extant Services until the Service Start Date or as otherwise formally agreed with the Buyer. The incoming Supplier's full service obligations shall formally be assumed on the Service Start Date as set out in Call-Off Schedule 4 - Call-Off Tender.
- 19.4. The Supplier shall work cooperatively and in partnership with the Buyer, Incumbent Supplier, and other FM Supplier(s), where applicable, to understand the scope of Services to ensure a mutually beneficial handover of the Services.

Mobilisation Plan

- 19.5. The Supplier shall:
 - 19.5.1. Work with the Incumbent Supplier and Buyer to assess the scope of the Services and prepare a plan which demonstrates how they will mobilise the Services;
 - 19.5.2. Mobilise all the Services specified in the Specification within the Call-Off Contract;

- 19.5.3. Appoint a Supplier Authorised Representative who shall be responsible for the management of the Mobilisation Period. This is to ensure that the Mobilisation Period is planned and resourced adequately, and act as a point of contact for the Buyer;
- 19.5.4. Produce a Mobilisation Plan, to be agreed by the Buyer, for carrying out the requirements within the Mobilisation Period including key Milestones and dependencies;
- 19.5.5. Detail how they will work with the Incumbent Supplier and the Buyer Authorised Representative to capture and load up information such as Asset data;
- 19.5.6. Liaise with the Incumbent Supplier to enable the full completion of the Mobilisation Period activities;
- 19.5.7. Produce and implement a communications plan, to be agreed with the Buyer, including the frequency, responsibility for and nature of communication with the Buyer and end users of the Services;
- 19.5.8. Produce a mobilisation report for each Buyer Premises to encompass programmes that will fulfil all the Buyer's obligations to landlords and other tenants. The format of reports and programmes shall be in accordance with the Buyer's requirements. Particular attention shall be paid to establishing the operating requirements of the occupiers in drawing up these programmes for agreement with the Buyer;
- 19.5.9. Manage and report progress against a Mobilisation Plan;
- 19.5.10. Construct and maintain a mobilisation risk and issue register in conjunction with the Buyer detailing how risks and issues will be effectively communicated to the Buyer in order to mitigate them;
- 19.5.11. Attend Progress Meetings (frequency of such meetings shall be determined in the Call-Off Procedure in accordance with the Buyer's requirements during the Mobilisation Period. Mobilisation meetings shall be chaired by the Buyer and all meeting minutes shall be kept and published by the Supplier; and
- 19.5.12. Ensure that all risks associated with the Mobilisation Period are minimised to ensure a seamless Change of Control between Incumbent Supplier and the Supplier.

Interaction with stakeholders

- 19.6. The Supplier shall conduct site visits where weaknesses in Asset data have been identified, to reassess the accuracy of the data.
- 19.7. The Supplier shall familiarise itself with the Buyer's Premises and the needs of the building users.
- 19.8. The Supplier shall ensure that it is appropriately equipped to deal with the level of liaison and stakeholder management, including:
 - 19.8.1. Liaison;
 - 19.8.2. Reporting;
 - 19.8.3. Co-ordination and provision of Services;
 - 19.8.4. Attendance at meetings; and
 - 19.8.5. Management and resolution of stakeholder issues
- 19.9. Further details of the stakeholder management requirements will be provided in the Call-Off Procedure.

- 19.10. The Supplier shall ensure that all the necessary arrangements to allow continuous operations by the building users are in place by the end of the Mobilisation Period.
- 19.11. During the Mobilisation Period the Supplier shall undertake the routine examinations and inspections of the Buyer's Premises and Services necessary to assume its duties.

CAFM during the Mobilisation Period

19.12. The Supplier shall:

- 19.12.1. Ensure that via Asset Verification or by other means that all Assets held on Buyer Premises are uploaded into the CAFM system during the Mobilisation Period;
- 19.12.2. Work with the Incumbent Supplier to facilitate a transfer of all Asset data and historical maintenance data into the new CAFM system during the Mobilisation Period ready for Service Start Date, issuing the Buyer;
 - 19.12.2.1. A summary of findings;
 - 19.12.2.2. A proposed project plan; and
 - 19.12.2.3. An estimate of costs for developing the data held on the CAFM system so that it is fully compliant with the coding requirements of SFG20, Uniclass 2015 (or later version), NRM3 or other coding standard defined by the Buyer in the Call-Off Procedure.
- 19.12.3. Liaise in detail with the Buyer to ensure that its proposed systems can interface with existing systems during the Mobilisation Period;
- 19.12.4. Be in continuous contact with the Buyer's IT Supplier for the establishment of the CAFM system and for the provision of information on the Buyer's intranet. The Supplier shall provide the CAFM system for the Buyer and at the end of the Call-Off Contract Period, or in the event of termination of the Call-Off Contract for any reason, ownership of the Buyer's data contained within the CAFM system shall remain with the Buyer.
- 19.12.5. Be responsible for implementing the full CAFM system with the assistance of the Buyer's IT Supplier in accordance with the Buyer's requirements as set out in the KPI Requirements, during the Mobilisation Period;
- 19.12.6. Ensure that during the Mobilisation Period that all business critical Assets are denoted as critical within the CAFM system to ensure that the correct helpdesk management process is applied. Where this information is not available or incomplete, the Supplier shall assess the scope of the Asset and advise the Buyer where there are business critical Assets or Assets requiring maintenance;
- 19.12.7. Ensure that full CAFM system training is provided to all staff, Subcontractors, Buyer Authorised Representatives and other FM Supplier(s) where applicable prior to Service Start Date;
- 19.12.8. Ensure that all Supplier helpdesk staff are fully trained and ready to mobilise the helpdesk at the Service Start Date;
- 19.12.9. Provide a reasonable quantity of user licences for the Buyer, which shall be transferable, where the CAFM system is provided by the Supplier;
- 19.12.10. Ensure that all appropriate information required for a successful mobilisation and transition of Service Delivery is obtained from the Incumbent Supplier before the Service Start Date;

- 19.12.11. Ensure a timely build of all IT platforms in their CAFM system to meet the requirements triggered by the Service Start Date of the Call-Off Contract;
- 19.12.12. Ensure the CAFM system can produce all reports required under the MI Reporting Template as provided at Framework Schedule 5 - Management Charges, and information from the Service Start Date;
- 19.12.13. Ensure the format, standard and frequency of reporting is developed and agreed with the Buyer and any other FM Supplier(s) where applicable, and Delivered in accordance with their requirements;
- 19.12.14. Ensure that the full reporting capability is fully functional within the CAFM system at Service Start Date to enable the Supplier to report against their contractual performance measures;
- 19.12.15. Ensure that at Service Start Date it has the ability to report on the Supplier performance;
- 19.12.16. Ensure that the information required to report its KPIs is contained within the CAFM system;
- 19.12.17. Ensure that all Assets are referenced in two (2) hierarchical structures to include Service type and location; and
- 19.12.18. Ensure that at the end of the Mobilisation Period or on a date specified by the Buyer in the Call-Off Procedure that the CAFM system has the ability to perform all Services within the CAFM system. The Supplier shall be responsible for undertaking all functionality tests of the CAFM system and for presenting this to the Buyer during the Mobilisation Period for Buyer Approval. These tests shall include but not be limited to:
 - 19.12.18.1. Ensuring synergies with Buyer IT systems are fully operational;
 - 19.12.18.2. Ensuring task management capability, ensuring that all tasks are capable to being tracked throughout their full lifecycle;
 - 19.12.18.3. Ensuring effective linkages across parent and child tasks;
 - 19.12.18.4. Ensuring effective complaints management processes;
 - 19.12.18.5. Ensuring financial reporting regimes are in place;
 - 19.12.18.6. Automated performance reporting regimes are in place (e.g. statutory compliance status, Billable Works performance status etc.);
 - 19.12.18.7. Ensuring capability to issue automated updates and alerts to customers in relation to tasks logged on the CAFM system are fully operational;
 - 19.12.18.8. Effective scheduling of all Planned Preventative Maintenance tasks in accordance with the defined PPM regime (e.g. SFG20);
 - 19.12.18.9. Effective Asset tagging, including processes associated with the installation and removal of Assets;
 - 19.12.18.10. Ensure KPI performance monitoring reporting; and
 - 19.12.18.11. Capability to store all forms of the Buyer's analytical data and electronic media.
 - 19.12.18.12. Further details of the scope of the functionality tests will be provided by the Buyer in the Call-Off Procedure.

Security During the Mobilisation Period

- 19.13. The Supplier shall note that it is incumbent upon them to understand the lead-in period for security clearances and ensure that all Supplier Staff have the necessary security clearance in place before the Service Start Date. The Supplier shall ensure that this is reflected in their Mobilisation Plans.

- 19.14. The Supplier shall ensure that all Supplier Staff and Subcontractors do not access the Buyer's IT systems, or any IT systems linked to the Buyer's, unless they have satisfied the Buyer's security requirements.
- 19.15. The Supplier shall be responsible for providing all necessary information to the Buyer to facilitate security clearances for Supplier Staff and Subcontractors in accordance with the Buyer's requirements.
- 19.16. The Supplier shall provide the names of all Supplier Staff and Subcontractors and inform the Buyer of any alterations and additions as they take place throughout the Call-Off Contract.
- 19.17. The Supplier shall ensure that all Supplier Staff and Subcontractors requiring access to the Buyer's Premises have the appropriate security clearance. It is the Supplier's responsibility to establish whether or not the level of clearance will be sufficient for access. Unless prior Approval has been received from the Buyer, the Supplier shall be responsible for meeting the costs associated with the provision of security cleared escort Services.
- 19.18. If a property requires Supplier Staff or Subcontractors to be accompanied by the Buyer Authorised Representative, the Buyer must be given reasonable notice of such a requirement, except in the case of emergency access.

PPM During the Mobilisation Period

- 19.19. The Supplier shall detail in a SDP any specific requirements of the Buyer during the Mobilisation Period including the creation of a PPM schedule. The SDP shall be presented to the Buyer and agreed with them.
- 19.20. The Supplier shall ensure that for all Buyer Premises, a fully compliant and accurate PPM schedule, which plans all required maintenance activities for the first twelve (12) Months of the Call-Off Contract, is uploaded to the CAFM system.

Data Validation

- 19.21. The Supplier shall be responsible for undertaking a Data Validation Audit of the Due Diligence Information during the Mobilisation Period across all Buyer Premises to ensure that potential errors, inaccuracies or omissions in the Service data issued by the outgoing Supplier are identified. The activities shall include but not be limited to:
 - 19.21.1. a review of the frequencies of PPM activities to ensure they align with the requirement of SFG20, or the requirements specified by the Buyer in the Call-Off Procedure.
 - 19.21.2. a review of the accuracy of the levels of statutory Compliance Reported by the outgoing Supplier;
 - 19.21.3. a review of the requirements associated with the Buyer's Landlord lease requirements, memorandum of terms of occupancy (MOTO, agreements) and / or tenants of Buyer Premises requirements to ensure they are accurately reflected within the PPM schedules;
 - 19.21.4. a review of the PPM tasks not covered under / by SFG20 (e.g. bespoke SFG20 task schedules, tasks managed in accordance with best practice guidelines, Buyer defined PPM specifications and / or to meet manufacturer's recommendations) to ensure they are accurately captured within the CAFM system and have been assigned the appropriate bespoke PPM regimes to guarantee statutory compliance;

- 19.21.5. a review of all PPM activities associated with existing warranties to ensure the requirements are accurately captured within the CAFM system and have been assigned the appropriate bespoke PPM regime to avoid any potential risk of negating existing warranties and to guarantee statutory compliance.
 - 19.21.6. a review of the Buyer's Forward Maintenance Register/s; and
 - 19.21.7. a review of the Buyer's Planned Preventative Maintenance, reactive work and projects backlog/s.
- 19.22. Upon completion of the Data Validation Audit, the Supplier shall produce and submit a Data Validation Report detailing findings and remedial action required to ensure compliance with the Buyer's statutory and/or insurance obligations. This shall include detailed proposals on the management of backlogs where they exist. The Supplier shall include costs for the provision of this Data Validation Audit within their mobilisation costs.

Asset Verification

- 19.23. The Supplier shall be responsible for undertaking an Asset Verification Audit of the Due Diligence Data during the Mobilisation Period across all Buyer Premises to ensure that potential errors, inaccuracies or omissions in the Asset data provided by the Buyer in the Call-Off Procedure are identified. The Supplier shall liaise with the Buyer and agree:
- 19.23.1. a programme of audits across Buyer Premises;
 - 19.23.2. how the Supplier will deploy their allocated resources to deliver the audits;
 - 19.23.3. how priorities, including any set by the Buyer, will be captured within the proposed audit programme; and
 - 19.23.4. the reporting formats to be applied.
- 19.24. Upon completion of the Asset Verification Audit, the Supplier shall produce and submit an Asset Verification Report detailing findings and remedial action required to ensure compliance with the Buyer's statutory and/or insurance obligations. The Supplier shall include costs for the provision of this Asset Verification Audit within their mobilisation costs.
- 19.25. Where the Buyer agrees the content of the Asset Verification Report, the Supplier shall produce an Asset Verification Rectification Plan and any associated pricing adjustments, to include costs associated with the Delivery of PPM and associated Reactive Maintenance Works, the work will be managed in accordance with the priorities and timeframes agreed with the Buyer. All works shall be recorded within and managed via the CAFM system. Any associated adjustments to the prices shall be managed via the Contract Variation Procedure.
- 19.26. The Supplier shall ensure that where the Asset Verification Audit identifies data inaccuracies which have the potential to impact on health and safety, the Buyer's operations and/or levels of statutory compliance at/across Buyer Premises, that they are prioritised and that the Buyer made aware of the findings in writing. The Supplier shall provide an Asset Verification Non-Compliance Report, which shall include written evidence of findings, photographs, recommendations and associated costs to the Buyer to rectify the risks of non-compliance. Where agreed with the Buyer, the Supplier shall produce an Asset Verification Rectification Plan for these Services and ensure all works are managed in accordance with the priorities and timeframes agreed with the Buyer. All works shall be recorded within and managed via the CAFM system. The associated costs for these Services will be managed via Call-Off Schedule 25 - Billable Works and Projects process.

- 19.27. The Supplier shall be responsible for ensuring that the PPM schedules developed for the Buyer Premises fully address any inaccuracies discovered in the Asset data provided by the Buyer in the Call-Off Procedure as contained within the Asset Verification Report and shall ensure full statutory compliance is Achieved in accordance with the timeframes agreed with the Buyer.
- 19.28. Within 90 days of Contract commencement or at a frequency specified by the Buyer in the Call-Off Procedure, the Supplier shall provide a Compliance Report highlighting whether the Buyer Premises in its current condition and in the way it is currently used is fully compliant with all legislation and statutory requirements.

Work Package C: Social Value

20. Service C1 - Social Value

- 20.1. The following Standards apply to this Service - SC1.
- 20.2. The Public Services (Social Value) Act 2012 places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity, and, in Scotland, to deliver them. These benefits are over and above the core deliverables of Contracts. This Framework Contract provides a means of embedding social value through enabling improvements such as community engagement, economic value and sustainable development as detailed in the Project Contract.
- 20.3. The Supplier shall work collaboratively with the Buyer in adopting the Social Value Model outlined within Procurement Policy Note (PPN) 06/20, issued by the Cabinet Office and DCMS. The Supplier shall note the PPN applies to procurements covered by the Public Contracts Regulations 2015, and applies to all Central HM Government Departments, their Executive Agencies and Non Departmental Public Bodies.
- 20.4. The Supplier shall comply with and/or identify proposed social value initiatives, proportionate and relevant to each Call-Off Contract. The requirements will be set out by the Buyer in the Call-Off Procedure and may include (but not be limited to) the following priorities/themes outlined within the social value model;
 - 20.5.1. COVID-19 recovery, where the aim is to help local communities to manage the recovery from the impact of COVID-19 via the Delivery of Services that:
 - 20.5.1.1. Support people and communities to manage and recover from the impacts of COVID-19, including those worst affected or who are shielding;
 - 20.5.1.2. Create employment, re-training and other return to work opportunities for those left unemployed by COVID-19, particularly new opportunities in high growth sectors;
 - 20.5.1.3. Support organisations and businesses to manage and recover from the impacts of COVID-19, including where new ways of working are needed to deliver Services;
 - 20.5.1.4. Support the physical and mental health of people affected by COVID-19, including reducing the demand on health and care Services; and
 - 20.5.1.5. Improve workplace conditions that support the COVID19 recovery effort including effective social distancing, remote working, and sustainable travel solutions.
 - 20.5.2. Tackling Economic Inequality, where the aim is to create new businesses, new jobs and new skills and increase supply chain resilience and capacity via the Delivery of Services that:
 - 20.5.2.1. Create opportunities for entrepreneurship and help new, small organisations to grow, supporting economic growth and business creation;

- 20.5.2.2. Create employment opportunities, particularly for those who place barriers for employment and/or those who are located in deprived areas;
 - 20.5.2.1. Create opportunities for entrepreneurship and help new, small organisations to grow, supporting economic growth and business creation;
 - 20.5.2.3. Create employment and training opportunities, particularly for those in industries with known skill shortages or in high growth sectors;
 - 20.5.2.4. Support educational attainment relevant to the Contract, including training schemes that address skill-gaps and result in recognised qualifications;
 - 20.5.2.5. Influence staff, Suppliers, customers and communities through the Delivery of the Contract to support employment and skills opportunities in high growth sectors;
 - 20.5.2.6. Create a diverse supply chain to deliver the Contract including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals;
 - 20.5.2.7. Support innovation and disruptive technologies throughout the supply chain to deliver lower cost and/or higher quality goods and Services;
 - 20.5.2.8. Support the development of scalable and future-proofed new methods to modernise Delivery and increase productivity;
 - 20.5.2.9. Demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in Delivery of the Contract;
 - 20.5.2.10. Demonstrate action to identify and manage cyber security risks in the Delivery of the Contract including in the supply chain; and
 - 20.5.2.11. Influence staff, Suppliers, customers and communities through the Delivery of the Contract to support resilience and capacity in the supply chain.
- 20.5.3. Fighting Climate Change, where the aim is to create effective stewardship of the environment via the Delivery of Services that:
- 20.5.3.1. Deliver additional environmental benefits in the performance of the Contract including working toward carbon net zero and reduced greenhouse gas emissions; and
 - 20.5.3.2. Influence staff, Suppliers, customers and communities through the Delivery of the Contract to support environmental protection and improvement.
- 20.5.4. Equal Opportunity, where the aim is to remove the disability employment gap and tackle workforce inequality via the Delivery of Services that:
- 20.5.4.1. Demonstrate action to increase the representation of disabled people in the Contract workforce;
 - 20.5.4.2. Support disabled people in developing new skills relevant to the Contract, including through training schemes that result in recognised qualifications;
 - 20.5.4.3. Influence staff, Suppliers, customers and communities through the Delivery of the Contract to support disabled people;
 - 20.5.4.4. Demonstrate action to identify and tackle inequality in employment, skills and pay in the Contract workforce;

- 20.5.4.5. Support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the Contract; and
- 20.5.4.6. Demonstrate action to identify and manage the risks of modern slavery in the Delivery of the Contract, including in the Supplier's appointed supply chain.
- 20.5.5. Wellbeing, where the aim is to improve health and wellbeing and community integration via the Delivery of Services that:
 - 20.5.5.1. Demonstrate action to support the health and wellbeing, including physical and mental health, in the Contract workforce;
 - 20.5.5.2. Influence staff, Suppliers, customers and communities through the Delivery of the Contract to support health and wellbeing, including physical and mental health;
 - 20.5.5.3. Demonstrate collaboration with users and communities in the codesign and Delivery of the Contract to support strong integrated communities; and
 - 20.5.5.4. Influence staff, Suppliers, customers and communities through the Delivery of the Contract to support strong, integrated communities.
- 20.6. Suppliers should take into account HM Government guidance when developing their contractual Social Value plans with the Buyer, which include but are not limited to:
 - 20.6.1. the Procurement Policy Note (PPN) 06/20;
 - 20.6.2. the 25 Year Environment Plan;
 - 20.6.3. Greening Government Commitments;
 - 20.6.4. Improving Lives: The future of work, health and disability;
 - 20.6.5. The mental health at work commitment;
 - 20.6.6. Becoming a disability confident employer;
 - 20.6.7. Thriving at Work: The Stevenson / Farmer review of mental health and employers;
 - 20.6.8. The Good Work Plan 2018; and
 - 20.6.9. Guide for Line Managers: Recruiting, managing and developing people with a disability or health condition.
- 20.7. Where PPN 06/20 does not apply to a Buyer, the Supplier shall recognise that the National Social Value Measurement (TOMs) framework may apply that adopt a different set of themes, objectives and measurements. These include the National TOMs proxy values, developed from the HM Treasury Green Book and other relevant public sector and impact assessment guides, that may be used by the Buyer to assess the financial impact that any measure will make on the Contract.
- 20.8. The Supplier shall comply with and/or identify proposed social value initiatives, proportionate and relevant to each Call-Off Contract. The Buyer's requirement will be set out a by the Buyer in the Call-Off Procedure and may include (but not be limited to) the following priorities/themes outlined within the National Social Value Measurement (TOMs) framework:
 - 20.8.1. Jobs; promote local skills and employment;

- 20.8.2. Growth; supporting growth of responsible regional businesses;
- 20.8.3. Social; healthier, safer and more resilient communities;
- 20.8.4. Environment; protecting and improving our environment; and
- 20.8.5. Innovation; promoting innovation.

20.9. Suppliers should take into account HM Government guidance when developing their contractual Social Value plans with the Buyer, which include but are not limited to:

- 20.9.1. The TOMs Social Value Portal;
- 20.9.2. The National Outcomes and Measures (TOMs) framework;
- 20.9.3. The LGA publication A social value toolkit for district councils.

20.10. Where a Buyer may identify bespoke Social Value priorities based on their own Social Value themes and outcomes, these shall apply. Details of these requirements will be provided by the Buyer in the Call-Off Procedure.

20.11. The Supplier shall deliver measurable benefits in respect of the Social Value priorities identified in the Call-Off Contract.

20.12. The Supplier shall be responsible for recording and reporting performance against the social value requirements as outlined by the Buyer in the Call-Off Procedure.

20.13. The specific requirements shall be specified for each Call-Off Contract by the Buyer in the Call-Off Procedure and may include but not be limited to:

- 20.13.1. Utilisation of a Social Value Procurement Calculator, for example, the TOMs calculator;
- 20.13.2. Utilisation of the KPI Model performance process outlined by the Buyer in the Call-Off Procedure; and
- 20.13.3. Utilisation of a Social Value Measurement Calculator.
- 20.13.4. Further details of the Social Value Measurement Calculator to apply will be provided by the Buyer in the Call-Off Procedure.

20.14. The Supplier shall ensure the completion of social value outcomes are reported within the CAFM or other central system as defined by the Buyer in the Call-Off Procedure. The Buyer shall ensure that all social value performance reports are compiled and submitted to the Buyer on a **[Monthly]** basis in the format requested by the Buyer in the Call-Off Procedure.

20.15. The Buyer shall be responsible for ensuring that social value priorities are cascaded throughout all Supplier Staff and their appointed supply chain.

Work Package D: Carbon Net Zero

21. Service D1: Carbon Net Zero.

- 21.1. The following Standards apply to this Service - SD1.
- 21.2. The Supplier shall recognise the UK Government's target to reduce the UK's Nationally Delivered Contribution (NDC) under the Paris Climate Agreement and the following targets set to reduce the UK's greenhouse gas emissions:
 - 21.2.1. to reduce greenhouse gas emissions by at least 68% by 2030 compared to 1990 levels;
 - 21.2.2. to reduce greenhouse gas emissions by at least 78% by 2035 compared to 1990 levels; and
 - 21.2.3. to Achieve carbon net zero by 2050 compared to 1990 levels.
- 21.3. The Supplier shall ensure they have suitably qualified Personnel employed on the Contract to assist the Buyer on their road to decarbonisation. Details of the qualifications and experience required will be defined by the Buyer in the Call-Off Procedure.
- 21.4. The Supplier will have their own carbon net zero strategy and shall ensure they collaborate with the Buyer to support their transition to Net Zero. This shall include but not be limited to:
 - 21.4.1. provide details of their own carbon performance on the Buyer's Call-Off Contract at Contract commencement and provide (annual) updates thereafter;
 - 21.4.2. development of carbon footprint appraisal for Buyer Premises (where not already in place);
 - 21.4.3. development of a carbon net zero strategy which shall include but not be limited to the assessment of carbon net zero benefits associated with the introduction of smart FM solutions to reduce energy consumption, emissions and impacts from poorly performing Assets and / or building infrastructure;
 - 21.4.4. development of a Contract specific carbon net zero action plan for the Buyer Premises;
 - 21.4.5. development of Contract specific carbon net zero measurement and reporting capability; and
 - 21.4.6. development of smart FM initiatives (e.g. reductions in energy consumption, impacts from poorly performing Assets, use of new technology, etc.;
- 21.5. The Supplier shall be compliant with all legal obligations outlined within the Streamlined Energy & Carbon Reporting (SECR) Regulations 2018 across all Scope 1, 2 & 3 reporting measures. In addition to the legal requirements, the Supplier shall be responsible for issuing details of the Carbon Reduction Plan (CRP) to the Buyer on an annual basis.
 - 21.5.1. Scope 1: direct emissions you produce as a business (e.g. use of company vehicles);
 - 21.5.2. Scope 2: indirect emissions you produce (e.g. your buildings utility usage); and

- 21.5.3. Scope 3: indirect emissions along your entire supply chain (e.g. raw materials, logistics, business travel by employees and employee travel to work related emissions).
- 21.5.4. Where the Supplier is not required to complete the mandatory reporting, the Buyer may request that the Supplier adopt a voluntary reporting regime covering all or elements of Scope 1,2 and 3 as appropriate. Further details of these voluntary reporting requirements will be provided by the Buyer in the Call-Off Procedure.
- 21.5.5. The Supplier shall ensure that the processes they adopt to measure and report greenhouse gas emissions comply with the Streamlined Energy & Carbon Reporting (SECR) Regulations and are fully aligned to guidance published by UK Government, to include but not be limited to:
 - 21.5.5.1. Measuring and Reporting Environmental Impacts: Guidance for Business (last update: Jan 2019);
 - 21.5.5.2. Environmental Reporting Guidelines: Industry Streamlined Energy & Carbon Reporting and greenhouse gas reporting (last update: March 2019);
 - 21.5.5.3. Ten Point Plan for a Green Industrial Revolution;
 - 21.5.5.4. The Industrial Decarbonisation Strategy;
 - 21.5.5.5. Greening Government Commitments (GGC) framework;
 - 21.5.5.6. The Energy White Paper; and
 - 21.5.5.7. The Together for Our Planet campaign.
- 21.6. The Supplier shall ensure the reporting methodology follows the GHG protocol and is closely aligned with ISO 14064 / PAS 2050 & 2060 standards.
- 21.7. The Supplier shall be required to obtain prior Approval from the Buyer where they plan to appoint external third-party Supplier/s to measure and report on greenhouse gas emissions associated with the Call-Off Contract.
- 21.8. The Supplier shall ensure that they cooperate fully and work collaboratively with the Buyer and any appointed third-party Suppliers where the Buyer requests that the carbon emissions calculation methodology being applied on the Call-Off Contract by the Supplier be independently verified.
- 21.9. Where requested to do so, the Supplier shall provide a professional advice service on all matters relating to greenhouse gas emissions and carbon net zero for each Buyer Premises. The cost of this service shall be included in the Charges.
- 21.10. The Buyer may require specific carbon net zero Services to assist them on their journey to carbon net zero in line with the UK Government's target of cutting emissions by 78% by 2035 compared to 1990 levels and achieving carbon net zero by 2050. These could include but not be limited to:
 - 21.10.1. Delivery of carbon net zero site surveys and issue of reports;
 - 21.10.2. Delivery of carbon net zero innovation and investment plans (e.g. Asset efficiency surveys, Asset replacement / retrofit options, clean energy solutions and infrastructure surveys). These shall include but not be limited to:
 - 21.10.2.1. Clean energy solutions;
 - 21.10.2.2. Asset replacement / retrofit schemes (e.g. installation of electric heat pumps, BMS installation / upgrade, smart metering and smart lighting solutions);

- 21.10.2.3. Use of intelligent software to monitor working conditions (e.g. lighting levels, office temperatures);
- 21.10.2.4. Use of intelligent systems to aid with the Delivery of smarter cleaning, energy usage and maintenance solutions;
- 21.10.2.5. Use of intelligent systems to aid with the management of hybrid working;
- 21.10.2.6. Use of new technology, to include CCTV, movement sensors, drones and robotic solutions, to support the Delivery of Services where appropriate; and
- 21.10.2.7. Use of automated room booking systems and technology to maximise efficient use of facilities at the Buyer Premises and to monitor space utilisation.

21.10.3. Where requested by the Buyer, these Services will be managed via Call-Off Schedule 25 - Billable Works and Services.

21.11. The Supplier shall ensure that all data in relation to greenhouse gas emissions / carbon net zero related KPI measures are recorded within the CAFM system or other software platform where this approach has been agreed by the Buyer.

Work Package E – Maintenance Services

22. Service E: Maintenance Services

- 22.1. In respect of all of the Services, the Supplier shall provide a comprehensive PPM system in accordance with SFG20 or (if not applicable), with good industry practice and Standards defined by the Buyer in the Call-Off Procedure.
- 22.2. All planned and reactive maintenance related activities shall take place during the Operational Working Hours of the Buyer Premises, which shall be between [08:00hrs and 1800hrs Monday to Friday], as approved by the Buyer. There will be occasion when delivering maintenance activities within Operational Working Hours is not suitable, therefore flexible alternative arrangements shall be agreed by the Buyer and maintenance schedules shall be revised to reflect these. Where revisions are required, changes will be managed via the Contract Variation Procedure and be agreed with the Buyer during the Mobilisation Period.
- 22.3. The Supplier will be responsible for the Delivery of all Planned Preventative Maintenance Services and shall ensure that statutory compliance is Achieved and maintained at all Buyer Premises. The service shall be inclusive of the Delivery of all statutory inspections, risk assessments, written scheme of examination and insurance inspections as required to Achieve full statutory compliance at Buyer Premises.
- 22.4. The Supplier will be responsible for ensuring all Planned Preventative Maintenance activities and Services are fully compliant with all COVID-19 related legislation and best practice guidelines issued by UK Government. Where these requirements make it necessary to revise current Planned Preventative Maintenance activities these shall be highlighted to the Buyer and be managed via the Contract Variation Procedure.
- 22.5. The Service shall recognise Buyer requirements in regard to the Delivery of Planned Preventative Maintenance that may be in addition to or in replacement of SFG20 requirements, landlord tenancy agreements that exist at the Buyer Premises and shall be responsible for ensuring these requirements are fully captured in the Planned Preventative Maintenance regime and managed via the CAFM system in accordance with the Asset information requirements to ensure that all Services are Delivered in full compliance with the Buyer's legal, statutory and lease obligations.
- 22.6. Where SFG20 is not applicable to a Planned Preventative Maintenance activity or where the Buyer has specified bespoke requirements for the maintenance of systems and / or Assets are applicable, the Supplier shall be responsible for the creation of discretionary PPM task instructions to meet the Buyer's requirements in accordance with SFG20. The Supplier shall ensure that these discretionary PPM activities are approved by the Buyer prior to their addition to the PPM schedules and upload to their SFG20 / CAFM system.

- 22.7. The Supplier shall inform the Buyer of enhancements and/or modifications to SFG20 PPM management regimes where they are likely to impact on the agreed Charges for maintenance Services e.g. changes in PPM task frequencies. Where the Buyer agrees the implementation of the change they will be managed via the Contract Variation Procedure.
- 22.8. The Supplier shall ensure that the Planned Preventative Maintenance schedules capture the requirements outlined within the Buyer's quality management plan and sustainability management plan.
- 22.9. Where agreed with the Buyer, the PPM schedule should include any agreed maintenance system, such as business-focussed maintenance (BFM), condition based maintenance (CBM) etc. The revised Planned Preventative Maintenance processes and scheduling shall be reflected within SFG20 where appropriate and be managed via the Supplier's CAFM system.
- 22.10. The Supplier shall provide installation work associated with planned and Reactive Maintenance Works and Billable Works without compromising the integrity of any historic Buyer Premise and in a manner so as to avoid damage. Prior to carrying out work to a historic Buyer Premise, the Supplier shall undertake a written scheme of investigation, prepare a method statement and safe system of work and discuss their proposal with the Buyer to seek formal Approval to proceed with any works.
- 22.11. PPM tasks shall be generated through the CAFM system on a Monthly basis, in advance. The Supplier shall work to an annual PPM programme and ensure that an annual PPM schedule for the relevant year is available on the CAFM system for each respective Buyer Premises in accordance with the following process:
- 22.11.1. Not less than six (6) weeks prior to the start of an annual Planned Preventative Maintenance programme, the Supplier shall provide the Buyer with a proposed annual Planned Preventative Maintenance programme;
 - 22.11.2. The Buyer will notify the Supplier of any comments;
 - 22.11.3. The Supplier will revise the proposed annual Planned Preventative Maintenance programme to take account of the Buyer's comments; and
 - 22.11.4. The Supplier will then resubmit the proposed annual Planned Preventative Maintenance programme to the Buyer;
- 22.12. In the absence of any comments from the Buyer, the Supplier is in no way relieved of any of its obligations under this Framework Schedule 1 - Specification including this PPM strategy.
- 22.13. The Supplier shall, subject to the Inclusive Repair Threshold, maintain Assets leased to or leased by the Buyer in accordance with the requirement of the lease or as specified by the Buyer. All Planned Preventative Maintenance regimes will be approved by the Buyer prior to upload on the CAFM system and undertaking any works. Further details of the Services required shall be defined by the Buyer in the Call-Off Procedure.
- 22.14. The Supplier shall prioritise work on the system and make any proposed improvements and adjustments to suit availability of resources. Any such proposed improvements and adjustments shall be submitted to the Buyer for Approval.
- 22.15. The annual PPM programme shall detail the frequency, schedule of tasks, input requirements and maintenance Standards to be applied and resource requirements for all Services.
- 22.16. The Supplier shall ensure they operate a safe system of work in accordance with their health and safety Policy and that risk assessments are site specific and not generic and shall include the following:
- 22.16.1. Asset criticality;

- 22.16.2. Any relevant equipment manufacturers' recommendations;
- 22.16.3. Industry Standard specification;
- 22.16.4. The Supplier's experience of similar equipment and Services; and
- 22.16.5. The risk to and/or impact upon the business that could result from failure of the Asset.

22.17. The Supplier shall ensure that:

- 22.17.1. The PPM works task sheet clearly identifies the Asset type, location, SFG20 task instruction and frequency or if not applicable, details of the work required and frequency as defined and agreed with the Buyer;
- 22.17.2. Where the time between activities is greater than one year, those activities are to be undertaken on an appropriate rolling programme as agreed with the Buyer in the Call-Off Procedure.
- 22.17.3. costs for all Replacement Equipment, to include consumable items, Assets and associated component parts, which are required to satisfactorily maintain the Services, are of the same manufacturer, quality and type or better as provided for the original installation. costs for the provision of these consumables and Replacement Equipment, to include parts, Assets and associated components shall be included in the Charges;
- 22.17.4. Details of all warranties and associated maintenance and/or inspection requirements associated with new and Replacement Equipment installed at Buyer Premises by the Supplier are fully recorded within the CAFM system;
- 22.17.5. All Services associated with the maintenance or Assets and/or systems under warranty are Delivered in strict accordance with the warranty requirements at all times; and
- 22.17.6. Where instructed by the Buyer, Replacement Equipment, to include parts, Assets and associated components shall be subject to a whole lifecycle carbon assessment in line with the Buyer's carbon net zero strategy and associated decarbonisation plan. The Supplier shall ensure Replacement Equipment, to include parts and Assets are of the same manufacturer as the equipment being serviced wherever possible. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.

- 22.18. Where instructed by the Buyer, the Supplier may be required to provide extended warranties on newly installed Assets / systems at Buyer Premises. Further details of these requirements will be highlighted within Framework Schedule 6 – Order Form.
- 22.19. The Supplier shall be responsible for the safekeeping and storage of any materials that may be directly delivered to the Buyer Premises, including other site-specific critical spares as agreed with the Buyer.
- 22.20. The Supplier shall agree access arrangements for restricted areas in advance with the helpdesk in order to avoid being denied entry and delaying the execution of the Services. In multi-occupancy buildings, the Supplier shall liaise with landlords, landlord's representatives and other relevant parties to ensure that the method statements are aligned with all of the building users' In respect of all of the Services.
- 22.21. The Supplier shall agree with the Buyer the process relating to the retention of all statutory and mandatory certificates and related documentation.
- 22.22. The Supplier shall provide expert and technical advice on all maintenance matters upon the request of the Buyer.

23. Service E1 - Mechanical and Electrical Engineering Maintenance

- 23.1. The following Standards apply to this Service - SE1.
- 23.2. The Supplier shall provide a professionally managed Mechanical and Electrical (M&E) Maintenance Service, which ensures the maintenance and operation of all items of plant and equipment within the Buyer Premises, are in accordance with the Buyer's requirements.
- 23.3. The Supplier shall ensure the successful operation and optimum condition of all of the Buyer's mechanical, electrical and plumbing systems. The Supplier shall ensure they are maintained at optimum performance in accordance with manufacturers' and installers' recommendations and statutory obligations. A list of plant and systems to be maintained shall be listed within the Asset registers in Call-Off Schedule 20 – Specification.
- 23.4. For the avoidance of doubt, these requirements include the maintenance of all gas, coal, biomass, LPG and oil fired systems and all associated infrastructure, to include storage tanks, pipework, flues, chimneys and air supply systems, cylinder storage facilities, bund storage equipment and detection systems as present within the Buyer Premises.
- 23.5. The Supplier shall be responsible for the inclusion of all Assets irrespective of their inclusion in Call-Off Schedule 4 - Call-Off Tender.
- 23.6. The Supplier shall implement an annual PPM programme that fully meets the maintenance requirements of the Chartered Institution of Building Service Engineers (CIBSE) SFG20, or if not applicable, the maintenance requirements specified by the manufacturers, the Heating and Ventilation Contractors Association (HVCA) and other relevant professional bodies. The overriding responsibility of the Supplier shall be to ensure that maintenance Services to the built and installed Assets within the Buyer Premises are Delivered as required throughout the Call-Off Contract.
- 23.7. The Supplier shall provide and review the current PPM schedule during the Mobilisation Period. The Supplier shall ensure the maintenance and operation of the built and installed Assets, within the Buyer Premises are maintained and operational for the duration of the Call-Off Contract.
- 23.8. Information on the specific built and installed Assets, in the form of reports and surveys has been included within Call-Off Schedule 4 - Call-Off Tender. This information is given to the Supplier to assist them in preparing a relevant and competitive Tender, but in no way limits the overall responsibility of the Supplier.
- 23.9. The Supplier shall satisfy itself as to the accuracy of the information provided by the Buyer.
- 23.10. It is a fundamental requirement of the Services that the Supplier is cognisant of the intimate relationship between operational elements and those elements of life cycle management. The Supplier shall provide the Buyer with a demonstration of the appropriate methodologies. The Supplier shall look to implement a holistic annual PPM schedule to maximise the life of all built and installed Assets.
- 23.11. The Supplier shall transmit notification of the Planned Preventative Maintenance via the Buyer Premises based CAFM system to the Buyer Authorised Representative or their nominated deputy and allocate to the appropriate tradesmen. The works task sheet shall clearly identify the Asset type, location and work required. The Buyer Authorised Representative shall agree access arrangements for restricted areas in order to avoid any interruption to business.
- 23.12. The Supplier shall provide all PPM activities, other than daily nominated or advised tasks, within seventy two (72) hours of scheduled date.
- 23.13. The Supplier shall monitor the Services so that operating conditions can be maintained and the quality of service provision can be recorded. The Supplier shall be responsible for establishing and maintaining the necessary systems including the use of the CAFM system to log and record responses to problems as they occur as well as recording performance of equipment, systems and Supplier Staff.
- 23.14. Special note shall be made of specific warranty period maintenance requirements.

24. Service E2 - Ventilation and Air Conditioning Systems Maintenance

- 24.1. The following Standards apply to this Service - SE2.

- 24.2. The Supplier shall maintain ventilation, comfort cooling and air conditioning systems by using the same principles employed for other mechanical and electrical systems. Some of the air conditioning systems shall be designated by the Buyer as business critical systems where appropriate.
- 24.3. This provision includes all catering extract and forced air systems inclusive of ductwork and terminal units.
- 24.4. The Supplier shall deliver air quality monitoring at the Buyer Premises to meet COSHH 2002 and EH40 statutory requirements and all other statutory and best practice requirements linked to the Delivery of the service, including HSEG409, HSG173 and CIBSE KS17. Where the installation of new fixed monitoring equipment is required to deliver these Services the costs shall be met by the Buyer.
- 24.5. The insides of ventilation and air conditioning ductwork shall be kept clean in accordance with Service SC3 Environmental Cleaning (below). The Supplier shall maintain the systems and ensure compliance with legal obligations in respect of health and safety and the management of greenhouse gases and ozone depleting substances and any other Specification or Standard required by the Buyer.

25. Service E3 – Environmental Cleaning Service

- 25.1. The following Standards apply to this Service - SE3.
- 25.2. The Supplier shall clean kitchen extract and cell ventilation systems to ensure compliance with all statutory requirements.
- 25.3. The Supplier shall thoroughly clean general mechanical ventilation and environmental systems. This shall include air conditioning systems, LEV ductwork and extract hoods to ensure compliance with all statutory requirements.
- 25.4. The Supplier shall deliver the Services in compliance with all statutory requirements.
- 25.5. Where the Buyer requests additional cleaning Services at a frequency which exceeds the requirements of the statutory requirements, these shall be rechargeable and managed via the Billable Works and Projects process.
- 25.6. The Supplier shall ensure that all works are recorded and managed via the Supplier's CAFM system.
- 25.7. The Supplier shall preserve a satisfactory standard of hygiene within air distribution and extract systems.

26. Service E4 - Fire Detection and Firefighting Systems Maintenance

- 26.1. The following Standards apply to this Service - SE4.
- 26.2. The Supplier shall be responsible for ensuring all fire-fighting equipment and systems are tested in accordance with the applicable British Standards, Approved Codes of Practice, manufacturer's recommendations and industry best practice.
- 26.3. All systems shall be tested including:
 - 26.3.1. Fire Alarm Panels;
 - 26.3.2. Extinguishers;
 - 26.3.3. Voice alarm systems;
 - 26.3.4. Smoke pressurisation and extraction systems;
 - 26.3.5. Fume Cupboards;
 - 26.3.6. Suppression systems;
 - 26.3.7. Sprinkler systems;
 - 26.3.8. Public Address systems;

- 26.3.9. Evacuation chairs;
- 26.3.10. Wet and dry risers;
- 26.3.11. Lift evacuation systems; and
- 26.3.12. Emergency communications systems (refuges).

- 26.4. The Supplier shall be responsible for operating fire alarm testing in accordance with fire regulations, ensuring logs are accurate and up-to-date and weekly tests are operated within two (2) minutes of any agreed times. Voice announcement system broadcasts or announcements shall all be performed professionally and in accordance with the Buyer's requirements.
- 26.5. The Supplier shall be responsible for resetting all equipment upon completion of the fire alarm testing, to include air conditioning systems, gas supplies and gas suppression systems.
- 26.6. The Supplier shall test fire detection systems in a manner that ensures full functionality of the fire system and associated devices. The results shall be recorded within the fire log-book at the Buyer Premises and centrally within the management regime. Details of the outcome of the tests should be passed to the Buyer Authorised Representative at the Buyer Premises.
- 26.7. All abnormal test results shall be immediately advised to the Buyer, and dealt with under the auspices of the reactive maintenance Services.
- 26.8. It is the responsibility of the Supplier to notify the CAFM system / helpdesk of each instance where works are raised as a result of testing of firefighting or detection systems.
- 26.9. The Supplier shall ensure any changes or enhancements to the fire systems are recorded in the fire risk assessment for the Buyer Premises.
- 26.10. The Supplier shall inform the Buyer Authorised Representative when they are to undertake maintenance work to the fire safety systems. This shall be carried out in line with the Buyer's policies for example The Regulatory Reform (Fire Safety) Order 2005 at a Buyer Premises.

27. Service E5 - Lifts, Hoists and Conveyance Systems Maintenance

- 27.1. The following Standards apply to this Service - SE5.
- 27.2. The Supplier shall provide a fully comprehensive maintenance regime to the lifts, hoists and conveyance systems within the Buyer Premises. The Supplier shall be responsible for meeting minimum response times contained within the performance regime if there are problems with the system's components, items and panels.
- 27.3. The Supplier shall ensure that all necessary information regarding the lifting and conveyance system are recorded within the CAFM system. The Supplier shall:
 - 27.3.1. Manage the thorough examination of lifts by an independent competent person and forward reports to the Buyer;
 - 27.3.2. Keep lift records;
 - 27.3.3. Act on any recommendations that cost less than the Inclusive Repair Threshold;
 - 27.3.4. Inform the Buyer of any work required costing more than the Inclusive Repair Threshold;
 - 27.3.5. Inform the Buyer of any lift that is out of service, the reason why and the time the lift will be back in service;
 - 27.3.6. Ensure that lift cars are taken out of service in the case of dangerous situations;
 - 27.3.7. Ensure the competency of those who carry out the work and train Supplier Staff in the rescue and freeing of trapped passengers;
 - 27.3.8. Ensuring the availability of Replacement Equipment;

- 27.3.9. Carry out a detailed risk assessment for all works; and
- 27.3.10. Include fireman lifts and lift evacuation systems.

28. Service E6 - Security, Access and Intruder Systems Maintenance

- 28.1. The following Standards apply to this Service - SE6.
- 28.2. The Supplier shall maintain all security, access and intruder systems within the Buyer's Premises and any new systems put in place to ensure correct functioning throughout the course of the Call-Off Contract.
- 28.3. It will be the Supplier's responsibility to ensure the continued functioning of security, access and intruder systems.
- 28.4. The Supplier shall ensure that any failure that leads to a weakness in security is rectified within the agreed timescale.
- 28.5. The Supplier shall liaise with the Buyer's Authorised Representative and any relevant HM Government security equipment specialists over the issues of security, access and intruder system including synergistic areas where security provision is supplied directly by HM Government Staff.

29. Service E7 - Internal and External Building Fabric Maintenance

- 29.1. The following Standards apply to this Service - SE7.
- 29.2. The Supplier shall provide a professionally managed, Planned Preventative Fabric Maintenance Service in accordance with a system and programme of building fabric maintenance. This programme shall take account of the Asset registers, Planned Preventative Maintenance schedules and all relevant lease obligations.
- 29.3. Variations from periodic maintenance shall be agreed between the Supplier and the Buyer in advance.
- 29.4. Planned Preventative Maintenance tasks shall be generated through the CAFM system on a Monthly basis, in advance. The Supplier shall provide day-to-day repairs to the internal and external fabric. The Supplier shall submit notification of the day-to-day repairs via the Buyer Premises based CAFM system to the Buyer Authorised Representative or its nominated deputy and allocated to the appropriate tradesmen. This may be by raising a Service request via the system if an independent helpdesk is utilised. The works task sheet shall clearly identify the Asset type, location and work required. The Buyer shall agree access arrangements for restricted areas in order to avoid any interruption to business.
- 29.5. The Supplier shall ensure that in instances of spot (reactive) re-lamping, they acknowledge the need to ensure electrical safety and working at height when replacing lamps. For the avoidance of doubt, the Supplier shall be responsible for funding the replacement of all lamps and light fittings below the Inclusive Repair Threshold (IRT) within their fixed price.
 - 29.5.1. The Supplier shall ensure that:
 - 29.5.2. In instances of spot (reactive) re-lamping, they acknowledge the need to ensure electrical safety and working at height when replacing lamps;
 - 29.5.3. The consistency in colour balancing throughout the area is maintained and in keeping with the Buyer's requirements;
 - 29.5.4. They are cognisant of the impact that lighting control systems have on the life expectancy of lamps;
 - 29.5.5. Luminaires and light fittings are kept in good repair and are cleaned and maintained to ensure optimum performance;

- 29.5.6. All lamps and tubes in prestige areas such as reception areas and ministerial suite, in conference and meeting rooms and all emergency lighting shall be fully operational at all times subject to response and rectification times;
 - 29.5.7. Control and execution of this Service is managed entirely by the CAFM system in line with the overall PPM schedule and subject to the same performance Standards; and
 - 29.5.8. They dispose of old fluorescent tubes in accordance with environmental best practice and any relevant legislation, using the most economically advantageous and environmentally beneficial methods. Where appropriate, this may mean taking advantage of any national or cross-Government contracts to which the Buyer has access.
-
- 29.6. The Supplier shall acknowledge the Buyer's PPM schedules contained within Call-Off Schedule 4 - Call-Off Tender. The Supplier shall include all building fabric maintenance tasks within Call-Off Schedule 20 – Specification, in addition to any further requirements. The Service shall include but shall not be limited to an annual integrity inspection and report of building fabric components such as hearing loops, wheelchairs, evacuation chairs, fire curtains, mobile racking systems and high density storage systems.
 - 29.7. The Supplier shall agree access arrangements for restricted areas with the helpdesk in advance in order to avoid being denied entry and delaying the execution of the Service. In multi-occupancy buildings the Supplier shall be required to liaise with landlords, landlord's representatives and other relevant parties to ensure that the method statements are aligned with all of the building users' requirements.
 - 29.8. Where the Buyer has responsibility for the provision of residential housing, the Supplier shall be responsible for the maintenance of the buildings, to include all outbuildings and fixed furniture items contained therein.
 - 29.9. The Supplier shall be responsible for the sweeping chimneys to open fireplaces where present at Buyer Premises at a frequency that will maintain them in a safe working order.
 - 29.10. The Supplier shall be required to undertake redecoration works on a cyclical / periodic basis to comply with the Buyer's lease obligations or agreed standard for HM Government freehold buildings where this is requested. The Supplier shall liaise with the Buyer to establish these obligations and provide quotations for all redecoration works as per the Billable Works process detailed in Call-Off Schedule 25 - Billable Works and Projects.
 - 29.11. The Supplier shall provide redecoration works on an elective basis as per the Billable Works process detailed in Call-Off Schedule 25 - Billable Works and Projects and upon instruction from the Buyer Authorised Representative. Any redecoration work required as a result of reactive maintenance shall be included with the reactive maintenance work.
 - 29.12. The Supplier shall provide a gutter clearance service and shall ensure drainage systems including but not limited to pipes, gutters, manholes and parapet gutters are kept functional and remain free from debris, leaves and other blockages at all times.
 - 29.13. Where Buyer Premises exceed four (4) storeys and have no fixed roof access equipment fitted to enable the Delivery of the gutter cleaning service the Supplier shall be responsible for the provision of the portable equipment required to deliver the service. costs for the provision of the portable equipment shall be managed via the Billable Works and Projects process.
 - 29.14. The Supplier shall provide a securing and making safe Service in the event of break-ins, vandalism or damage to the external building on a reactive basis within the timescales detailed in the Annex E – Service Delivery Response Times. This shall include but shall not be limited to boarding up windows on a temporary basis and re-glazing of broken windows as a minimum requirement. This Service shall be paid for as additional works as per the Billable Works process detailed in Call-Off Schedule 25 - Billable Works and Projects.
 - 29.15. The Supplier shall be responsible for the safe storage and maintenance of all equipment issued to them for their use on the Contract by the Buyer. All maintenance works undertaken shall be in accordance with the manufacturer's recommendations.
 - 29.16. The Supplier shall be responsible for the provision of:

- 29.16.1. Repairs;
 - 29.16.2. Replacement equipment;
 - 29.16.3. Operator Training;
 - 29.16.4. Insurance cover;
 - 29.16.5. Certification;
 - 29.16.6. Risk assessments; and
 - 29.16.7. Calibration.
- 29.17. The Supplier shall, at the end of the Contract Period, be responsible for the return all items issued to them by the Buyer for their use on the Call-Off Contract in their original condition, allowing for fair wear and tear, and in good working order. Any items missing or damaged, other than by fair wear and tear, shall be replaced by the Supplier at no cost to the Buyer.
- 29.18. Details of the equipment to be issued to the Supplier will be defined by the Buyer in the Call-Off Procedure.
- 29.19. The Supplier shall execute the Service during the operational working hours. The Service may be executed outside these hours for operational reasons, to meet deadlines or other particular requirements including avoidance of disruption and noise.
- 29.20. The Supplier shall be responsible for the maintenance and statutory inspections of the Buyer's Health and safety and building protection systems including:
- 29.20.1. Safety eyebolts;
 - 29.20.2. Fixed roof-edge protection handrail systems;
 - 29.20.3. Free-standing roof-edge protection handrail systems;
 - 29.20.4. Cradle access systems;
 - 29.20.5. Fall and arrest safety lifelines and man safe systems;
 - 29.20.6. Lightning protection systems;
 - 29.20.7. Flood protection systems;
 - 29.20.8. Window and door security equipment, e.g. shutters, window bars and grilles;
 - 29.20.9. Bird protection systems, e.g. nets, spikes and sirens;
 - 29.20.10. Waste storage and recycling facilities;
 - 29.20.11. External fire exists and fire escape routes;
 - 29.20.12. Doors including locks and door furniture;
 - 29.20.13. External lighting systems, including pathway and street lighting; and
 - 29.20.14. External vehicle storage facilities; e.g. cycle and motorcycle enclosures.
- 29.21. The Supplier shall ensure that the integrity of all fire doors and associated fire protection systems are tested regularly in accordance with the Buyer Premises fire risk assessment to ensure they retain their designated fire integrity rating and will function correctly and will perform to their designed standard in the event of a fire. The items to be tested shall include but not be limited to:

- 29.21.1. Door frames;
- 29.21.2. Door leaves;
- 29.21.3. Door glazing;
- 29.21.4. Door hinges;
- 29.21.5. Door seals;
- 29.21.6. Door handles;
- 29.21.7. Door self-closing devices;
- 29.21.8. Door hold-open devices; and
- 29.21.9. Door signage.

- 29.22. The Supplier shall ensure all Planned Preventative Maintenance works are managed in compliance with SFG20 and / or Buyer specified requirements and is logged and recorded within the CAFM system.
- 29.23. The Supplier shall inform the Buyer immediately if a fault is discovered which has potential to impact on the Buyer's fire safety and / or safe evacuation procedures in place within the Buyer Premises.
- 29.24. The Supplier shall undertake a review of the fire door and associated systems during the Mobilisation Period and shall submit a report for the reporting of the condition of the PPM items, which shall be agreed with the Buyer prior to the commencement of the first round of Planned Preventative Maintenance scheduled inspections.
- 29.25. The report shall be submitted electronically to the Buyer within five (5) Working Days of undertaking the inspection and shall be reported via email by the Supplier within twenty-four (24) hours of the inspection of any defects of a health and safety nature it finds during the course of its inspection together with a recommendation for remedial action if defects cannot be fixed during the inspection.

30. Service E8 - Reactive Maintenance Services

- 30.1. The following Standards apply to this Service SE8.
- 30.2. The Supplier shall provide a professionally managed Service for reactive repairs and maintenance 24 hours per day, 365 days per year.
- 30.3. This Service shall be managed through the CAFM system. All Reactive Maintenance Works (including labour, materials, profit, Overheads and any other relevant costs) up to an Inclusive Repair Threshold (threshold to be agreed in the Call-Off Procedure) shall be carried out and included within the Supplier's Charges.
- 30.4. All reactive repairs and maintenance (including labour, materials, profit, Overheads and any other relevant costs) above the Inclusive Repair Threshold (threshold to be agreed in the Call-Off Procedure) and works arising from Planned Preventative Maintenance, are to be managed using the Billable Works and Approvals Process as outlined Call-off Schedule 25 - Billable Works and Projects. All Works Arising from Planned Preventative Maintenance (including labour, materials, profit, Overheads and any other relevant costs) up to an Inclusive Repair Threshold (threshold to be agreed in the Call-Off Procedure) shall be carried out and included within the Supplier's Charges.
- 30.5. The helpdesk element of the CAFM system shall be the sole focus of reactive maintenance activities.
- 30.6. The Supplier shall work alongside the Buyer in forward planning, providing cost estimates for financial planning and shall advise the Buyer when the cost of repairing and/or maintaining an Asset outweighs the cost of replacing it and is likely to cause on-going unplanned downtime or pose potential health and safety risks (Beyond Economic Repair).

- 30.7. When an Asset is Beyond Economic Repair the cost of replacement shall be met by the Supplier up to the Inclusive Repair Threshold. Where the cost of replacement exceeds the Inclusive Repair Threshold, only the cost above this value shall be billed to the Buyer through the Approval process as detailed in Call-Off Schedule 25 -Billable Works and Projects. For the avoidance of doubt, this requirement includes the replacement of entire Assets as well as component parts of Assets where replacement is deemed appropriate. The Buyer shall be the final arbiter on whether an Asset is Beyond Economic Repair but will act reasonably in reaching such decisions taking into account any one of the following:
- 30.7.1. If the projected cost of the repair exceeds the cost of replacing the Asset;
 - 30.7.2. If the part(s) required to repair the Asset are no longer available unless there is a possibility of manufacture of part as a cost effective alternative; and/or
 - 30.7.3. Any recommendations carried out as a result of Condition Surveys.
- 30.8. Where replacement has been deemed appropriate by the Buyer, the Supplier shall assist the Buyer in determining a suitable replacement option taking into account operational use, whole life cost and required life factor.
- 30.9. The Supplier shall proceed with emergency tasks in accordance with Work Package Q (helpdesk), in the event of critical or emergency tasks to mitigate health and safety or Business Continuity and Disaster Recovery risks (as further explained in Call-Off Schedule 8 – Business Continuity and Disaster Recovery. The Supplier shall seek formal Approval from the Buyer and shall keep the Buyer advised at all times on the status, technical issues and cost of the task.
- 30.10. The Inclusive Repair Threshold shall apply to the task of making safe and shall be applied retrospectively after the situation has been made safe.
- 30.11. The Supplier shall ensure that all its conducting maintenance work remain fully engaged to ensure a fault free operation. The inherent skills of the Supplier's Staff shall ensure the timely identification and rectification of faults. Both faults identified by Buyer and the Supplier's Staff shall be logged through the CAFM system for quality analysis. Each and every reactive Service request shall have an associated history, including completion date and time, within the helpdesk system.
- 30.12. Where the Supplier encounters reactive maintenance tasks which they believe have been caused by wilful damage or vandalism, they shall be required to produce a damage report in support of their assessment which shall include:
- 30.12.1. The date and time the damage was identified;
 - 30.12.2. A summary of the findings upon inspection;
 - 30.12.3. Photographic evidence of the damage; and
 - 30.12.4. Details of the condition at the previous maintenance work or inspection; and
 - 30.12.5. An estimate of the cost of repair or replacement.
- 30.13. Where the Buyer agrees the cause was deliberate, the Inclusive Repair Threshold shall not apply and the repair shall be managed via the Billable Works process, as further explained in Call-Off Schedule 25 - Billable Works and Projects.
- 30.14. The Supplier shall ensure that all Supplier Staff attend to calls, with suitable and sufficient equipment and suitable training to deal with the reactive maintenance repair in a competent, safe and efficient manner.
- 30.15. The Supplier shall at all times ensure that its Staff are competent, appropriately trained and deployed to cater for the variety of planned and unplanned demands in relation to reactive maintenance. The Supplier shall ensure that Supplier Staff who are dispatched to reactive activities are

appropriately trained to Deliver a first-time fix. Where interface with electrical, mechanical or medium to high temperature hot water systems are involved, documented training schemes must be evidenced.

31. Service E9 - Planned / Group Re-Lamping Service

- 31.1. The following Standards apply to this Service - SE9.
- 31.2. Where the Buyer requires a planned re-lamping service of entire offices or floors within Buyer Premises, the Supplier shall adopt an organised approach to re-lamping across the Buyer Premises. The Supplier shall monitor this Service for efficiency with a view to achieving the greatest possible reductions in disruption to the Buyer's core business, replacement frequency and cost. A consistent colour / warmth is critical in presentational and prestige areas. These Services will be managed via the Billable Works process, as further explained in Call-Off Schedule 25 - Billable Works and Projects.
- 31.3. The Supplier shall be cognisant of the impact that lighting control systems have on the life expectancy of lamps. Details of the location of such systems within the Buyer Premises are held in Call-Off Schedule 4 - Call-Off Tender. The Supplier shall make proposals for the enhancement and expansion of lighting control systems.
- 31.4. The Supplier shall work alongside the Buyer and highlight opportunities for greater energy performance, reduced carbon emissions and utility costs as technology associated with lighting, sensor technology and lighting controls develop throughout the Call-Off Contract Period. The Supplier shall assess the benefits of new technology prior to commencing any planned re-lamping works across Buyer Premises and issue recommendations where opportunities to improve environmental performance, reduce carbon emissions and / or reduce utility costs exist. Where the Buyer agrees with the Supplier's recommendations and an upgrade takes place, a review of the consumables and the Charges shall be considered via the Contract Variation Procedure in accordance with Clause 24 of the Core Terms of the Call-Off Contract.
- 31.5. The Supplier shall dispose of old fluorescent tubes in accordance with environmental best practice and any relevant legislation, using the most economically advantageous method. Where appropriate, this may mean taking advantage of any national or cross-Government contracts to which the Buyer has access.

32. Service E10 - Automated Barrier Control System Maintenance

- 32.1. The following Standards apply to this Service - SE10.
- 32.2. Where automated barriers, shutters, turn-styles, doors and electrified fencing are installed at the Buyer Premises and included in the scope of Services, the Supplier shall be required to provide a maintenance service for these Assets as part of the overall mechanical and electrical maintenance strategy across each Buyer Premises.

33. Service E11 - Building Management System (BMS) Maintenance

- 33.1. The following Standards apply to this Service - SE11.
- 33.2. The operation of the Buyer's building engineering Service is to be Achieved through the BMS. The Supplier shall operate the systems in a competent, pro-active manner so as to control all of the systems and the internal environment and to maintain a secure and reliable Service.

- 33.3. The Supplier shall monitor any departures from agreed environmental parameters and shall take actions to rectify.
- 33.4. Before adjusting set points or modifying software the Supplier shall fully understand the effect these actions may have on the air conditioning and other building Service systems process, and take account of the internal and external environment.
- 33.5. The Supplier shall ensure that the BMS is periodically upgraded as and when software versions are issued.
- 33.6. The Supplier shall ensure that the BMS forms part of the maintained Assets and is maintained and Serviced as part of the general maintenance regime and within the limits set by the Inclusive Repair Threshold.
- 33.7. The Supplier shall ensure that the BMS is configured to operate building systems at optimum energy efficiency.
- 33.8. The operation of the Buyer's building engineering Service is to be Achieved through the BMS. The Supplier shall operate the systems in a competent, pro-active manner so as to control all of the systems and the internal environment and to maintain a secure and reliable Service.

34. Service E12 - Standby Power System Maintenance

- 34.1. The following Standards apply to this Service - SE12.
- 34.2. The Supplier shall:
 - 34.2.1. Be responsible for the maintenance and operation of backup generators and uninterrupted power supply equipment;
 - 34.2.2. Ensure that the backup equipment is available at all times and starts within ten (10) seconds of a mains power supply interruption or fluctuation;
 - 34.2.3. Liaise with the Buyer for the load testing of this equipment;
 - 34.2.4. Be responsible for the accurate recording of systems that are connected to the generators and Uninterruptable Power Supply (UPS) systems;
 - 34.2.5. Be responsible for ensuring that the systems are not overloaded and the balance between phases is maintained;
 - 34.2.6. Ensure that fuel levels in storage tanks are maintained at a minimum of seventy five per cent (75%) capacity;
 - 34.2.7. Ensure that invoices for fuel are dealt with as Pass Through costs; and
 - 34.2.8. Conduct as a minimum one (1) annual black test on all standby power systems installed.

35. Service E13 - High Voltage (HV) and Switchgear Maintenance

- 35.1. The following Standards apply to this Service - SE13.
- 35.2. The Supplier shall:
 - 35.2.1. Maintain HV switchgear using the same principles employed for other mechanical and electrical systems. HV switchgear may be designated by the Buyer as a business critical system;
 - 35.2.2. Ensure that substations are clean, dry, and ventilated. The Supplier shall ensure that tubular heaters are fitted where necessary to avoid condensation;
 - 35.2.3. Ensure that hardwood, metal or concrete duct covers are in place, except when work is being carried out. Under no circumstances shall items which are not directly concerned with the operation and maintenance of the HV installation be kept in the substation;

- 35.2.4. Ensure that HV equipment is regularly inspected, maintained and tested to ensure that it is in a safe and serviceable condition;
- 35.2.5. Ensure that any of its Staff operating in an HV environment are authorised, suitably qualified and competent and shall at the very least:
 - 35.2.5.1. Be an electrical craftsman; and
 - 35.2.5.2. Be over the age of twenty three (23) years.
- 35.2.6. Ensure there is a qualified named High Voltage Authorised Person (HVAP) engineer for the Buyer Premises(s); and
- 35.2.7. Ensure that a Permit to Work system is used for this Service.

36. Service E14 - Catering Equipment Maintenance

- 36.1. The following Standards apply to this Service - SE14.
- 36.2. The Supplier shall provide a professional maintenance Service of all commercial catering equipment used in the provision of catering Services under the Call-Off Contract using the same principles employed for other mechanical and electrical systems. This shall be carried out in accordance with all relevant regulations relating to the servicing of gas and electrical installations.
- 36.3. The Supplier shall maintain catering equipment owned by the Buyer but operated by a third party Supplier.

37. Service E15 - Audio Visual (AV) Equipment Maintenance

- 37.1. The following Standards apply to this Service - SE15.
- 37.2. The Supplier shall ensure that any AV equipment which is designed to display or take input from portable media or is computer driven is maintained, replaced or provided with suitable converters such that it is compatible with the required Standard at all times.
- 37.3. The Supplier shall ensure that maintenance of this is included in the Charges with Replacement Equipment provided on a Pass Through costs basis and dealt with as part of the reactive maintenance Service requirements. The support required to set up and operate equipment is to be priced as part of the support Service available from the helpdesk.
- 37.4. During all events utilising multi-media technology, the Supplier shall provide Supplier Staff that are capable of remedying all associated technical problems in a timely manner.
- 37.5. The Supplier is required to ensure that media connectivity is maintained for connection by broadcasting Services.

38. Service E16 - Television Cabling Maintenance

- 38.1. The following Standards apply to this Service - SE16.
- 38.2. The Supplier shall maintain the existing cabling infrastructure which is designated for the transmission of television pictures. The Supplier shall manage the payment of regular invoices for TV usage on behalf of the Buyer.

- 38.3. The Supplier shall be responsible for installing additional cabling as instructed by the Buyer. The Supplier shall ensure that all cabling, which is installed by the Supplier, is of a suitable specification to guarantee continuity of the Services and picture quality and that this cabling is used exclusively for the transmission of television pictures.
- 38.4. The Supplier shall ensure that provision also includes but is not limited to aerials, satellite dishes and set top boxes.
- 38.5. Where required, the Supplier shall Deliver the TV signal over the data network.

39. Service E17 - Mail Room Equipment Maintenance

- 39.1. The following Standards apply to this Service - SE17.
- 39.2. The Supplier shall be responsible for the operation and maintenance of mail room equipment, including franking machines, sorters, postal scales and x-ray scanners throughout the Call-Off Contract.
- 39.3. The Supplier shall be required to review the existing equipment and the Buyer's leases at the start of the Call-Off Contract and propose the most efficient and cost effective solution for the future. Should the Supplier consider that it is in the interest of business efficiency and best value for money, it may propose the replacement of equipment in advance of their lease expiry date. Any replacement of equipment shall be at the Approval of the Buyer.

40. Service E18 - Office Machinery Servicing and Maintenance

- 40.1. The following Standards apply to this Service - SE18.
- 40.2. The Supplier shall provide a holistic office machinery servicing and maintenance Service within each Buyer Premises. This shall be coordinated through the helpdesk and shall include convenience photocopiers, fax machines, scanners and shredders. Details of the equipment to be managed are provided in Call-Off Schedule 4 - Call-Off Tender.
- 40.3. This Service shall be integrated with other Services such as porter Services, messenger Services, central reprographic Services and repairperson Services.
- 40.4. The Supplier shall be responsible for the provision and maintenance of all office machinery. This shall encompass liaison with the relevant third party Supplier, ensuring that appropriate maintenance (both reactive and proactive) is carried out in accordance with Service contracts, managing the renewal of Service contracts and liaising with the Buyer.

41. Service E19 - Voice Announcement System Maintenance

- 41.1. The following Standards apply to this Service - SE19.
- 41.2. The Supplier shall be responsible for the provision and maintenance of all voice announcement systems and equipment. Where appropriate, this shall encompass liaison with the relevant third party Supplier, ensuring that appropriate maintenance (both reactive and proactive) is carried out in accordance with service contracts, managing the renewal of service contracts and liaising with the Buyer.

42. Service E20 - Locksmith Services

42.1. The following Standards apply to this Service - SE20.

42.2. The Supplier shall:

42.2.1. Provide a specialist locksmith Service to repair or replace ironmongery at the Buyer Premises;

42.2.2. Ensure that notification of a requirement for locksmith Services will be satisfied in accordance with Annex E – Service Delivery Response Times; and

42.2.3. Demonstrate through the appropriate level of security clearance, as specified by the Buyer, that any of its Staff involved in these Services are appropriate to the operating environment.

42.3. Locksmith Services will be paid for in accordance with Call-Off Schedule 25 - Billable Works and Projects.

43. Service E21 - Specialist Maintenance Services

43.1. The following Standards apply to this Service - SE21.

43.2. The Supplier shall be responsible for undertaking inspections and all maintenance activities for the specialist maintenance Services. These shall include but not be limited to:

43.2.1. Airport and Aerodrome facilities, to include hangars, runways, fuel supply systems, aircraft spray booth facilities (including all filter changes), external and internal lighting, drainage, fuel storage, vehicle wash and spraying facilities;

43.2.2. Docks and ports, to include lifting equipment, fuel supply systems, vehicle wash systems, lighting and fuel supply / storage facilities;

43.2.3. Rail, Bus and Tramway depots and public access facilities;

43.2.4. Medical facilities, to include operating rooms, medical gas, oxygen supply and steam pressurisation systems, autoclaves, utilities and drainage systems;

43.2.5. Laboratory testing facilities and infrastructure, to include robotics, ethanol supply systems, air filtration systems and all related infrastructure;

43.2.6. Garages and Workshops, to include workshop machinery, dust / fume extraction systems, drainage and all related infrastructure;

43.2.7. Stores warehouse (automatic selection and picking system (may be required to man and operate a twenty-four (24) hour working pattern) as a minimum comprising of safety devices, cleaning, rails, shuttle/link cars, cranes, buffers, safety ropes, conveyors, transfer cars, indicators, lamps and PLC's);

43.2.8. Offshore maritime hazard markers and hydrographic surveys;

43.2.9. Stores warehouse (automatic selection and picking system (may be required to man and operate a twenty-four (24) hour working pattern) as a minimum comprising of safety devices, cleaning, rails, shuttle/link cars, cranes, buffers, safety ropes, conveyors, transfer cars, indicators, lamps and PLC's);

43.2.10. Coal fired boilers (maintenance and stoking twenty-four (24) hours per day seven (7) days per week in heating season);

43.2.11. Underground bunker (Electrical, UPS, air conditioning and ventilation systems);

43.2.12. Sewerage plants;

- 43.2.13. Environmental monitoring equipment;
- 43.2.14. Renewable energy systems;
- 43.2.15. Electrical vehicle charge points and infrastructure;
- 43.2.16. Solar voltaic panels, wind turbines and all associated infrastructure;
- 43.2.17. Calibration and maintenance of language laboratory equipment;
- 43.2.18. Weighbridge including calibration;
- 43.2.19. Vacant undeveloped land and / or buildings awaiting development or disposal;
- 43.2.20. Automated data gathering and sensor equipment associated with smart working environments;
- 43.2.21. Equestrian facilities and associated specialist systems; and
- 43.2.22. Kennels for working dogs.

43.3. Details of these specialist requirements will be provided in the Call-Off Procedure.

Work Package F – Statutory Obligations

44. Service F: Generic Statutory Obligations Requirements

44.1. The Supplier shall at all times ensure that:

44.1.1. The FM operation of the Buyer Premises and Delivery of the FM Services are undertaken in compliance with all applicable UK legislation and legislation appropriate to the location of the Buyer's Premises as defined in the Call-Off Procedure, Good Industry Practice, manufacturer's recommendations and where appropriate the requirements specified by the Buyer as defined in the Call-Off Procedure.

44.1.2. It provides any training required by the procedures and statutory provisions in respect of all Staff (whether Buyer or Supplier Staff) at the Buyer Premises;

44.1.3. It operates a Safe System of Work in accordance with their Health and safety Policy and ensures that all risk assessments are current and accurately reflect the works and risks associated with the Services being undertaken; and

44.1.4. It ensures all activities relating to Statutory Compliance is managed through their CAFM system and that the Buyer has access to the data, via electronic interface or direct access to the Supplier's CAFM system.

44.2. The Supplier shall be responsible for the production, review and update of all risk assessments and written schemes of examination to meet all statutory requirements e.g. SFG20, CIBSE Guide M as required as they apply to the statutory compliance Services specified by the Buyer.

44.3. The Supplier shall provide paper copies of all Documentation associated with statutory Compliance Reports or Documentation for retention at the Buyer Premises. These requirements will be defined in the Call-Off Procedure.

45. Service F1 –Asbestos Management

45.1. The following Standards apply to this Service - SF1.

45.2. The Supplier shall be responsible for ensuring that Services provided to all Buyer Premises are statutory compliant in accordance with The Control of Asbestos Regulations: 2012.

45.3. The Supplier shall undertake an initial review of the Buyer's Asbestos Management Plan present at the Buyer Premises within the first sixty days of the Contract and be responsible for undertaking regular (at least annual) reviews of the Asbestos Management Plan thereafter.

45.4. Where Buyer Premises are discovered to be non-compliant and do not have an asbestos risk assessment in place, the Supplier will be responsible for undertaking a review and for producing a new asbestos risk assessment on the behalf of the Buyer. costs for this service shall be rechargeable and be managed via the Billable Works and Projects process.

45.5. The Supplier shall maintain the Asbestos register such that it contains a comprehensive Schedule of all areas within each Buyer Premises which contain asbestos or asbestos-based products or other deleterious (ACM) materials.

- 45.6. The Supplier shall be responsible for the Delivery of asbestos surveys and for the updating of the asbestos register following refurbishment and demolition works. Where these works were undertaken by Buyer appointed third-party Suppliers the costs for the work shall be rechargeable and be subject to the Billable Works and Projects process.
- 45.7. Where asbestos removal works are required by the Buyer, the works shall be undertaken by the Supplier the costs for the works shall be rechargeable and be subject to the Billable Works and Projects process.
- 45.8. The Supplier shall publish and convey the contents of the Asbestos register to all its Staff and appointed Subcontractors that are likely to be at risk of interfacing with this substance or have an interface with activities which may expose them to this substance.
- 45.9. The Supplier shall ensure that:
 - 45.9.1. The process of identifying, signing and tagging all areas is kept up to date and that the condition of the identified material is monitored in accordance with legislative requirements;
 - 45.9.2. All identification, tagging, monitoring and removal are to be carried out by employing a suitably licensed and competent specialist;
 - 45.9.3. Notifications are issued to HSE for licensed works as required; and
 - 45.9.4. That all activities, irrespective of their level of complexity are executed within areas identified as having asbestos or other deleterious materials, shall be provided with full risk assessments and method statements for safe execution of their task.
- 45.10. The Supplier shall appoint UKAS accredited surveyors and testing laboratories to carry out inspections.

46. Service F2 - Water Hygiene Maintenance

- 46.1. The following Standards apply to this Service - SF2.
- 46.2. The Supplier shall be responsible for ensuring that Services provided to all Buyer Premises are statutory compliant.
- 46.3. The Supplier shall undertake an initial review of the Buyer's Water Management Plan present at the Buyer Premises within the first six Months of the Contract and be responsible for undertaking regular (at least annual) reviews of the water management plan and legionella risk assessment thereafter and shall issue a detailed report which outlines areas of risk, recommendations to remove the risks, schematic drawings and photographic evidence of all areas of risk..
- 46.4. Where Buyer Premises are discovered to be non-compliant and do not have a water risk assessment in place, the Supplier shall be responsible for undertaking a review and for producing a new legionella risk assessment on the behalf of the Buyer. costs for this service shall be rechargeable and be managed via the Billable Works and Projects process.
- 46.5. The Supplier shall have a written scheme of examination and maintain a water hygiene log book.
- 46.6. The Supplier shall provide a Water Hygiene Service that includes a cleaning and disinfection regime in accordance with current Health and safety requirements as specified within the FM Service Standards and water treatments to include hard water treatments and PH level testing. These Services shall include the provision of all associated consumables to include water softening cartridges, PH testing equipment and ultraviolet (UV) filters.
- 46.7. The Supplier shall produce and implement an inspection and monitoring regime to check systems and plant for performance, cleanliness, contamination and damage.
- 46.8. Temperatures shall be monitored to ensure that the required Standard of control is reached within the code of practice guidelines.

- 46.9. The Supplier shall report any anomalies that may be detected and detail corrective works where required. Buyer Premises records shall be audited and amended.
- 46.10. The Supplier shall produce and implement a regime of bacteria sampling to detect Legionella, e-coli and any other water bound bacteria using an UKAS accredited laboratory.
- 46.11. The Supplier shall empty tank bunds of all contaminated and uncontaminated water and dispose of water in a manner that accords with the level of contamination.

47. Service F3 - Statutory Inspections

- 47.1. The following Standards apply to this Service - SF3.
- 47.2. The Supplier shall be responsible for ensuring that the Buyer Premises Achieve full statutory compliance at all times.
- 47.3. The requirement of this service is to deliver a service applicable where the Delivery of maintenance Services (as outlined in Work Package D) are not required by the Buyer in the Call-Off Procedure. For the avoidance of doubt, this service excludes Planned Preventative Maintenance activities which are not associated with statutory inspections.
- 47.4. The Supplier shall be responsible for the Delivery of all statutory inspections, certification, air monitoring, risk assessments, written schemes of examination and insurance inspections as required to Achieve and maintain statutory compliance.
- 47.5. The service shall be fully inclusive of all Buyer's systems and Assets including M&E systems, safety access equipment, building protection systems, air conditioning systems, gas systems, water systems, pressure systems, fire protection systems, access control and security systems.
- 47.6. The Supplier shall set up an annual programme of statutory inspections to ensure all Assets and equipment receive the required inspections at the correct time as specified by legislation, approved codes of practice, best practice and manufacturer's guidelines as appropriate.
- 47.7. The Supplier will ensure that any specific requirements of the Buyer are included in the planning and Delivery of these works.
- 47.8. The programme shall be issued to the Buyer sixty (60) days in advance of all works taking place.
- 47.9. The Supplier shall at all times comply with all relevant EC and UK statutory and legislative requirements, including any alterations to policy as may take place and shall be the sole point of contact for any of the Buyer's concerns with that aspect of performance.
- 47.10. Periodic inspections will be made by Public Health, Hygiene, Fire Inspectors, the Buyer Authorised Representative, landlord and other such persons. The Supplier shall co-operate with the persons executing these inspections.
- 47.11. The control and execution of this Service shall be managed entirely by the CAFM system and subject to the specified performance Standards, whether fulfilled directly by its Staff or by a third party Supplier.
- 47.12. The Supplier shall ensure that all reports and recommendations are held centrally within the CAFM system.

48. Service F4 - Portable Appliance Testing

- 48.1. The following Standards apply to this Service - SF4.
- 48.2. The Supplier shall be responsible for ensuring that all Buyer Premises are tested in compliance with the Buyer's risk-based approach.
- 48.3. Portable Appliance Testing of Buyer Equipment shall be carried out in accordance with this Service Requirement. Where electrical equipment can be identified as personal and belonging to members of the Supplier's Staff or the Buyer's staff, it shall be tested if it is being used at the Buyer Premises and permission has been granted for it to be used as such.

- 48.4. PAT testing shall be risk based and take account of individual equipment's usage and location. The Supplier shall intimate the expected frequency based on the risk presented to the Class 1 and Class 2 electrical and electronic equipment of the Buyer by the working environments within the Buyer Premises.
- 48.5. As an integral part of the maintenance Service the Supplier shall test any item of equipment introduced to the Buyer Premises prior to this being used. The Supplier shall then tag and log the equipment.
- 48.6. The Supplier shall ensure that Supplier Staff who control and execute the Service are managed entirely by the CAFM system in line with the overall PPM schedule and shall be subject to the same performance Standards. All reports and recommendations shall be held centrally within the CAFM system.

49. Service F5 - Miscellaneous Surveys, Audits and Testing Services

- 49.1. The following Standards apply to this Service - SF5.
- 49.2. Where additional specialist surveys, audits and / or testing may be required by the Buyer, these shall be provided upon request and shall include but not be limited to:
 - 49.2.1. Carbon net zero performance assessment, improvement and innovation plans;
 - 49.2.2. Asset verification surveys;
 - 49.2.3. Asset condition surveys;
 - 49.2.4. Topographical surveys;
 - 49.2.5. Hydrographic surveys;
 - 49.2.6. Aerial surveys;
 - 49.2.7. Air quality surveys;
 - 49.2.8. Noise surveys;
 - 49.2.9. Thermal imaging surveys;
 - 49.2.10. Structural surveys;
 - 49.2.11. Dilapidations surveys;
 - 49.2.12. Environmental sampling surveys (e.g. COVID-19 surface and air contamination levels);
 - 49.2.13. BIM transition;
 - 49.2.14. Opportunities and efficiencies associated with the introduction of new smart technology initiatives; and
 - 49.2.15. Opportunities and efficiencies associated with alternative Planned Preventative Maintenance regimes, such as condition-based maintenance and predictive maintenance regimes.
- 49.3. Where requested by the Buyer, these surveys will be rechargeable via the Billable Works and Projects process. Further information on requirements will be highlighted in the Call-Off Procedure.

50. Service F6 - Condition Surveys

- 50.1. The following Standards apply to this Service - SF6.
- 50.2. The Supplier shall provide a professionally managed planned programme of condition surveys that shall cover all systems, Assets and building fabric and be carried out annually by competent and qualified staff. Where the Buyer requires Condition Surveys more frequently than annually, the requirement will be defined in the Call-Off Procedure and be priced accordingly.
- 50.3. The Supplier shall update the Condition Surveys where this is required within five (5) Working Days following upgrade or replacement of Assets. The Condition Surveys shall cover all systems, Assets and building fabric and be available in hard and electronic format. The Condition Surveys shall form the basis of the Forward Maintenance Register where required.
- 50.4. Results from Condition Surveys shall generate a report which shall include the condition of the Assets, systems and building fabric, recommendations and budgetary costs.
- 50.5. The Report shall have a link to (or be stored in) the CAFM system and any other relevant Buyer IT system.
- 50.6. Upon request additional Condition Surveys shall be rechargeable via the Billable Works and Approvals process detailed in Call-Off Schedule 25 - Billable Works and Projects.

51. Service F7 - Electrical Testing

- 51.1. The following Standards apply to this Service - SF7.
- 51.2. The Supplier shall undertake an electrical installation condition report in accordance with Electricity at Work Regulations 1989 and BS 7671 (as amended).

52. Service F8 - Fire Risk Assessments

- 52.1. The following Standards apply to this Service - SF8.
- 52.2. The Supplier shall review the fire risk assessment and fire safety plans at Buyer Premises and undertake subsequent reviews as an in-scope Service. The costs for these Services shall be included in the Charges.
- 52.3. Where Buyer Premises are discovered to be non-compliant and do not have a fire risk assessment in place, the Supplier be responsible for undertaking a review and for producing a new fire risk assessment on the behalf of the Buyer. costs for this service and any associated remedial works shall be rechargeable and be managed via the Billable Works and Projects process.

53. Service F9- Building Information Modelling (BIM) and Government Soft Landings (GSL)

- 53.1. The following Standards apply to this Service - SF9.
- 53.2. The Supplier shall support the Authority and individual Buyer requirements for Delivery of a number of strategic priorities related to the wider HM Government policy by the adoption of measures to improve efficiency and value for money.
- 53.3. These shall include:
 - 53.3.1. Delivering projects in line with Government's Common Minimum Standards where applicable;
 - 53.3.2. Government Soft Landings (GSL); and

- 53.3.3. Building information Modelling (BIM) Level 2 for all Projects.
- 53.4. The Supplier shall have regard to the explanation of BIM and GSL requirements across the industry.
- 53.5. The Supplier shall comply with BIM Level 2 Standards and any updates to these Standards. Where Buyer requirements exceed this level, further information will be provided in the Call-Off Procedure. The Supplier shall:
- 53.5.1. Act as the BIM Information Manager on the Call-Off Contract; or
- 53.5.2. Comply with the reasonable instructions of the BIM Information Manager in relation to the BIM documents.
- 53.6. Neither party shall be liable to the other for any amendment or modification of material produced in accordance with the BIM documents, except where such amendment or modification:
- 53.6.1. Was made with the consent (not to be unreasonably withheld) of the party that produced it (or on whose behalf it was produced);
- 53.6.2. Was permitted by the BIM documents; or
- 53.6.3. Was made for a permitted use following termination of the engagement of the party that produced it (or on whose behalf it was produced) in relation to this Contract.
- 53.7. The Supplier will need to use systems that meet the Government's requirements for BIM (Level 2) and ensure that all data on these systems have appropriate security markings.
- 53.8. The Supplier shall ensure that any Subcontractors that it engages are bound by obligations no less onerous than those which apply to the Supplier.
- 53.9. The Supplier should be aware that for the purposes of this Framework PAS 1192:2 relates to project Delivery within the suite of BIM Standards and PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001.
- 53.10. It is expected that the classification Standards applied should as a minimum reference Uniclass 2015, SFG20 and the NRM3 to enable the ease of transfer between projects and Asset management operations.
- 53.11. The Buyer shall be responsible, upon request, for the provision of a fully complete Asset register as a minimum codified in line with the above Standards and presented using a Construction Operations Building information Exchange (COBie) file either in .XLS or .XML.

54. Service F10 - Display Energy Certificates (DECs)

- 54.1. The following Standards apply to this Service - SF10.
- 54.2. The Supplier shall be responsible for Display Energy Certificates and shall perform the audit, issue and display and renewal the energy certificates at Buyer Premises as required by the Buyer, including those Buyer Premises which require DEC's under Government legislation. The Supplier shall appoint an accredited energy surveyor and ensure all DEC's are displayed by the required date.

55. Service F11 - Energy Performance Certificates (EPCs)

- 55.1. The following Standards apply to this Service - SF11.

- 55.2. The Supplier shall be responsible for Energy Performance Certificates and shall perform the audit, issue and display and renewal of the EPC certificate at Buyer Premises as required by the Buyer. The Supplier shall appoint an accredited energy surveyor and ensure Energy Performance Certificates (EPC) are provided, where required at the Buyer Premises by the required date.

56. Service F12 - Radon Gas Management Services

- 56.1. The following Standards apply to this Service - SF12.
- 56.2. Where the Buyer Premises are located in a radon affected areas (as defined within the PHE's definitive radon dataset), the Supplier shall be responsible for managing radon on behalf of the Buyer. The requirements shall include but not be limited to the Delivery of radon surveys and radon risk assessments.
- 56.3. Where the Buyer has responsibility to tenants located within a radon affected area under duty of care, the Housing Act 2004, Building Regulations and the Homes (fitness for human habitation) Act 2018, the Supplier shall be responsible for delivering Services on behalf of the Buyer.
- 56.4. In all cases where Buyer Premises are located in radon affected areas, Supplier responsibilities shall include but not be limited to:
- 56.4.1. Undertaking radon risk assessments and surveys;
 - 56.4.2. Managing the requirements outlined within the Housing Health and Safety Ratings System (HHSRS) system;
 - 56.4.3. Liaising with the UK Health Security Agency (UKHSA) as / where appropriate;
 - 56.4.4. Liaising with the Local Authority as / where appropriate;
 - 56.4.5. Liaising with the Buyer to provide information on the scope and costs of works required to ensure compliance with all legislation and statutory requirements; and
 - 56.4.6. Ensuring the Buyer is kept fully updated on all Radon related works and issues to maintain to ensure all potential impacts on tenants are mitigated as far as is possible.
- 56.3. Further information on these requirements will be provided in the Call-Off Procedure.

57. Service F13 - Permit to Work

- 57.1. The following Standards apply to this Service - SF13.
- 57.2. The Supplier shall:
- 57.2.1. Be responsible for issuing and managing all Permits to Work, including hot works permits for each Buyer Premises as required by the Buyer and shall ensure the provision of sufficient, suitably qualified and experienced Authorising Engineers (AE) and Authorised Persons (AP) required to effectively operate and administer the Permit to Work where works have been assigned to and are the responsibility of the Supplier.
 - 57.2.2. Be responsible for issuing and managing all Permits to Work, including hot works permits for each Buyer Premises as required by the Buyer and shall ensure the provision of sufficient, suitably qualified and experienced Authorising Engineers (AE) and Authorised Persons (AP) required to effectively operate and administer the Permit to Work upon the request of the Buyer where works are to

be Delivered by Buyer appointed third-party Suppliers. These Services shall be managed in accordance with Call-Off Schedule 25 - Billable Works and Projects.

- 57.2.3. Also include the management and compliance with business unit specific access control requirements;
- 57.2.4. Be required to manage and agree all third party consents as part of this process (for example landlords) before commencing works or Services. The Supplier shall liaise with the helpdesk and any estates management Suppliers in order to comply with this requirement. All Permits to Work shall be supported by full risk assessments and method statements for undertaking the work;
- 57.2.5. Be responsible for the setting-up and the operation of a safe system of work, including risk assessments and method statements, with regard to all aspects of its operation. As part of this process the Supplier shall ensure that Supplier Staff and Subcontractors who are undertaking work at the Buyer Premises, consult the asbestos register and sign to indicate that this has been carried out;
- 57.2.6. Operate the Permit to Work system through the CAFM system. The Supplier shall ensure that the permit is approved by the Buyer and that the timing for when it can occur is agreed with the Buyer;
- 57.2.7. Be cognisant that the Buyer Authorised Representative will have access via a web portal to the CAFM system and to details of planned visits to Site, including the status of Permit to Work. The Supplier shall not be allowed on an Buyer Premises should the Permit to Work not be indicated as authorised within the CAFM system; and
- 57.2.8. Contact the Buyer Authorised Representative to show that the Permit to Work has been received, has the necessary authorisation and all of the relevant parties are aware of the programmed work or Service and the timescales for Delivery.

Work Package G – Landscaping Services

58. Service G1 - Hard Landscaping Services

- 58.1. The following Standards apply to this Service - SG1.
- 58.2. The Supplier shall provide hard landscaping maintenance, which includes:
 - 58.2.1. Footways/footpaths/pavements/road surfaces (including road drainage and storm drains);
 - 58.2.2. Courtyard and terrace paving;
 - 58.2.3. Steps and ramps to entrances;
 - 58.2.4. Car parking areas;
 - 58.2.5. Kerbs, edgings and pre-formed channels;
 - 58.2.6. Fencing, gates and boundaries;
 - 58.2.7. Fixed and portable Irrigation systems;
 - 58.2.8. Lighting columns and lit bollards;
 - 58.2.9. External furniture including wooden furniture, bicycle shelters and sculptures; and
 - 58.2.10. Road and playground markings.
- 58.3. The Supplier shall ensure that all external hard surfaces are kept safe, clean and tidy.
- 58.4. The Supplier shall ensure that Planned and Reactive Maintenance activities maintain areas of hard landscaping that are safe, free of defects and prevent any dangers or hazards to the Buyer, its Staff and building users.
- 58.5. The Supplier shall ensure that fences, gates and boundaries are maintained and replaced to deter unauthorised access and retain the appearance of well-kept facilities.
- 58.6. The Supplier shall ensure that all external wooden furniture, bicycle stores and the like are well maintained, regularly cleaned and kept in good repair.
- 58.7. The Supplier shall respond to requests for Reactive Maintenance placed via the helpdesk. The Supplier shall ensure that a pro-active approach is taken to maintenance of hard landscaping and shall take advantage of the ability of the CAFM system to incorporate these activities into a PPM schedule.

59. Service G2 - Soft Landscaping Services

- 59.1. The following Standards apply to this Service - SG2.
- 59.2. The Supplier shall provide a fully comprehensive, professionally managed soft landscaping and maintenance Service at the Buyer Premises. The Service may be integrated with other external Services such as cleaning and Hard Landscaping maintenance where applicable, so that there shall be no duplication of tasks in external areas. The Supplier shall maintain all external planted areas and shall maintain healthy and vigorous plants with a tidy weed free appearance.

- 59.3. The Supplier shall provide a horticultural Service in respect of the provision and maintenance of external planting in beds and containers. All plants shall be maintained to ensure a pleasing and tidy appearance and are healthy in growth. All plants and shrubs that have died or appear to be dying shall be removed and replaced as soon as possible with a suitable, comparable replacement.
- 59.4. The Supplier shall provide a maintenance service in respect of all grassed areas which shall be maintained to a good aesthetic standard at all times with grass cuttings removed from site. The Buyer will outline the maintenance Standards to be adopted with regard to any sports fields, all weather surfaces and/or multi-use games areas.
- 59.5. The Supplier shall ensure that:
- 59.5.1. All plant specimens are kept to a height and form which is safe and in accordance with good horticultural practice;
 - 59.5.2. All pots/ containers are cleaned and replaced where necessary;
 - 59.5.3. All external soft landscaped areas are kept safe, clean and tidy and shall be responsible for the removal of all litter, leaves and debris and for emptying all external waste receptacles, to include dog litter bins in accordance with hazardous waste regulations;
 - 59.5.4. Planned and reactive maintenance activities and maintained areas of soft landscaping and planting are safe and free of defects;
 - 59.5.5. That they prevent any dangers or hazards to the Buyer, its Staff and building users;
 - 59.5.6. All areas are kept free of an accumulation of leaves, weeds and any other solid matter;
 - 59.5.7. All trees are maintained to ensure the safety of the Buyer and its Staff;
 - 59.5.8. An annual tree survey is undertaken;
 - 59.5.9. Soil improvers shall not contain peat or sewage sludge;
 - 59.5.10. Growing media shall not contain peat;
 - 59.5.11. All products and Services procured shall comply with the latest version of the Horticultural Code of Practice covering invasive non-native plants;
 - 59.5.12. Growing media should meet quality Standards as set out in under the PAS100 and the quality protocol;
 - 59.5.13. Plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant; and
 - 59.5.14. All debris arising from the performance of the works is promptly removed from the Buyer Premises and disposed of in an environmentally preferable manner.
- 59.6. The Supplier shall consider in every instance whether the use of any form of chemical, including fertilizer, pesticide and herbicide, is strictly necessary before application. The Supplier shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of Approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs (DEFRA). The Supplier shall ensure compliance with the Buyer's policy on Greening Government Commitments at all times.
- 59.7. Where invasive weeds are present at a Buyer Premises, the Supplier shall inform the Buyer and be responsible for putting in place surveillance regimes in line with statute (Wildlife and Countryside Act 1981 and Weeds Act 1959) to identify notifiable and invasive weeds to initially control and stop their spread with an objective to totally eradicate them. This service is deemed to be an addition to the Contract scope specified in the Call-Off Procedure and shall be treated as Billable Works for payment purposes.

- 59.8. The Supplier shall ensure that all chemicals are applied in accordance with manufacturers' instructions and in accordance with all relevant health and safety codes. Use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi and maintaining soil fertility. The Supplier shall substitute all slow renewables, such as peat, with organic wastes such as compost, manure, leaf mould, bark chippings and coir. Additionally, the Supplier shall maintain the grounds of the Buyer Premises by using good husbandry and encouraging native flora and fauna.
- 59.9. In addition to general soft landscaping, the following areas are to be considered as in-scope under the provisions of this Service:
- 59.9.1. Wormeries;
 - 59.9.2. Bat and beetle boxes;
 - 59.9.3. Nesting birds;
 - 59.9.4. Heritage vines and creepers;
 - 59.9.5. Annual pruning and maintenance; and
 - 59.9.6. Herb garden for use in catering departments (where applicable).
- 59.10. Where this Service is required at an historic environment (built heritage and archaeological remains), designated nature conservation Sites, forestry plantations, crematoria and graveyards, and Government historic estate, requirements will be defined by the Buyer in the Call-Off Procedure.

60. Service G3 - Tree Surgery (Arboriculture)

- 60.1. The following Standards apply to this Service - SG3.
- 60.2. The Supplier shall develop and implement an arboriculture management plan for the Buyer Premises.
- 60.3. The Supplier shall provide tree surgery on an ad hoc basis and evaluated on an elective basis. costs for these Services shall be managed via Call-Off Schedule 25 – Billable Works and Projects.
- 60.4. The Supplier shall ensure that Supplier Staff carrying out tree surgery Services are National Proficiency Tests Council qualified (or equivalent) in Arboriculture, and that all work is carried out to BS 3998 Standard. Any third party Supplier(s) used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association.
- 60.5. The Supplier shall seek Approval from the Buyer before trimming or felling any trees, particularly trees, which are protected via a Tree Preservation Order.

61. Service G4 - Planned Snow and Ice Clearance

- 61.1. The following Standards apply to this Service - SG4.
- 61.2. The Supplier shall provide a professionally managed and proactive snow and ice clearance Service to the Buyer Premises. Where snow or heavy frost is forecast, the Supplier shall take reasonable preventative measures to maintain safe surfaces for pedestrian and vehicle users. All roads, car parks, pathways, entrances and other affected surface areas of the Buyer Premises shall be free of snow and ice at the start of operational hours and kept in an anti-slip condition.

- 61.3. The Supplier shall be responsible for the provision of salt bins and salt at Buyer Premises, and shall maintain stock levels to ensure health and safety is maintained.
- 61.4. The Supplier shall take care during snow clearance to ensure that the Buyer Premises is not damaged.
- 61.5. Further details will be provided by the Buyer in the Call-Off Procedure.

62. Service G5 - Reactive Snow and Ice Clearance

- 62.1. The following Standards apply to this Service - SG5.
- 62.2. The Supplier shall provide a reactive gritting, snow and ice clearance Services as and when required at the Buyer Premises.
- 62.3. This service shall be routed via the helpdesk to ensure seamless and efficient Service and be driven by the Service Level Agreements in place.
- 62.4. The Supplier will be responsible for the provision of all materials and consumables required to successfully Deliver the service and ensure safe access to the Buyer Premises is maintained.
- 62.5. The Supplier shall take care during snow clearance to ensure that the Buyer Premises is not damaged. The costs for this service shall be included in the Charges.
- 62.6. Where this Service is required at an historic environment (built heritage and archaeological remains), designated nature conservation Sites, forestry plantations, crematoria and graveyards, and Government historic estate the requirements will be defined by the Buyer in the Call-Off Procedure.

63. Service G6 - Reservoirs, Ponds, River Walls and Water Features Maintenance

- 63.1. The following Standards apply to this Service - SF5.
- 63.2. The Supplier shall provide a maintenance Service in respect of ponds and external water features, where applicable. Ponds shall be free from excessive plant remains, weeds and sludge so as to maintain a healthy biological balance.
- 63.3. The Supplier shall manage the water levels in lakes and reservoirs in compliance with the Reservoir Act 1975 and subsequent amendments. The Supplier shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir.
- 63.4. The Supplier shall provide an inspection report on an annual basis or as dictated by any applicable risk assessment.
- 63.5. The Supplier shall provide maintenance in respect of sea walls and river walls where applicable. The Supplier shall carry out an annual inspection and provide a condition report to the Buyer as required.
- 63.6. The Supplier shall ensure that Supplier Staff operating in a water environment:
 - 63.6.1. Comply with all relevant health and safety legislation;
 - 63.6.2. Possess sufficient knowledge and experience to avoid danger and are suitably trained and competent;
 - 63.6.3. Provide a fence or barrier to any structure or scaffold where there is a risk of persons falling from such structures into water;
 - 63.6.4. Where an independent electrically or mechanically operated hoist or cradle is used to provide a competent operator, or given sufficient training in its use. Some means of communication is to be provided for use in an emergency;
 - 63.6.5. Check, maintain and examine in accordance with manufacturer's or statutory requirements any hoist / cradle;
 - 63.6.6. Display warning signs/notices;

- 63.6.7. Provide adequate lighting for the whole of the period of work. Lighting shall be adequate for night work and shall illuminate the immediate surrounding water surface;
 - 63.6.8. Wear a buoyancy aid, of a tested and approved pattern;
 - 63.6.9. Provide suitable rescue equipment, for example a boat, boathook, lifebelt or lifeline to be in position, and check as serviceable before works are permitted to commence;
 - 63.6.10. Strictly control the use of any electrical equipment and shall take steps to ensure that leads are not long enough to touch the water. All equipment shall be connected to lines to prevent their accidental dropping into water causing possible electric shocks;
 - 63.6.11. Conduct regular and frequent checks on numbers of Staff working, made by the Supplier Representative, or a nominated person;
 - 63.6.12. Do not operate as lone Workers, any works over water are to be carried out by a minimum of two persons; and
 - 63.6.13. Ensure that extra checks are made by the Supplier Authorised Representative. Special care must be taken in fog, snow or rain.
- 63.7. Where waterways, ponds and lakes are present, the Supplier shall carry out one inspection annually and ensure boundaries are kept free from weeds. Ponds shall be free from excessive plant remains, weeds and sludge to maintain a healthy biological balance.
- 63.8. The Supplier shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir.
- 63.9. The Supplier shall ensure that the discharge of pollutants into waterways is managed in accordance with the energy management and environmental management requirements.
- 63.10. Water quality testing and reporting, in-line with environment agency best practice including L8: Control of Legionella testing of water features.
- 63.11. The Permit to Work system shall be used for this Service.

64. Service G7 - Internal Planting

- 64.1. The following Standards apply to this Service - SF6.
- 64.2. The Supplier shall provide a horticultural Service in respect of the provision and maintenance of all indoor planting. All plants shall be maintained so as to ensure a pleasing and tidy appearance and to remain in healthy growth. All plants which have died or appear to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement.
- 64.3. The Supplier shall ensure that:
- 64.3.1. All plant specimens are kept to a height and form which is safe, appropriate for an indoor plant, takes account of its position within the Buyer Premises and accords with good horticultural practice;
 - 64.3.2. Soil improvers do not contain peat or sewage sludge; and
 - 64.3.3. Growing media does not contain peat and it should meet quality Standards as set out in PAS100 and the Quality Protocol.
- 64.4. Plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant.
- 64.5. The Supplier shall consider in every instance whether the use of any form of chemical (for uses including fertiliser, pesticide and herbicide) is strictly necessary before application. The Supplier shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of Approval for the chemicals and any other relevant code of practice issued by the

Department for the Environment, Food and Rural Affairs. The Supplier shall ensure compliance with the Buyer's policy on Greening Government Commitments at all times.

- 64.6. All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and safety codes.
- 64.7. The Supplier shall ensure that all Supplier Staff clean working methods and must remove all debris around the displays prior to leaving the Buyer Premises.
- 64.8. The Supplier shall ensure that:
 - 64.8.1. All plant specimens are kept to a height and form which is safe, appropriate for an indoor plant, takes account of its position within the Buyer Premises and accords with good horticultural practice;
 - 64.8.2. A fully detailed Asset register detailing all plant specimens shall be kept by the Supplier detailing type, location, condition and frequency of visit for all plants on display at each location; and
 - 64.8.3. All pots/containers are cleaned and replaced where necessary and no instances of damaged pots or containers occur at any time.

65. Service G8 - Cut Flowers and Christmas Trees

- 65.1. The following Standards apply to this Service - SF7.
- 65.2. This Service requirement shall be outside the Charges and shall be dealt with as a Pass Through costs.
- 65.3. The Supplier shall provide a cut flower Service on request of the Buyer. This is to include the provision of vases and the Delivery of flowers within timescales agreed by the Buyer.
- 65.4. The Supplier shall:
 - 65.4.1. Remove dead flowers as necessary;
 - 65.4.2. Provide an ad hoc Service for the provision of corporate Christmas trees and suitable support pots on a seasonal basis to the Buyer Premises. costs for these Services will be managed via Call-Off Schedule 25 – Billable Works and Projects.
 - 65.4.3. Provide all decorations for Christmas trees, and be responsible for decorating the trees in advance of the Christmas season, and in liaison with the Buyer; and
 - 65.4.4. Purchase all Christmas trees taking account of sustainable development objectives, and dispose of all Christmas trees in an environmentally preferable manner, with appropriate certification/evidence retained for later inspection.
- 65.5. The Buyer shall provide the Supplier with a detailed list of its Staff that are authorised to Order flowers. The Supplier shall reject any Orders made by unauthorised Staff for cut flowers unless otherwise instructed by the Buyer.
- 65.6. The Supplier shall provide a range of various types and costs of cut flowers and arrangements.
- 65.7. In relation to Christmas trees, the Standard includes both internal and external pots that are suitable for the size of tree and weighted to ensure there is not any danger of collapse.
- 65.8. The Supplier shall ensure that all Supplier Staff are fully trained and appropriately qualified within their horticultural speciality and shall have appropriate and approved attire. All Supplier Staff shall have clean working methods and must remove all debris around the displays prior to leaving the Buyer Premises and liaise with the helpdesk both during and outside operational Working Hours.

Work Package H – Catering Services

66. Service H: Generic Catering Requirements

- 66.1. The Supplier shall deliver the full range of catering Services across the education, health, charity, local and central Government sectors.
- 66.2. The Supplier shall be subjected to additional GBS in relation to food and catering in accordance with **Appendix 1 Government Buying Standards for Food and Catering Services.**
- 66.3. The Supplier shall supply:
 - 66.3.1. A value for money catering service, which is consistent with current food Service trends and the Buyer's requirements and expectations;
 - 66.3.2. A sustainable catering solution which:
 - 66.3.2.1. Supports current and future hybrid working arrangements and variable Buyer Staff numbers utilising Buyer Premises as a place of work;
 - 66.3.2.2. Recognises the need to adopt regional and locational catering solutions;
 - 66.3.2.3. Supports diversity and inclusion in the workspace and promotes the health and wellbeing of Buyer Staff;
 - 66.3.2.4. Delivers a flexible and adaptable service, commensurate to the number of Buyer Staff working at the Buyer Premises;
 - 66.3.2.5. Operates a pricing policy that is benchmarked to high street and Buyer budgets as evidenced by the Buyer's requirements;
 - 66.3.2.6. Which provides options for payment to the Buyer that include cash, debit-card, credit-card, contactless or cashless payment systems;

- 66.3.2.7. offers sustainable and wide ranging options for healthy meal and snack options and aligns to any provenance guidelines and requirements outlined by the Buyer in the Call-Off Procedure.
 - 66.3.2.8. Seeks to recycle 100% of all waste generated from the Delivery of the Services;
 - 66.3.2.9. Maximises the use of technology, for example the use of digital menus, online ordering and click and collect solutions;
 - 66.3.2.10. Ensures Services are provided at convenient locations with optimal footfall or as advised by the Buyer;
 - 66.3.2.11. Seeks to maximise the use of the facilities and opportunities for increases in revenue from the Delivery of the Service;
 - 66.3.2.12. Further details of the sustainable catering solution and associated pricing and incentivisation rationale will be provided by the Buyer in the Call-Off Procedure.
- 66.4. The Supplier shall be responsible for the production of a catering service business plan and shall include the identification and exploration of all potential opportunities to develop and enhance the catering service to Deliver continual improvement, greater efficiency, enhanced customer experience and generation of additional income streams.
 - 66.5. The Supplier shall be responsible for the completion of a quarterly balanced scorecard submission to include the associated Defra The Food Marketplace certification as applicable to the catering provision at the Buyer Premises.
 - 66.6. The Supplier shall provide a complete price and quality benchmarking exercise at Contract commencement and every 6 Months thereafter to validate and support proposed changes to pricing;
 - 66.7. The Supplier shall ensure that they do not offer any form of credit or deferred payment to customers for the Services;
 - 66.8. Where required by the Buyer, the Supplier shall provide ATM Services at Buyer Premises. Where Charges apply for the provision of ATM Services at Buyer Premises, these will be paid by the Buyer.
 - 66.9. The Supplier shall ensure the Services are Delivered in accordance with the Environmental Protection (plastic straws, cotton buds and stirrers) (England) Regulations 2020, related Regulations in place across Devolved Administrations and all future waste related Regulations.
 - 66.10. The Supplier shall be responsible for the provision of consumables required to deliver the Service. Where the Buyer is not responsible for the provision of food production equipment, fixtures and fittings, the Supplier shall be responsible for the supply of this equipment and shall issue proposals and costs to the Buyer, which shall include any investment to be made by the Supplier, for prior Approval. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.
 - 66.11. The Supplier shall be responsible for the production and provision of all promotional media and menus associated with the Delivery of these Services and shall ensure the Buyer has issued Approval of all designs, formats and content prior to use at Buyer Premises.
 - 66.12. The Supplier shall ensure that training plans are in place for all Supplier Staff and that training schedules are updated regularly to successfully maintain the provision of the Services and meet the required performance targets at the Buyer Premises.
 - 66.13. Where deemed appropriate, the Supplier shall be responsible for the payment for water, gas, electricity and waste management Services on a pay-as-used basis. The Buyer shall arrange sub-metering if necessary. Further details of these requirements will be highlighted at the Call-Off stage.
 - 66.14. The Supplier shall recognise that offer styles may be pre-determined by the Buyer and where appropriate, shall include the following factors:
 - 66.14.1. Location of Buyer Premises;
 - 66.14.2. Location of trading points and trolley runs
 - 66.14.3. Buyer Premises activity;

- 66.14.4. Buyer Premises footfall;
- 66.14.5. Wider community sales opportunities; and
- 66.14.6. Staff budgets.

66.15. The Supplier shall provide storage and access to the Delivery and waste areas where necessary.

66.16. Where a Buyer Premises is open to the public the Supplier shall offer discounted or preferential pricing for staff using the facility. This shall be detailed in the Call-Off Procedure if required.

67. Service H1 - Chilled Potable Water

67.1. The following Standards apply to this Service - SH1.

67.2. The Supplier shall propose the method of supplying chilled water. The Supplier shall be solely responsible for the provision of all chilled potable water to each Buyer Premises.

67.3. Where mains connected coolers are proposed, the Supplier shall provide a system, whereby the provision, maintenance and sanitation of the chilled cooler and water are contained within the Charges for each Buyer Premises. No further charge shall be levied.

67.4. The Supplier shall have the ability to purchase bottled water in large numbers for business continuity purposes and annual ceremonial or seasonal events where required.

67.5. During the Mobilisation Period the Supplier shall provide the Buyer with a proposal for the use, disposal or otherwise of the extant non- permanent water coolers located within each Buyer Premises. This shall include the management of the cancellation of any prevailing contracts not supplied by the Supplier.

68. Service H2 – Retail Services / Convenience Store

68.1. The following Standards apply to this Service - SH2.

68.2. The Supplier shall provide a self-Service retail outlet that offers predominantly chilled food, beverages, confectionery and non-food items.

68.3. The Supplier shall acquire and maintain all necessary operating licences, accreditations and Approvals relating to Delivery of the retail Services and shall bear all associated costs.

68.4. The Buyer will not be responsible for the provision of custom for retail service outlets at the Buyer Premises.

68.5. The Supplier shall ensure their pricing strategy for retail Services is Delivered in accordance with the following requirements:

68.5.1. The requirement to seek to maximise the take-up of the retail Services;

68.5.2. The requirement to undertake and complete a price and quality benchmarking exercise during the Mobilisation Period and every six 6 Months thereafter to validate the pricing strategy;

68.5.3. The requirement to provide clear pre-purchase pricing information for all retail Services transactions, in a format and style acceptable to the Buyer;

68.5.4. The requirement to provide, maintain and operate till systems for taking payments from retail Services customers; and

- 68.5.5. Where the Buyer requires Services which involve the sale of alcohol, the Supplier shall be responsible for managing the facilities and acquiring and maintaining all necessary operating licences, permissions, accreditations and Approvals relating to the sale of alcohol on Buyer Premises.

69. Service H3 - Deli / Coffee Bar

- 69.1. The following Standards apply to this Service - SH3.
69.2. The Supplier shall provide a counter Service offering with a mix of ready-made grab and go items and made to Order choices. This can be served from a fixed counter or mobile cart.
69.3. Some Buyer Premises may opt for hot beverage and grab and go offer because of higher returns and space configuration so this option shall be made available if required.

70. Service H4 - Events and Functions

- 70.1. The following Standards apply to this Service - SH4.
70.2. This Service requirement shall be outside the Charges and shall be dealt with via Call-Off Schedule 25 - Billable Works and Projects for each event / function to include food, labour, profit and Overheads.
70.3. The Supplier shall provide an on-demand catering service for events and functions as required.

71. Service H5 - Full Service Restaurant

- 71.1. The following Standards apply to this Service - SH5.
71.2. The Supplier shall provide
- 71.2.1. A Full Service Restaurant provision, which shall feature but not be limited to a range of freshly prepared meals, snacks and beverages with seating areas. Typically opening for continental and cooked breakfast; lunch and afternoon break. The Supplier shall provide multiple counters including hot choices deli, coffee and salads;
 - 71.2.2. A range, choice and quality of menu offers that meets the Buyer's requirements and expectations, maximises utilisation and spend and is commensurate with the operational and physical design of the facility; and
 - 71.2.3. A daily menu that is consistent in range, choice and quality. Samples of menus will be provided within the Supplier's Tender when requested by the Buyer in the Call-Off Procedure.
- 71.3. The Supplier shall:
- 71.3.1. Provide a minimum daily menu range which shall be agreed with the Buyer;
 - 71.3.2. Be expected to provide an appropriate daily variety of menu offers which promotes the use of the facility and maintains consumer interest;

- 71.3.3. Ensure that the menu offering has a range of healthy and balanced options;
 - 71.3.4. Continually review and refine the menu offer, creating a seasonal menu plan which meets changing consumer demands and thus maximises sales and levels of utilisation;
 - 71.3.5. Be responsible for providing all menu boards, menus and tariffs and other point of sale merchandising materials; and
 - 71.3.6. Ensure that a menu board advertising the full menu range is available, together with the current agreed tariff. The menu board shall be prominently displayed both within the restaurant outlet, externally to the outlet and in prominent locations around the Buyer Premises. The menu and tariff shall be well presented, printed or type written and clearly legible.
- 71.4. Portion sizes shall be agreed in writing between the Supplier and Buyer at the outset and monitored at regular intervals to ensure that significant plate food waste is not an unintended consequence of larger portion sizes.

72. Service H6 - Hospitality and Meetings

- 72.1. The following Standards apply to this Service - SH6.
- 72.2. The Supplier shall:
- 72.2.1. Provide an on-demand Service as required;
 - 72.2.2. Ensure working lunches, beverages, hot meals and buffets are available where required; and
 - 72.2.3. Operate an effective booking and charging system for all ad hoc hospitality or meeting catering Services. costs for this service shall be included in the Charges.
- 72.3. Hospitality menus and price lists shall be made available by the Supplier and agreed with the Buyer on a regular basis.
- 72.4. Where the Buyer Premises is open for external trading, preferential prices for internal business should be made available and negotiated/agreed with the Buyer.
- 72.5. Commercial prices for external business and opening / operating times should also be agreed with the Buyer.

73. Service H7 - Outside Catering

- 73.1. The following Standards apply to this Service - SH7.
- 73.2. The Supplier shall provide an on-demand outside catering Service as required which may include:
- 73.2.1. A hot and cold meal Services prepared via temporary / mobile catering provision at the Buyer Premises; and
 - 73.2.2. A hot and cold meal service where food is produced off-site and delivered to the Buyer Premises.
- 73.3. Further details of the Services required will be provided by the Buyer in the Call-Off Procedures.

74. Service H8 - Trolley Service

- 74.1. The following Standards apply to this Service - SH8.
- 74.2. The Supplier shall provide a trolley service offering a range of snacks and hot/cold beverages which follows a pre-determined route.
- 74.3. The items shall be Delivered where building users collect from a pre-determined point within the Buyer Premises.

75. Service H9 – Vending Services (Food and Beverages)

- 75.1. The following Standards apply to this Service - SH9.
- 75.2. The Supplier shall provide
 - 75.2.1. Continuous service primarily for twenty-four (24) hours seven (7) days a week workers or where a Catering Service is unviable;
 - 75.2.2. A vending Service that will include hot and cold drinks, sweets and snacks, fresh fruit and pre-packed food items; and
 - 75.2.3. The vending Service shall meet healthy eating, sustainability and provenance guidelines.
- 75.3. The Supplier shall ensure that
 - 75.3.1. The vending Service meets the requirement of the Buyer's personnel working at Buyer Premises to include but not be limited to site operating hours, late, weekend and lone working shift operations. The service shall be provided at nil subsidy and be part of the catering concession wherever feasible. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.
 - 75.3.2. The pricing policy is benchmarked to high street and the Buyer's budgets;
 - 75.3.3. Vending machines are replenished with appropriate items, including hot and cold beverages, confectionery and cold snacks. The date label is to be checked and removed as required. Storage conditions shall be appropriate to the product.
- 75.4. The Supplier shall clean and maintain vending machines and ensure that they are operable during operational Working Hours.

76. Service H10 - Residential Catering Services

- 76.1. The following Standards apply to this Service - SH9.
- 76.2. The Supplier shall provide a Catering Service for full time residents at various Buyer Premises. This Service shall be determined by the Buyer in the Call-Off Procedure but may include a full board food offering comprising breakfast, lunch and dinner.
- 76.3. This Service may be required to be Delivered in a variety of settings including custodial centres, detention centres probation accommodation, bail hostels, youth hostels and residential training facilities.

Work Package I – Cleaning Services

77. Service I: Generic Cleaning Requirements

77.1. The Supplier shall ensure that:

- 77.1.1. The required Standard is in evidence daily before the start of the building users' business activity;
 - 77.1.2. As far as is reasonably practicable they specify and use cleaning materials and practices that are environmentally preferable, including utilisation of refillable containers throughout the entire product cycle where possible;
 - 77.1.3. All planned cleaning related activities shall take place during the Operational Working Hours of the Buyer Premises, which shall be between [06:00hrs and 2200hrs Monday to Saturday], as approved by the Buyer. There will be occasion when delivering cleaning activities within Operational Working Hours is not suitable, therefore flexible alternative arrangements shall be agreed by the Buyer and cleaning schedules shall be revised to reflect these. Where revisions are required, changes will be managed via the Contract Variation Procedure and be agreed with the Buyer during the Mobilisation Period; and
 - 77.1.4. All Supplier Staff wear formal corporate attire at all times including building/identification passes.
- 77.2. The Supplier shall be required to clean certain areas in the presence of a Buyer Authorised Representative or under approved escort. These areas and the times for the cleaning to take place shall be agreed with the Buyer.
 - 77.3. The Supplier shall provide the Buyer with expert and technical advice on the service to explore improvements, maximise efficiency and performance and ensure infection control measures are maintained across all cleaning Services.
 - 77.4. The Supplier shall be responsible for ensuring that all Services are Delivered in compliance with the Buyer's health and safety and COVID-19 site risk assessments.
 - 77.5. The Supplier shall provide a Cleaning Services throughout the Buyer Premises that is Delivered in a safe and efficient manner as per the required Standards and shall take responsibility for cleaning all internal cleanable areas including common-touch areas, fixtures, fittings, furniture and finishes, to minimise degradation and maintain Asset life cycle.
 - 77.6. Where requested by the Buyer, the Supplier shall provide cleaning and infection control equipment, materials and consumables for use directly by Buyer Staff. Where appropriate, this shall include the provision of all associated COSHH data. Where the Buyer requests these Services, they shall be managed via the Billable Works and Projects management process.

78. Service I1 - Routine Cleaning

- 78.1. The following Standards apply to this Service - SI1.
- 78.2. The Supplier shall undertake all tasks associated with professional cleaning Services across all Buyer Premises to ensure that the offices, toilets, shower rooms, kitchens, catering areas, public areas, communal areas, welfare and medical areas, meeting and conference rooms, custody suites (where applicable), bedrooms, circulation space, secure areas and all other working areas, furniture, walls and floor spaces, are maintained to Achieve the necessary levels of cleanliness as defined within the BICS 2015 Standards (or later editions as published by BICS) to ensure all areas remain presentable and fit for their intended purpose.
- 78.3. The Supplier shall be responsible for monitoring the provision of the Services on a daily basis to ensure that the required Service Standard has been applied.
- 78.4. Within specialist or public areas, bespoke cleaning regimes may be required at certain properties. This shall be determined in the Call-Off Procedure.

- 78.5. The Supplier shall be responsible for the daily cleaning of hard and soft flooring, desks, chairs, tables, worktops, mobile and static room partitions, internal glazing and walls and shall ensure that the routine cleaning takes place at each Buyer Premises as frequently as required in order to Achieve the necessary levels of cleanliness as defined within the BICS 2015 Standards (or later editions as published by BICS).
- 78.6. The Supplier is responsible for the collection and removal of all waste from within the Buyer Premises to the designated central waste storage point/s on a daily basis.
- 78.7. The Supplier shall clean first aid, medical and welfare rooms when required at the Buyer Premises.
- 78.8. The Supplier shall be responsible for the supply of all consumables and cleaning materials, to include infection control antibacterial wipes and hand-gels, and shall ensure that consumables are fully stocked at all required locations at the start of each Working Day. The Supplier shall provide an uninterrupted supply of consumables at the Buyer Premises, to the existing Standard (unless approved otherwise) associated with the hygienic use of toilets, washing facilities, changing rooms, recovery rooms and tea points.
- 78.9. The Supplier shall provide a self-funding vending Service for sanitary products where required. The vending areas shall be kept free from stains and spills.
- 78.10. The routine cleaning Service shall include the provision of a reactive cleaning service to be Delivered during operational cleaning hours as agreed with the Buyer. The Supplier shall be responsible for managing all requests generated via the helpdesk and shall ensuring the full and safe use of the Buyer Premises is maintained.
- 78.11. Tasks can include:
 - 78.11.1. Responding to spillages;
 - 78.11.2. Replenishing consumables and monitoring the cleanliness of the washrooms;
 - 78.11.3. Responding to complaints;
 - 78.11.4. Cleaning up dust and debris upon completion of maintenance works; and
 - 78.11.5. Stain removal.
- 78.12. The Supplier shall respond to requirements associated with wilful damage, vandalism and hazardous waste spillages including human waste, animal waste and vehicular fuel spillages upon request from the Buyer. costs for this service shall be managed via the Billable Works and Projects process.
- 78.13. All requests for Reactive Cleaning Services shall be routed through the helpdesk to ensure seamless and efficient Service and be driven by the Service Level Agreements in place.
- 78.14. The Supplier shall be responsible for the provision and disposal of all PPE used by Supplier Staff relating to the Delivery of these Services.

79. Service I2 - Infection Control / Touchpoint Cleaning

- 79.1. The following Standards apply to this Service - SI2.
- 79.2. The Supplier shall undertake planned and routine infection control cleaning Services across all Buyer Premises to minimise the risks of infection amongst Buyer Staff and visitors. Details of the operational hours will be defined by the Buyer in the Call-Off Procedure.
- 79.3. The Supplier shall be responsible for implementing cleaning regimes which reflect the Buyer's requirements which shall include but not be limited to:

- 79.3.1. Door handles, glazing, push-plates and security key-pads;
- 79.3.2. Workstations;
- 79.3.3. Public waiting areas, including counters, seating, armrests and tables;
- 79.3.4. Passenger lifts (including all internal and external control panels and buttons);
- 79.3.5. Escalator controls and grab-rails;
- 79.3.6. Balustrades;
- 79.3.7. Communal kitchen, tea-point, eating and welfare areas;
- 79.3.8. Communal IT equipment;
- 79.3.9. Shower, changing and locker areas;
- 79.3.10. Sanitisation points / stations;
- 79.3.11. Infection control barriers and screens;
- 79.3.12. Wheelchair access buttons and barriers;
- 79.3.13. Vending machines;
- 79.3.14. Turnstyles;
- 79.3.15. Light switches; and
- 79.3.16. Toilet facilities, to include but not be limited to taps, sinks, consumable dispensers and flush-handles;

- 79.4. The Buyer shall deliver periodic cleaning Services of keyboards, screens and periphery IT equipment where requested by the Buyer. These Services shall be managed via the Billable Works and Projects process.
- 79.5. The Supplier shall be responsible for the supply of all consumables and cleaning materials, to include infection control antibacterial wipes and hand-gels, and shall ensure that consumables are fully stocked at all required locations at the start of each Working Day. The Supplier shall provide an uninterrupted supply of consumables at the Buyer Premises.
- 79.6. The Supplier shall be responsible for the provision and disposal of all PPE used by Supplier Staff relating to the Delivery of these Services.

80. Service I3 - Cleaning of Integral Barrier Mats

- 80.1. The following Standards apply to this Service - SI3.
- 80.2. The Supplier shall ensure that all barrier matting is well maintained and kept clean.
- 80.3. The costs for replacement barrier matting including coir matting should be charged via Call-Off Schedule 25 - Billable Works and Projects.
- 80.4. The Supplier shall advise the Buyer when replacement barrier matting, including coir matting, is required.

81. Service I4 - Mobile Cleaning Services

- 81.1. The following Standards apply to this Service - SI4.
- 81.2. Where the Buyer requires that routine, re-active and deep cleaning Services be Delivered via a mobile cleaning solution to meet operational requirements, the Supplier shall be responsible for delivering the Services and shall ensure routine cleaning take place at each Buyer Premises

as frequently as required in order to Achieve the necessary levels of cleanliness as defined within the BICS 2015 Standards (or later editions as published by BICS). Further information on requirements will be provided by the Buyer in the Call-Off Procedure.

- 81.3. The Supplier shall be responsible for the supply of all consumables and cleaning materials, to include infection control antibacterial wipes and hand-gels, and shall ensure that consumables are fully stocked at all required locations at the start of each Working Day. The Supplier shall provide an uninterrupted supply of consumables at the Buyer Premises, to the existing Standard (unless approved otherwise) associated with the hygienic use of toilets, washing facilities, changing rooms, recovery rooms and tea points.
- 81.4. The Supplier shall provide a self-funding vending Service for sanitary products where required. The vending areas shall be kept free from stains and spills.

82. Service I5 – Deep (Periodic) Cleaning

82.1. The following Standards apply to this Service - SI5.

82.2. The Supplier shall:

- 82.2.1. Provide a programme for periodic and Deep Cleaning activities to the Buyer for Approval within one Month of the start of each Contract Year;
- 82.2.2. Inform the Buyer of all periodic cleaning activity one Month prior to it being undertaken via the CAFM system or PPM schedule;
- 82.2.3. Undertake deep cleaning Services to all kitchen, kitchen equipment, food storage areas, grease interceptors, food preparation areas, cleaning of showers, washrooms and toilets and supporting areas in the Buyer Premises. The deep cleaning Services are not required where catering Services are delivered by a Buyer appointed third-party provider;
- 82.2.4. Take responsibility for ensuring the Buyer's staff are informed prior to carrying out periodic cleaning activities; and
- 82.2.5. Clean all catering and staff welfare areas daily.

82.3. The Supplier must establish a good working relationship with any third party Supplier of catering to facilitate the cleaning of all equipment.

83. Service I6 - Cleaning of External Areas

83.1. The following Standards apply to this Service - SI6.

83.2. The Supplier shall ensure that external building fabric, lighting, fixtures and fittings are maintained and clean.

83.3. The Service should be integrated with the grounds maintenance Service where possible so that there is no duplication of tasks in external areas.

83.4. The Supplier shall:

- 83.4.1. Clean external signage including heritage signage as approved by the Buyer;
- 83.4.2. Clean piers and pontoons where they are present and waste stores and receptacles at a frequency agreed with the Buyer; and
- 83.4.3. Clean hard and soft external landscaping, including car parks, at a frequency agreed with the Buyer.

- 83.5. The Supplier shall operate a regular external cleaning programme, using the appropriate equipment at all times, following safe working procedures in accordance with all current relevant legislation.

84. Service I7 - Window Cleaning (Internal)

- 84.1. The following Standards apply to this Service - SI7.
- 84.2. Internal window cleaning shall be carried out bi-annually by the Supplier to the required Standard. The schedule is to be agreed with the Buyer and planned via the CAFM system process or other PPM scheduling tool.
- 84.3. The method statement is to include the required quality Standard and shall be provided by the Supplier within the SDP.
- 84.4. Rectification of any failure to clean to the required Standard to be carried out free of charge.
- 84.5. Where mobile or fixed access equipment is not present at the Buyer Premises and the internal glazed area/s to be cleaned exceed a height of 20 metres, all costs associated with the provision of portable access equipment shall be managed via the Billable Works and Projects process. Prices shall be inclusive of all labour and associated cleaning materials.
- 84.6. Splashes and excessive soiling shall be removed during agreed operational Working Hours to agreed response times.
- 84.7. Subject to notification to the helpdesk, spot cleaning for splashes and excessive soiling which is impairing visibility shall be undertaken using procedures appropriate to the finish of the fixture or window pane.
- 84.8. A system shall be implemented by the Supplier to ensure that windows with bomb blast curtains are not left unprotected. This includes situations where the bomb blast net serves only for privacy purposes.
- 84.9. The cleaning of all bomb curtains requires a proportion of curtains to facilitate phased cleaning. The service shall be managed via the Billable Works and Projects process.
- 84.10. Bomb blast nets have a limited life, circa five (5) years, and shall need replacement from time to time; costs for replacement shall be managed via the Billable Works and Projects Process.

85. Service I8 - Window Cleaning (External)

- 85.1. The following Standards apply to this Service - SI8.
- 85.2. The Supplier shall ensure that cleaning is carried out bi-annually to the required Standard or in line with local by-laws in force in certain parts of the UK.
- 85.3. The schedule is to be agreed with the Buyer and planned via the CAFM system or other PPM schedule.
- 85.4. The method statement is to include the required quality Standard and shall be provided by the Supplier within the SDP.
- 85.5. Rectification of any failure to clean to the required Standard to be carried out free of charge.
- 85.6. The Supplier shall deliver the service making use of existing fixed access equipment at the Buyer Premises or via a pole and reach solution. The Supplier shall be responsible for the provision of equipment, labour and materials required to deliver the service.
- 85.7. Where mobile or fixed access equipment is not present at the Buyer Premises and the external glazed area/s to be cleaned exceed a height of 20 metres, all costs associated with the provision of portable access equipment shall be managed via the Billable Works and Projects process. Prices shall be inclusive of all labour and associated cleaning materials.

- 85.8. Subject to notification made to the helpdesk by the Buyer Authorised Representative, spot cleaning for splashes and excessive soiling which is impairing visibility shall be undertaken by the Supplier using procedures appropriate to the finish of the fixture or window pane. Splashes and excessive soiling shall be removed within agreed operational Working Hours to agreed response times. This Service shall be chargeable as per Call-Off Schedule 25 - Billable Works and Projects.

86. Service I9 - Cleaning of Communications and Equipment Rooms

- 86.1. The following Standards apply to this Service - SI9.
- 86.2. The Supplier shall ensure that cleaning of communication and equipment rooms shall be by arrangement with the Buyer.
- 86.3. The Supplier shall ensure that communication and equipment rooms are cleaned following the required cleaning standard and any additional Standards in relation to the specific cleaning requirement.
- 86.4. Where required there may be additional security clearance of cleaning operatives in high risk areas.

87. Service I10 - Reactive Cleaning (Outside Cleaning Operational Hours)

- 87.1. The following Standards apply to this Service - SI10.
- 87.2. The Supplier shall ensure that all reactive cleaning requests generated via the helpdesk during the agreed cleaning operational hours at the Buyer Premises, with the exception of infection control specialist cleaning Services, are managed as part of the routine cleaning service (service I.1).
- 87.3. Where the Buyer requires the Delivery of a reactive service outside of the agreed cleaning operational hours at the Buyer Premises, the Supplier shall be responsible for the Delivery of the service and shall ensure the full and safe use of the Buyer Premises is maintained. Tasks can include:
- 87.3.1. Responding to spillages, including foodstuffs, human waste, animal waste, cooking oil, vehicular fuel;
 - 87.3.2. Responding to cleaning requirements generated via Billable Works undertaken by third party Suppliers;
 - 87.3.3. Responding to COVID-19 infection outbreaks and Delivery of mechanical deep cleaning, decontamination and disinfection Services (e.g. electrostatic spray disinfection Services, antiviral sanitisation Services) of buildings, furnishings and equipment. These service shall require testing Services to ensure Buyer Premises are contamination free prior to any return-to-the-office by Buyer's personnel;
 - 87.3.4. Replenishing hygiene / clinical consumables;
 - 87.3.5. Maintaining cleanliness of prestige / high profile areas; and
 - 87.3.6. Removal of staining from building fabric as caused by such events such as atmospheric pollution, the accidental spillage of materials and the application of graffiti.
- 87.4. The Services Delivered outside of the agreed cleaning operational hours shall be managed as per the Call-Off Schedule 25 - Billable Works and Projects. Further details will be provided by the Buyer in the Call-Off Procedure.

88. Service I11 – Housekeeping

- 88.1. The following Standards apply to this Service - SI11.

- 88.2. The Supplier shall provide a professionally managed housekeeping Service for staff and visitors at the Buyer Premises. Through the use of Good Industry Practice and the introduction of innovation, this shall Achieve and demonstrate value for money on a continuous basis.
- 88.3. The Supplier shall provide a resource management plan (structure and format to be agreed with the Buyer at start of the Call-Off Contract), which addresses actions to be taken by the Supplier to Achieve the following:
- 88.3.1. An increase in recycling or reuse of discarded items in line with the Waste Hierarchy;
 - 88.3.2. A reduction in emissions associated with the Services Delivered at Buyer Premises (e.g. waste collection and disposal Services);
 - 88.3.3. An increase of recycled content in linen against an agreed baseline;
 - 88.3.4. An increase in textiles recycled or re-used at end of life against an agreed baseline;
 - 88.3.5. An increase in the average number of washes per unit against an agreed baseline; and
 - 88.3.6. A reduction in the whole life cost of textiles Service against an agreed baseline.
- 88.4. As part of the resource management plan, the Supplier shall:
- 88.4.1. Measure and report performance on a periodic basis at a frequency agreed with the Buyer. Reports shall be supported by evidence in the form of inventory logs, energy consumption readings and equipment utilisation logs; and
 - 88.4.2. Identify management actions and investment priorities for reducing cost and improving materials, energy and carbon efficiency.
- 88.5. The Supplier shall ensure that a nominated manager of the Housekeeping Service for each Buyer Premises is contactable twenty-four (24) hours a day, seven (7) days a week, fifty-two (52) weeks a year. The Supplier shall also provide cover for the nominated manager for annual leave and sickness. The contact details shall be posted in clearly defined areas agreed with the Buyer Authorised Representative.
- 88.6. The Supplier shall provide a customer satisfaction survey form at the start of the building users' stay, which shall be returned to the Supplier on departure and the responses shall be logged on to the CAFM system.

89. Service I12 - IT Equipment Cleaning

- 89.1. The following Standards apply to this Service - SI12.
- 89.2. Where this Service is requested by the Buyer, the Supplier shall clean desktop computers, screens and keyboards.

90. Service 113 - Specialist Cleaning

- 90.1. The following Standards apply to this Service - SI13.
- 90.2. The Supplier shall provide a Specialist Cleaning Service at the Buyer Premises which shall include:
- 90.2.1. Antiques.
 - 90.2.2. Pictures;
 - 90.2.3. Artwork;

- 90.2.4. Sculptures;
- 90.2.5. Statues;
- 90.2.6. Ceramics;
- 90.2.7. Fabrics;
- 90.2.8. Pictures, including frames;
- 90.2.9. Trophies; and
- 90.2.10. Chandeliers.

- 90.3. The cleaning regimes shall comply with the advice / recommendations provided by English Heritage / CADW / Historic Scotland, the Specialist Conservation Consultant and as instructed by the Buyer. The Supplier shall ensure that utmost care be taken when handling and cleaning these items.
- 90.4. The Supplier shall have full responsibility for the items during the cleaning process and shall indemnify the Buyer against breakages or failures due directly to the cleaning process. Where the age and condition of an item is seen to deteriorate requiring the intervention of professional renovation; this shall be agreed with the Buyer before attempting to conduct cleaning.
- 90.5. This Service shall be Delivered on an ad hoc basis and costs for the Services shall be included in the Charges. Further information will be provided by the Buyer at the Call-Off stage.

91. Service I14 – Cleaning of Curtains and Window Blinds

- 91.1. The following Standards apply to this Service - SI14.
- 91.2. The Supplier shall provide a professionally managed curtain and window blinds cleaning Service. The frequency shall be agreed with the Buyer and the Supplier during the Call-Off stage.
- 91.3. Curtains are to be removed from rails and cleaned by a suitable approved method. Care should be taken to maintain any guarantees on the curtains.

92. Service I15 - Medical and Clinical Cleaning

- 92.1. The following Standards apply to this Service - SI15.
- 92.2. The Supplier shall be responsible for the cleaning of all medical, clinical and laboratories where required by the Buyer.
- 92.3. The Supplier shall be responsible for the cleaning of all laboratory equipment where required by the Buyer.
- 92.4. The Supplier shall ensure that Supplier staff delivering this service shall have successfully completed and be in possession of a first-aid responder qualification.
- 92.5. The Supplier shall ensure that the Service in accordance with the requirements needed to enable the Buyer to attain Care Quality Commission (CQC) accreditation, for example in accordance with PAS 524 or other Standards defined by the Buyer by the Buyer in the Call-Off Procedure.

93. Service I16 - Pest Control Services

- 93.1. The following Standards apply to this Service - SI16.
- 93.2. The Supplier shall provide a bi-monthly planned and re-active pest control Service to keep the Buyer's Premises free from all types of rodents, birds and insects. Where other pests outside this scope affect a Buyer Premise (e.g. foxes, moles and/or rabbits) the Buyer will provide details of additional requirements and how these Services shall be priced in the Call-Off Procedure.
- 93.3. The Supplier shall provide site specific pest risk assessments and a full pest control action plan for dealing with the range of pests encountered within the Buyer Premises at Mobilisation. The Supplier shall ensure only biocidal products approved by HSE are used on Buyer Premises. The Supplier shall ensure all potential risks to wildlife and the environment and humane pest control methods are given consideration whilst developing the pest control action plan.
- 93.4. A detailed survey of the Buyer Premises shall be Delivered at Buyer Premises during the Mobilisation Period before any control is undertaken. The findings and results of the survey, together with other information, are then used in formulating the action plan, of which control is a major part.
- 93.5. The Supplier shall give priority to infestations that present a major risk to health, safety and welfare, or which has an operational impact on the Buyer, and Deliver an emergency reactive Service and respond to emergency pest control requirements within twenty-four (24) hours of being notified.
- 93.6. The Supplier shall respond to routine pest control requirements within five (5) Working Days of being notified.
- 93.7. In instances where there are repeated infestations that reduce occupancy or operational capability, the Supplier shall be responsible for the implementation of a preventative regime to avoid re-infestation. The Supplier shall report repeated infestations or instances of poor house-keeping to the Buyer and record all details on the CAFM system.
- 93.8. Where pests are known to be active at certain and regular periods of the year the Supplier shall produce a pest control management plan implementing both pro-active and long term preventative measures to ensure against damage to Buyer's infrastructure and the Buyer Premises.
- 93.9. The Supplier shall where necessary align the pest control management plan with the Grounds Maintenance regime to maximise potential synergies with these Services.
- 93.10. There will be additional requirement for museums, galleries, nature conservation Sites, historic environments, housing, forestry and woodlands, archives and laboratories. This shall be defined by the Buyer in the Call-Off Procedure.
- 93.11. The Supplier shall remove all dead rodents, birds and insects, either as a result of the pest control Service or other means.
- 93.12. Where Buyer Premises require the installation of new bird netting or specialist Services (e.g. hawking Services) to prevent persistent fouling and/or building damage the Billable Works and Projects process shall apply.

94. Service I17 - Linen and Laundry Services

- 94.1. The following Standards apply to this Service - SI17.
- 94.2. The Supplier shall provide all linen required to carry out the Service at a cost to be agreed in the Call-Off Procedure and shall be responsible for the laundering, organisation and control of all linen stocks.
- 94.3. The Supplier shall ensure that an adequate stock of all linen is available and in good repair at all times.
- 94.4. The Supplier shall provide:
 - 94.4.1. Laundered entrance mats, where required, at a frequency stipulated by the Buyer;

- 94.4.2. A laundry and linen Service for Supplier Staff that must sleep overnight within the Buyer Premises;
- 94.4.3. All towels including first aid and treatment rooms; and
- 94.4.4. An ad hoc dry cleaning Services at the request of the Buyer and dispatch submitted items for dry cleaning and shall ensure collection and return in accordance with procedures agreed with the Buyer. costs for this service shall be managed via Call-Off Schedule 25 – Billable Works and Projects.

- 94.5. This Service shall be fully integrated with the housekeeping Service wherever possible.
- 94.6. The Supplier shall ensure that an adequate stock of all linen is available and in good repair at all times.

95. Service I18 - Hotel Services

- 95.1. The following Standards apply to this Service - SI18.
- 95.2. The Buyer may have Buyer Premises within its portfolio that provide a hotel Service for visiting clients and their children where appropriate who pay for bed and board. Where these Buyer Premises exist, the Supplier shall Deliver all Services required to maintain operation of the Buyer Premises. In such circumstances, it may be necessary to combine a number of Services within this Framework Schedule 1 (Specification) to provide a total hotel Service at the Buyer Premises. A hotel Service may include:

- 95.2.1. Reception;
- 95.2.2. Concierge;
- 95.2.3. Cleaning;
- 95.2.4. Housekeeping;
- 95.2.5. Linen / laundry (including linen hire and purchase on behalf of the Buyer);
- 95.2.6. Catering;
- 95.2.7. Security;
- 95.2.8. Maintenance;
- 95.2.9. Pool and leisure facilities;
- 95.2.10. Furniture;
- 95.2.11. Move Management Churn;
- 95.2.12. Room booking;
- 95.2.13. Porterage;
- 95.2.14. Waste collection and disposal Services;
- 95.2.15. Conferencing; and
- 95.2.16. Meetings and hospitality Services.

- 95.3. In addition, where this hotel Service is a requirement in the Call-Off Procedure, the Supplier may be required to:

- 95.3.1. deliver management and administrative functions as required to facilitate the operation of the Buyer Premises; and
- 95.3.2. to procure consumables and miscellaneous goods and materials on behalf of the Buyer.

- 95.4. Buyer Premises which operate a hotel Service will be clearly identified by the Buyer in the Call-Off Procedure and details of the Services required will be provided for the Supplier to tender against.

Work Package J – Workplace FM Services

96. Service J1 - Mail Services

- 96.1. The following Standards apply to this Service - SJ1.
- 96.2. Where the Buyer specifies the Delivery of these Services in the Call-Off Procedure, the Supplier shall be responsible for the management and successful operation of a streamlined mail room Service for the Buyer that is integrated whenever possible with all other relevant Services in order to provide value for money for the Buyer.
- 96.3. The Supplier shall provide a secure mail Delivery Service between Government Bodies on a national basis throughout the United Kingdom. This requirement will be fully specified in the Call-Off Procedure by the Buyer where it is deemed appropriate.
- 96.4. The Supplier shall be solely responsible for the interface between the Buyer and all third party Suppliers in relation to mail. The Supplier shall provide innovative proposals for the most advantageous Services offered by Subcontractor(s). The Supplier shall consider the use of various collection and Delivery Services including the use of the PO Box Service, business and reply paid mail and packet post where appropriate. The Supplier shall provide the Buyer with proposals to maximise the efficiency of its incoming and outgoing mail regimes.

- 96.5. The Supplier shall ensure that Supplier Staff have the security clearance necessary to Deliver the level of protectively marked mail to be Delivered under the Call-Off Contract as advised by the Buyer.

97. Service J2 - Internal Messenger Service

- 97.1. The following Standards apply to this Service - SJ2.
97.2. Where the Buyer specifies the Delivery of these Services in the Call-Off Procedure, the Supplier shall provide a messenger Service at each Buyer Premises where required.

98. Service J3 - Courier Booking and Distribution Services

- 98.1. The following Standards apply to this Service - SJ3.
98.2. Where the Buyer specifies the Delivery of these Services in the Call-Off Procedure, the Supplier shall manage and co-ordinate the following Services:
- 98.2.1. National and international courier Service for the Buyer.
 - 98.2.2. Distribution of Buyer property across Buyer Premises or to Buyer nominated locations;
 - 98.2.3. Packaging goods in readiness for distribution across Buyer Premises or to Buyer nominated locations; and
 - 98.2.4. Logistics Services associated with the transport of goods within / across Buyer Premises or Buyer nominated locations;
- 98.5. The Supplier shall use departmental and/or pan-Government commercial vehicles that have been approved by the Buyer to procure courier booking Service. Should the Supplier be able to demonstrate that their supply chain is able to offer better value-for-money, the Buyer may accept those as suitable Subcontractor(s), however the Buyer reserves the right to choose either those or alternative Suppliers for this Service.

99. Service J4 – Repairperson Services

- 99.1. The following Standards apply to this Service - SJ4.
99.2. The Supplier shall provide:
- 99.2.1. An adaptable and responsive repairs Service to the Buyer Premises during operational Working Hours. Supplier Staff who execute tasks of this nature shall be adequately trained and experienced for the work to be carried out; and
 - 99.2.2. All necessary tools and equipment for carrying out the repairs Service, including access equipment to enable the Supplier to perform tasks safely.
- 99.3. The Supplier shall ensure that Supplier Staff are not exposed to danger due to a skills shortage. The Supplier Staff delivering the repairs Service shall have training and experience in the wide range of maintenance and repair requests that are likely to be demanded of this Service.

- 99.4. The Buyer welcomes proposals, which maximise the repairperson Service to complement all other aspects of its work force. The Supplier shall be required to demonstrate the validity and maximum usage of the Service, and continuously seek to drive down costs associated with the Service through multi-tasking and re-deployment on a daily basis.
- 99.5. The repairperson Service shall have general expertise in the wide range of maintenance and repair requests that are likely to be demanded of this Service.
- 99.6. With sole contact being made through and monitored by the helpdesk, the repairperson Service shall be available to deal with general small repairs and decoration on a planned, reactive or ad hoc basis. The Supplier shall ensure that Approval to proceed with the task has been received from the Buyer prior to the commencement of any works.
- 99.7. Tasks likely to fall within the remit of the repairperson Service include but are not limited to:
 - 99.7.1 Picture hanging;
 - 99.7.2. Shelf hanging;
 - 99.7.3. Pin-board installation;
 - 99.7.4. Light-bulb changing;
 - 99.7.5. Toilet-seat replacement;
 - 99.7.6. Clearing pipe / drain blockages;
 - 99.7.7. Building fabric inspections;
 - 99.7.8. Carpet repairs;
 - 99.7.9. Movement of boxes and small-scale furniture movement.
- 99.8. Costs for the repairperson Service are to be included in the Charges.
- 99.7. The Supplier shall be required to demonstrate the validity and maximum usage of the Service and shall continuously seek to drive down costs associated with the Service through multi-tasking and re-deployment on a daily basis.
- 99.8. The Supplier shall explore the synergies between all other Services when considering resourcing this Service.
- 99.9. The Supplier shall ensure that the repairperson Services is reconciled quarterly and any unused time shall be rolled into the next quarterly provision. The Supplier shall record the nature of the tasks carried out under the Reactive Maintenance Service within the CAFM system.
- 99.10. For consumables and small components, the Buyer may require the allocation of a fixed cost for each full day of the service at the Buyer Premises. Where this agreement exists, the Supplier shall be responsible for managing a Monthly reconciliation process with the Buyer to track projected and actual spend to ensure a value-for-money service is Delivered and maintained. Where these requirements exist details will be provided by the Buyer in the Call-Off Procedure.

100. Service J5 - Move and Space Management (Internal Moves)

- 100.1. The following Standards apply to this Service - SJ5.

- 100.2. In respect of the move management Service, where a move is required the Supplier shall be responsible for managing the move process and for the execution of the move. The Supplier shall provide an estimate of the cost of the move, which shall be managed via Call-Off Schedule 25 – Billable Works and Projects.
- 100.3. The Supplier shall ensure that the Buyer has issued written approval prior to execution of any move.
- 100.4. Where the move involves a flexible workspace, the management of the move shall be undertaken in conjunction with any third party Supplier in relation to space management to ensure that the aims and integrity of the flexible workspace is maintained.
- 100.5. Temporary storage of furniture may be a requirement for certain moves. Further details of the requirement will be provided by the Buyer in the Call-Off Procedure. Costs shall be managed via Call-Off Schedule 25 – Billable Works and Projects.

101. Service J6 – Porterage

- 101.1. The following Standards apply to this Service - SJ6.
- 101.2. Where the Buyer specifies the Delivery of these Services in the Call-Off Procedure, the Supplier shall provide a professionally managed porterage Service as required at each Buyer Premises.
- 101.3. The Supplier shall recognise that certain buildings within a Buyer Premises may make urgent requests for porterage Services. The Supplier shall ensure these requests take priority over other requests.
- 101.4. Where ad hoc requests for porterage Services are requested by the Buyer outside operational Working Hours, the Supplier shall be responsible for delivering the Services. Costs for this service shall be managed via Call-Off Schedule 25 – Billable Works and Projects.
- 101.5. The porterage Service provided shall be flexible in nature and able to accomplish small office moves, the transport of inter-departmental supplies, and to assist other FM Services (whether Delivered by the Supplier or third party Suppliers) as required including the Delivery of internal and external post, parcels, delivering stationery to allocated store areas and moving heavy packages.
- 101.6. The porterage Service shall also include general tasks including changing clock batteries, setting up meeting and conference rooms, flag flying, arranging office layout and connecting laptops and teleconference phones as requested before conferences and meetings coordinated via the helpdesk.
- 101.7. Porterage Services may be required for both small and more complex tasks. For example, a small task may include, but not be limited to moving a filing cabinet; or for those more complex tasks requiring more time and effort these may include moving an entire management unit as part of a larger project.

102. Service J7 – Clocks

- 102.1. The following Standards apply to this Service - SJ7.
- 102.2. The Supplier shall:
 - 102.2.1. Provide replacement batteries to a range of battery-powered clocks that are in use and dispose of empty batteries, in accordance with any Regulations governing the disposal of batteries; and

102.2.2. Ensure appropriate change in clock time to all clocks within the Buyer Premises during the appropriate bi-annual British Summer Time (BST) / Greenwich Mean Time (GMT) time changes;

102.3. Where the Buyer Premises has antique clocks present that require specialist maintenance arrangements the Buyer shall provide a list of all clocks covered by this Service in the Call-Off Procedure. The Supplier shall ensure:

- 102.3.1. They are maintained in line with heritage requirements;
- 102.3.2. They are maintained by their original donating body such as the National Galleries Silver Trust etc.;
- 102.3.3. Where they require winding they shall receive the appropriate Service at appropriate intervals; and
- 102.3.4. The Supplier shall include all appropriate clock maintenance tasks and winding as part of their PPM schedule and log all repairs within the CAFM system.

102.4. Replacement of clocks shall be the responsibility of the Buyer

103. Service J8 – Signage

103.1. The following Standards apply to this Service - SJ8.

103.2. Where the Buyer specifies the Delivery of these Services in the Call-Off Procedure, the Supplier shall be responsible for all signage associated with the Health and Safety (Safety Signs and Signals) Regulations 1996, the Equality Act 2010, means of escape identification and any other statutory / mandatory signage at the Buyer Premises.

103.3. At the mobilisation phase, the Supplier shall be responsible for undertaking a review of all statutory signage associated with the Health and Safety (Safety Signs and Signals) Regulations 1996, the Equality Act 2010, means of escape identification and any other statutory / mandatory signage at the Buyer Premises to identify:

- 103.3.1. The condition of the installed signage; and
- 103.3.2. Levels of compliance with all statutory requirements.

103.4. The Supplier shall be responsible for issuing the Buyer details of the review in a formal report upon completion during the Mobilisation Period, which shall include Rectification Plans and costs where appropriate.

103.5. The Supplier shall be pro-active in the provision of this Service and shall advise on any additional further signage that may be of benefit to the Buyer's staff or the public throughout the course of the Call-Off Period.

103.6. The Supplier shall agree design elements for all signs with the Buyer and shall ensure only agreed formats are installed.

103.7. The Buyer will conduct spot checks, with no notice, of the adequacy of existing signage from the Service Start Date, to be satisfied of adherence to this Service.

103.8. Where throughout the course of the Call-Off Period the Buyer identifies a need for additional signage and this is deemed to be an addition to the Contract scope in the Call-Off Contract, costs for any work **Orders** issued by the Buyer shall be managed via Call-Off Schedule 25 - Billable Works and Projects.

- 103.9. The Supplier shall be responsible for updating all relevant signage associated with the Health and Safety (Safety Signs and Signals) Regulations 1996, the Equality Act 2010, means of escape identification and any other statutory / mandatory signage at the Buyer Premises following the completion of any minor churn or any other movement of Buyer Staff.
- 103.10. Where throughout the course of the Call-Off Period the Buyer identifies a need for additional signage and this is deemed to be an addition to the Contract scope then this additional signage will be supplied by the Supplier and treated as Billable Works for payment purposes.

104. Service J9 - Archiving (On-Site)

- 104.1. The following Standards apply to this Service - SJ9.
- 104.2. Where required to do so, the Supplier shall provide a holistic Document Storage Service. The Supplier shall provide the Service based on the Buyer's requirement relating to Document Storage and the on-site storage capacity.
- 104.3. The Supplier shall optimise the use of on-site storage facilities and shall ensure that documents with a request frequency are stored in this location.
- 104.4. Where requested to do so through the Call-Off Contract, the Supplier may be required to combine Services Delivered by Supplier Staff working at the Buyer Premises where on-site archiving is required to Achieve efficiencies. Cross / multi skilling of Supplier Staff at these Buyer Premises is therefore a requirement.

105. Service J10 - Furniture Management

- 105.1. The following Standards apply to this Service - SJ10.
- 105.2. The Supplier shall provide a centrally managed facility to organise the provision and supply of all necessary office items as new Buyer Staff join, as moves occur, or as new Buyer Premises are added to the Buyer Premises.
- 105.3. The Supplier shall ensure that all moves of furniture and/or equipment shall be reflected in computer aided design (CAD) drawings (or equivalent) and in the Asset register.
- 105.4. The Buyer is likely to expand or contract its usable office space at very short notice. The Supplier shall assist in the management of this natural expansion and contraction.
- 105.5. The Supplier shall:
- 105.5.1. Manage the storage of all items of furniture associated with office work. This will include desks, storage cabinets, bookcases, shelving, chairs, pedestals and all other equipment and furniture commonly utilised in any office. This requirement excludes all IT equipment;
 - 105.5.2. Provide a holistic approach to the removal and storage of furniture, the provision of furniture from storage and the temporary holding of new furniture awaiting deployment. The Supplier shall ensure that furniture taken from storage is clean and fully functional prior to Delivery to the Buyer;
 - 105.5.3. Remove any packing materials for equipment immediately on Delivery at its intended place, and assemble any furniture as necessary in such a way as to produce minimal disruption to the workings of the Buyer. The Supplier shall dispose of any packing materials in accordance with the principles set out in the policy on Greening Government Commitments; and

- 105.5.4. At all times maintain accurate records of stored furniture and Goods, including a photo entry of all stored items, referenced against the register of Buyer Assets.
- 105.5.5. Ensure that:
 - 105.5.5.1. No item leaves or arrives at the Buyer Premises without associated logging for corporate governance purposes; and
 - 105.5.5.2. The Asset information is linked to the space location and componentry associated to the Asset through the Asset information requirements.
- 105.5.6. Ensure through appropriate management by the CAFM system that requests for equipping new Buyer Staff members are directed to the holding stock and not directly to new purchases of equipment. Any Asset tracking labels used shall be attached inconspicuously;
- 105.5.7. Ensure that the Buyer is aware of the contact point for collection, replacement or addition to all furniture and equipment;
- 105.5.8. Keep the helpdesk fully informed to enable the helpdesk to respond to the request originator within anticipated time-scales for deliveries and removals;
- 105.5.9. Provide a single point of advice for the equipping of any new Buyer Staff, and shall perform all other necessary liaison functions with other Suppliers that will be required to facilitate this process to include IT equipment and telephony;
- 105.5.10. Undertake regular audits and reviews of stored equipment;
- 105.5.11. Ensure that no furniture in use in the Buyer Premises is sent for disposal. Only redundant furniture held in storage may be sent for disposal ensuring that the highest quality stock is always retained. All furniture will be disposed of in accordance with the principles set out in the policy on Greening Government Commitments. When it becomes clear that furniture will not be needed after a certain date it may be advertised to other departments on the Authority's Reuse Notice Board. The proceeds of any furniture disposal shall be returned to the Buyer and may be shared with the Supplier subject to the terms of any prior agreement with the Buyer;
- 105.5.12. Have professional knowledge of business Standards relating to office furniture, including the provision of flexible working spaces and acceptable environmental conditions, included within the Services;
- 105.5.13. Encourage innovation when providing this Service by remaining constantly updated as to new types of furniture entering the marketplace that could be of use to the Buyer;
- 105.5.14. Remain conversant with sustainable developments and green procurement guidelines and new Standards being applied to the industry that the Buyer shall comply with. The furniture Government Buying Standard should represent a minimum requirement; and
- 105.5.15. Keep detailed records of issued and disposed furniture on a department-by-department basis for Audit purposes, demonstrating any cost. This shall include disposal in an auditable, environmentally preferable manner. These records will be available to the Buyer on request, and will be kept for the duration of the Call-Off Period.

106. Service J11 - Space Management

- 106.1. The following Standards apply to this Service - SJ11.

- 106.2. This Service requirement (including removal/transfer costs for furniture between locations) shall be outside the Charges and shall be dealt with via the Billable Works Process.
- 106.3. The Supplier shall provide space management Services and office moves. The service shall include the relocation of IT and telecommunications equipment as required by the Buyer. The Supplier shall arrange the transfer of ICT connections, unless this would normally be provided by a third party's Supplier responsible for the Delivery of ICT Services under a separate Call-Off Contract / Contract with the Buyer.
- 106.4. The Supplier shall undertake larger office moves or re-stacks of buildings at the request of the Buyer. This shall be an additional Service at an additional cost to the Charges by prior agreement with the Buyer and shall be treated in the same manner as any other Project. Upon receipt of an instruction from the Buyer Authorised Representative, the Supplier shall undertake professional space planning design and workplace strategy. The Supplier must provide an initial report setting out its detailed understanding of the brief, proposed approach to the task and fee proposal and must agree the level of expertise and experience of the Supplier Staff to be involved with the Buyer. The Buyer may elect to commission the Supplier to undertake this work or may use another Supplier.
- 106.5. A formal instruction shall be issued by the Buyer to the Supplier before any chargeable space planning design and Workplace Strategy Services is undertaken. This may need to be authorised by the Buyer Authorised Representative with the contractual delegation to issue the instruction.
- 106.6. The majority of space planning exercises shall have reasonable prior notification, but there may be some that will occur as a matter of urgency (including weekends). The Supplier shall consult with the Buyer in all instances to confirm the relative priority/urgency of any request in order that it can be accomplished within the requested time scale.
- 106.7. In no instance shall the Supplier proceed with a space planning exercise without the prior Approval of the Buyer. Any proposal for a space planning exercise from the Supplier shall include any consequential impacts to the move in terms of other necessary facilities and an accurate time scale during which the move might be accomplished.
- 106.8. The Supplier shall manage the furniture inventory in three separate areas:
 - 106.8.1. Managing the existing furniture supply contract;
 - 106.8.2. Managing an off-site storage facility for used furniture; and
 - 106.8.3. Managing the future approach to procurement.

107. Service J12 - Cable Management

- 107.1. The following Standards apply to this Service - SJ12.
- 107.2. This Service requirement shall be outside the Charges and shall be dealt with via the Billable Works Process.
- 107.3. The Supplier shall be responsible for installing additional data cabling and moving floor boxes and grommets as instructed by the Buyer. The Supplier shall ensure that all cabling which the Supplier installs is of a suitable Specification to guarantee continuity of the Services and signal quality. This cabling shall be used exclusively for the transmission of data or voice.
- 107.4. The Supplier shall provide installation work without compromising the integrity of any historic Buyer Premises and in a manner so as to avoid damage to the building fabric. Prior to carrying out work to a historic Buyer Premises the Supplier shall undertake a full survey of the proposed cable routes, prepare a method statement and discuss their proposal with the Buyer.

108. Service J13 - Reprographics Service

- 108.1. The following Standards apply to this Service - SJ13.
- 108.2. The Supplier shall provide a reprographics Service which meets the operational needs of the Buyer, optimises the potential for synergies with other Services, takes full account of the Buyer's environmental strategies as set out in the policy on Greening Government Commitments and reflects the Buyer's objective to apply electronic communications to all aspects of Service Delivery. The Supplier shall continuously review the Service and make proposals for the introduction of relevant developing technology.
- 108.3. The Supplier shall provide a Service for the bulk copying, finishing and binding of documents within a range of timescales. This bulk reprographics provision shall be complemented by the Buyer's provision of smaller convenience copiers throughout the Buyer Premises. Details of the equipment available to the Supplier are provided in Call-Off Schedule 4 - Call-Off Tender, together with historic data in respect of volumes of copying.
- 108.4. The Supplier shall supply and be responsible for all machinery and equipment necessary for the performance of the Call-Off Contract and their associated costs. The Supplier shall note that the Buyer currently both owns and leases reprographics and finishing equipment. The Supplier shall propose the items or equipment for use in the provision of this Service.

109. Service J14 - Stores and Goods Management Services

- 109.1. The following Standards apply to this Service - SJ14.
- 109.2. The Supplier shall be responsible for the provision, management and operation of a storage and supply service on behalf of the Buyer at the Buyer Premises.
- 109.3. The service shall include maintaining an inventory of stored items on behalf of the Buyer and managing the receipt of new and replacement items when procured by the Buyer.
- 109.4. The Supplier shall ensure that stored items are issued in strict compliance with the authorisation protocols provided by the Buyer.
- 109.5. The Supplier shall ensure that all requests are recorded within the CAFM system unless specified otherwise by the Buyer.
- 109.6. The Supplier shall be responsible for unpacking Buyer deliveries and placing into storage as required by the Buyer. The Supplier shall be responsible for ensuring all stored items are stored safely and in accordance with all statutory requirements (e.g. hazardous waste).
- 109.7. The Supplier shall provide a Goods handling and inspection service to the Buyer. The service shall include but not be limited to:
 - 109.7.1. Off-loading Goods from vehicles;
 - 109.7.2. Repackaging and re-loading Goods from vehicles;
 - 109.7.3. Opening, unpacking and Delivery of Goods;
 - 109.7.4. Buyer fulfilment Services; and
 - 109.7.5. Goods handling and transportation Services.
 - 109.7.6. Where these Services are required, the Supplier shall be responsible for the provision of all equipment required to manage the deliveries (e.g. pallet trucks, fork lift trucks), transport and transport related Services, to include but not be limited to maintenance, calibration, fuel and insurance, as required to meet the requirements of this service.
- 109.8. The Supplier shall forward all investigation reports concerning Losses or damage to the stored items to the Buyer to support the Buyer's internal financial management and reimbursement processes.

109.9. The Supplier shall reimburse the Buyer for any loss or damage to stored items that are attributable to the actions, inactions or negligence of the Supplier.

109.10. Further details of the requirement will be provided in the Call-Off Procedure.

110. Service J15 - Portable Washroom Solutions

110.1. The following Standards apply to this Service - SJ15.

110.2. The Supplier shall be responsible for the management and cleaning of latrines and supply, Delivery and collection of all portable facilities on behalf of the Buyer as-and-when required at the Buyer Premises.

110.3. The service shall include the provision of:

- 110.3.1. Washing facilities;
- 110.3.2. Showering facilities;
- 110.3.3. Toilet facilities; and
- 110.3.4. Waste storage and collection.

110.4. The service shall include the supply, Delivery and installation of all associated hand washing detergents, cleaning detergents, paper towels, toilet paper and waste receptacles.

110.5. The Supplier shall ensure that all the portable facilities are fit-for-purpose, hygienically emptied, cleaned, serviced, inspected and maintained regularly so as to minimise the risk of smell, contamination, disease and pests and to ensure no loss of availability arises. Further details of the requirement will be provided in the Call-Off Procedure.

111. Service J16 – Additional Support Services

111.1. The following Standards apply to this Service - SJ16.

111.2. The Supplier shall be responsible for the provision of administrative support Services for the Buyer at the Buyer Premises. These Services shall include:

- 111.2.1. Personal Assistant duties;
- 111.2.2. Clerical support Services;
- 111.2.3. Procurement support Services;
- 111.2.4. Recruitment and work placement support Services;
- 111.2.5. Customer relationship management Services;
- 111.2.6. Quality and performance management Services;
- 111.2.7. Corporate support Services;
- 111.2.8. Events and Conference management Services;
- 111.2.9. Video conferencing systems support;

- 111.2.10. Business travel Services;
- 111.2.11. Stationary Services; and
- 111.2.12. Switchboard Services.

111.3. Further details of these requirements will be provide in the Call-Off Procedure.

Work Package K: Visitor Support Services

112. Service K1 - Reception Service

- 112.1. The following Standards apply to this Service - SK1.
- 112.2. The Supplier shall provide a professional, reception Service appropriate to the business use of the Buyer Premises. In reception areas of each Buyer Premises, the reception Service shall liaise with and complement the security Service.
- 112.3. The Supplier shall provide innovative proposals for the optimisation of the management of visitor ingress and egress in the reception area. This shall include appropriate management of the interfaces between the reception and security Services to ensure that all visitors and staff receive a courteous and professional Service each time they visit each Buyer Premises. However, for the avoidance of doubt where similar Services are described in the reception Service and the security Service, the requirements of the security Service shall take precedence.
- 112.4. The Buyer may play host to senior UK and foreign politicians, business visitors and members of the public who have occasional access to the Buyer Premises. The Supplier shall recognise the importance of such visitors by developing a response which addresses this issue within the overall management of the reception Service.
- 112.5. The Supplier shall provide a switchboard Service and make use of the Buyer's telephony systems to manage incoming telephone calls for the Buyer's staff at each Buyer Premises where the switchboard Service is combined with each Buyer Premises' reception Service. The Supplier shall ensure that incoming calls are dealt with promptly, accurately and politely. Incoming calls shall be routed to the appropriate member of staff or building user as defined by the local details supplied by each Buyer Premises.
- 112.6. Supplier Staff delivering the reception Services shall take Delivery of any items, which are Delivered by hand at the reception desk. Mail room staff shall receive Delivered items from the reception staff and deal with these as necessary. All inward Goods shall be via the loading bay at all times. Supplier Staff delivering the reception Services shall be responsible for advising those delivering other Goods of the location of the goods entrance.
- 112.7. The Supplier shall provide a professional, night reception Service appropriate to the business use of the Buyer Premises. In reception areas of each Buyer Premises, the night reception Service is expected to liaise with and complement the security Service. The Supplier shall be responsible for providing a seamless and integrated Service within reception areas in order to receive and manage staff and visitors efficiently and in a welcoming manner. The Supplier shall ensure that all enquiries to the Buyer are dealt with professionally and promptly.

113. Service K2 - Taxi Booking Service

- 113.1. The following Standards apply to this Service - SK2.
- 113.2. The Supplier shall manage and co-ordinate a Taxi Booking Service for the Buyer. The Supplier shall propose a third party Supplier to provide Taxi Services for the Buyer.
- 113.3. The use of environmentally preferable vehicles such as electric vehicles, ultra low emission vehicles (ULEV) and those powered by liquid petroleum gas (LPG) shall be considered. The proposed costs for providing such Services shall be shown within the Charges price but this will not include the cost for journeys made via this Service.

113.4. This shall provide the Buyer with an opportunity to evaluate these unit costs against current costs. Should the Supplier be able to demonstrate that their supply chain is able to offer better value for money, the Buyer may accept those as suitable Subcontractor(s). The Buyer reserves the right to choose those or alternative Suppliers for this Service.

114. Service K3 - Car Park Management and Booking

114.1. The following Standards apply to this Service - SK3.

114.2. The Supplier shall where required provide a car park management service via the helpdesk.

115. Service K4 - Voice Announcement System Operation

115.1. The following Standards apply to this Service - SK4.

115.2. Where available at each Buyer Premises, the Supplier shall use the voice announcement system on occasions requiring broadcasts or announcements to be made to the Buyer's staff, as requested by the Buyer.

115.3. The Supplier shall ensure that Supplier Staff using the voice announcement system are trained in its use and in the making of announcements.

116. Service K5 - Concierge Services

116.1. The following Standards apply to this Service - SK5.

116.2. The Supplier shall provide a concierge service to meet the Buyer's requirements which may include but not be limited to:

- 116.2.1. Assisting the Buyer with performance and quality management Services to ensure excellent customer service and Buyer Staff and Visitor experiences are maintained;
- 116.2.2. Assisting with the management and Delivery of complaints and customer satisfaction surveys;
- 116.2.3. Managing contactless visitor management systems, to include but not be limited to digital signage systems and touch screen solutions;
- 116.2.4. Assisting the Buyer with infection control measures at Buyer Premises;
- 116.2.5. Managing the Buyer Staff workstation and meeting room allocations; and
- 116.2.6. Ad-hoc duties requested by the Buyer, which shall be included in the Charges.

116.3. Further details of Buyer requirements will be provided at the Call-Off stage.

Work Package L: Security Services

117. Service L - Generic Security Requirements

- 117.1. The Supplier shall maintain a physical security provision required by the Buyer to meet the requirements of Call-Off Schedule 4 - Call-Off Tender and shall ensure:
- 117.1.1. All Services are Delivered in full compliance with the required security Standards as detailed in the FM Service Standards;
 - 117.1.2. The production and regular updating of assignment instructions that cover all the Buyer's requirements. The assignment instructions shall be approved by the Buyer Security Representative. The Supplier shall comply with any assignment instructions as requested by the Buyer via the Contract Variation Procedure as set out in clause 24 of the Core Terms;
 - 117.1.3. They meet the requirements of the Buyer for security Services, use of technology and procedures. The Supplier shall liaise directly with the Buyer security Representative as required by the Buyer and shall at all times ensure that access to Supplier Staff is granted on request by the Buyer;
 - 117.1.4. They collaborate with the Buyer and provide access to all documentation related to the service as requested by the Buyer when conducting its own spot checks of the arrangements laid down by the Supplier in order to satisfy itself of the adequacy of the arrangements and the security staff in general. These inspections may take place at any time during the Call-Off Contract without any prior notice;
 - 117.1.5. They maintain a comprehensive list of the Supplier Staff / Buyer Staff to be contacted in an emergency situation. This list shall include specialist staff and/or Subcontractors for items of plant, equipment or fabric that may affect the good running of each Buyer Premises and this list shall be made available to all appropriate staff and to the helpdesk;
 - 117.1.6. Not used
 - 117.1.7. All Supplier Staff shall be supplied with a suitable uniform to be agreed with the Buyer and shall present a professional appearance at all times;
 - 117.1.8. They provide and maintain all appropriate communications devices as required by Supplier Staff to deliver the Services at Buyer Premises and must ensure they are sanctioned in writing by the Buyer;
 - 117.1.9. That all Supplier Staff carry valid passes as approved by the Buyer at all times whilst on duty;
 - 117.1.10. All Supplier Staff delivering this service have successfully completed training and be in possession of a first-aid responder qualification;
 - 117.1.11. Supplier Staff delivering the service have successfully received training in lift entrapment / lift release procedures and shall ensure that at least one member of the security team per security shift at the Buyer Premises possesses a current training qualification / certification. Where the passenger lift at the Buyer Premises prevent this provision the alternative arrangements will be defined by the Buyer in the Call-Off Procedure;
 - 117.1.12. The provision of gender appropriate security staff to meet the Buyer's security requirements. Details of the required ratios will be provided by the Buyer in the Call-Off Procedure; and

- 117.1.13. The provision of multilingual security Personnel and translation Services may be required to meet Buyer requirements. Where the Buyer requires these services, further details will be provided in the Call-Off Procedure. Costs for the provision of these Services will be managed via Call-Off Schedule 25 - Billable Works and Projects.

118. Service L1 - Static Guarding Service

- 118.1. The following Standards apply to this Service - SL1.
- 118.2. The Supplier shall provide a static guarding Service at the Buyer Premises at the internal and/or locations specified by the Buyer in the Call-Off Procedure. The security duties shall include but not be limited to:
- 118.2.1. The operation of building access control systems for people and vehicles, into Buyer Premises to prevent unauthorised access;
 - 118.2.2. Responding to intruder detection system alarms, fire alarms, lift alarms and incidents and hazards or threats identified and report and record to the Buyer;
 - 118.2.3. Conducting vehicle and personnel searches according to the current response level for the Buyer Premises;
 - 118.2.4. Conduct daily checks on all security and searching equipment including CCTV systems, including confirmation of recording, search wands and archways, to ensure effective operation prior to use. Any defects found in the equipment should be reported immediately to the Buyer Authorised Representative for the Buyer Premises and be recorded on the CAFM system;
 - 118.2.5. Monitor all security and searching equipment to identify suspicious activity and if necessary, initiate effective response in line with the Buyer's requirements;
 - 118.2.6. Patrol exterior including car park areas where appropriate and interior areas of building to identify and report any hazards and security weaknesses, threats and defects and take appropriate action in line with the Buyer's requirements;
 - 118.2.7. Control and maintain records regarding the authorised issue, receipt, administration and safeguarding of all keys, including arranging the replacement of locks when required;
 - 118.2.8. Process and enable building passes following authorisation from the Buyer and operate the Automated Access Control System (AACS) in accordance with the Buyer's requirements;
 - 118.2.9. Security breach patrols within the Buyer Premises are to be conducted outside of operational Working Hours and managed to identify offenders and return any confiscated materials in accordance with the Buyer's requirements;
 - 118.2.10. Operate fire alarm testing in accordance with fire regulations, ensuring logs are accurate and up-to-date and tests are operated within two (2) minutes of any agreed times. Voice announcement system broadcasts or announcements shall all be performed professionally and in accordance with the Buyer's requirements as outlined within the assignment instructions;
 - 118.2.11. Secure perimeter of the Buyer Premises, including fire exits and ensure only authorised access into the Buyer Premises in the event of evacuation. Report incidents immediately to the Buyer Authorised Representative (including the fire and incident authorised control officer) and complete a security incident or accident report form if appropriate;
 - 118.2.12. Monitor and control Delivery and removal of all Goods and mail to each Buyer Premises, logging and maintaining such records in accordance with the Buyer's requirements;
 - 118.2.13. Operate barrier control systems;
 - 118.2.14. Manage car parking security;

- 118.2.15. Order and keep records of taxis booked during non-operational Working Hours. Where this requirement requires the provision of additional resource, the requirement shall be managed via the Billable Works and Projects process.
 - 118.2.16. Liaison with the helpdesk for non-operational Working Hours Service calls;
 - 118.2.17. Control all radio battery charging;
 - 118.2.18. Issue and receipt of fire alarm pagers daily;
 - 118.2.19. Manage / assist with the release of trapped staff in lifts;
 - 118.2.20. Open and lockup of Buyer Premises including escort of cleaning staff;
 - 118.2.21. Search baggage and vehicles on entry, dependent on the response level;
 - 118.2.22. Secure any lawfully held items surrendered or seized, provide receipts and return to the owners on leaving;
 - 118.2.23. Handle lost property;
 - 118.2.24. Interrogating CCTV footage and assisting the Buyer with the provision of stored images to be used as evidence in the event of reported security breaches at Buyer Premises;
 - 118.2.25. Inform the police when any unlawfully held item or offensive weapon is surrendered or seized; and
 - 118.2.26. Record and report statistics on items surrendered and seized to the Buyer.
-
- 118.3. The Supplier shall maintain a physical security provision required by the Buyer to meet the requirements of Call-Off Schedule 4 - Call-Off Tender.
 - 118.4. The Supplier shall comply with the required security Standards as detailed in the FM Service Standards.
 - 118.5. The Supplier shall be responsible for the production and regular updating of assignment instructions that cover all the Buyer's requirements. The assignment instructions shall be approved by the Buyer Security Representative. The Supplier shall comply with any assignment instructions as requested by the Buyer via the Contract Variation Procedure as set out in clause 24 of the Core Terms.
 - 118.6. The security Service of the Supplier shall meet the requirements of the Buyer for guarding, use of technology and procedures. The Supplier shall liaise directly with the Buyer's Authorised Representative as required by the Buyer and shall at all times ensure that access to Supplier Staff is granted on request by the Buyer.
 - 118.7. The Buyer reserves the right to conduct its own spot checks of the arrangements laid down by the Supplier in order to satisfy itself of the adequacy of the arrangements and the security staff in general. These inspections may take place at any time during the Call-Off Contract without any prior notice.
 - 118.8. The Supplier shall maintain a comprehensive list of the Supplier Staff / Buyer Staff to be contacted in an emergency situation. This list shall include specialist staff and/or Subcontractors for items of plant, equipment or fabric that may affect the good running of each Buyer Premises and this list shall be made available to all appropriate staff and to the helpdesk.
 - 118.9. Where appropriate, security staff shall liaise with reception staff and may fulfil some of the roles of the reception staff outside of non-operational Working Hours which may include meeting and greeting visitors and issuing of visitors passes as detailed within the Buyer Premises' instructions. During times of heightened security, the Supplier shall provide further detailed security provision as required by the Buyer. This may include but shall not be limited to searching of all visitor bags, cancellation of all non-essential events, checking of vehicles entering onto the Buyer Premises or in car park areas for potential suspect devices.
 - 118.10. All Supplier Staff shall be supplied with a suitable uniform to be agreed with the Buyer and shall present a professional appearance at all times.

- 118.11. The Supplier shall be responsible for the provision of appropriate communications devices as required by Supplier Staff to deliver the Services at Buyer Premises and must ensure they are sanctioned in writing by the Buyer. The Supplier shall ensure that all security staff carry valid passes as approved by the Buyer at all times whilst on duty. The Supplier shall supply and maintain all mobile communications equipment required by Supplier Staff for the supply of the Services.
- 118.12. The Supplier shall ensure Supplier Staff delivering this service shall have successfully completed training and be in possession of a first-aid responder qualification.
- 118.13.. The Supplier shall ensure that Supplier Staff delivering the service have successfully received training in lift entrapment / lift release procedures and shall ensure that at least one member of the security team per security shift at the Buyer Premises possesses a current training qualification / certification. Where the passenger lift at the Buyer Premises prevent this provision the alternative arrangements will be defined by the Buyer in the Call-Off Procedure.
- 118.14. The Supplier shall ensure that Supplier Staff delivering the service have successfully received training in the use of automated external defibrillators (AED) and are qualified to deliver cardiopulmonary resuscitation at the Buyer Premises. The Supplier shall ensure that at least one member of the security team per security shift at the Buyer Premises possesses a current training qualification / certification. Further details will be defined by the Buyer in the Call-Off Procedure.

119. Service L2 - CCTV / Alarm Monitoring

119.1. The following Standards apply to this Service - SL2.

119.2. The Supplier shall:

- 119.2.1. Operate the Buyer's Closed Circuit Television (CCTV) systems in accordance with CPNI guidelines and all legislation e.g. Data Protection Act 1998;
- 119.2.2. Where the Buyer operates CCTV surveillance Services from within a dedicated CCTV control room located at the Buyer Premises, the Supplier shall be responsible for monitoring all on-site CCTV displays for security incidents/breaches as part of the overall security requirements at each Buyer Premises and shall ensure the service is Delivered in accordance with the Buyer's Security Policies.
- 119.2.3. Where the Buyer has no dedicated CCTV control room based at the Buyer Premises, CCTV may be in place at the Buyer Premises to provide an evidential record only so that real-time CCTV monitoring is not necessary. The Supplier shall ensure all Supplier Staff are trained in the use of the CCTV system and have the ability to retrieve and copy images from the CCTV system as required upon request from the Buyer.
- 119.2.4. Ensure that Supplier Staff viewing CCTV displays are changed at sufficiently regular intervals to maintain alertness as defined in recognised industry guidelines and in compliance with health and safety legislative requirements. The Supplier shall ensure that at least one (1) guard (Security Industry Authority (SIA), CCTV certified or equivalent) monitors the CCTV screens at all times and that cameras are intelligently tasked in accordance with the Buyer's operational requirements; and
- 119.2.5. Ensure that any Supplier Staff viewing CCTV displays have immediate access to other staff, including emergency/incident control staff, at all times, to ensure the safe and secure functioning of each Buyer Premises and its building users and to facilitate the

instigation of action as appropriate. It shall be the responsibility of the Supplier to publish guidelines to Suppliers and the Buyer's staff and update these as required, including all liaisons with and instructions from the Buyer.

- 119.3. Any digital video recorders (DVR's) used by the Supplier to monitor CCTV shall be provided and maintained by the Supplier (see Service E.6). Where the Buyer requires DVR's to be networked on the Buyer's IT systems, the requirement will be specified in the Call-Off Procedure.
- 119.5. All forms of media used by the Supplier to monitor CCTV activity shall be kept in a fire-proof secure facility to allow immediate access to their contents. It shall continue to be the responsibility of the Supplier to provide and maintain all CCTV media in good order to enable ready access on an as-needs basis and as outlined above. The Supplier must keep all CCTV media available for review for four (4) weeks before re-use and/or deletion.
- 119.6. The Supplier shall manage any digital recording system in line with procedures stipulated by the Buyer.
- 119.7. The Supplier shall keep the CCTV systems under continuous review, in order to recommend to the Buyer any revisions to the systems that may be advantageous.
- 119.8. It shall be the Supplier's responsibility to ensure that any incidents of breakdown of the systems are reported through the helpdesk.
- 119.9. The Supplier shall ensure that Supplier Staff are constantly available to monitor activities shown on CCTV monitors and where CCTV coverage has failed, adequate staff are at the Buyer Premises to cover each Buyer Premises with a guarding Service. Where this requirement requires the provision of additional resource, the requirement shall be managed via the Billable Works and Projects process.
- 119.10. The Supplier shall ensure that a log is kept of any incidents requiring investigation/intervention by the staff delivering the security Services and this log shall be available at all times to the Buyer. All incidents shall additionally be reported to the helpdesk. The Supplier shall present any information on incidents / security breaches uncovered by their CCTV monitoring to the Buyer as part of their reporting on performance.
- 119.11. The Supplier shall be responsible for instigating any liaison with the Buyer's security Representative as required to ensure security is at all times uncompromised.
- 119.12. CCTV footage shall only be released to third parties in accordance with the current security guidance including a specific court order or to assist police with an investigation and with the agreement of the appropriate Buyer security Representative. At all times the provisions of Data Protection Legislation, as applied by guidance from the information Commissioner's Office, shall be followed.
- 119.13. The Supplier shall monitor and regularly test all remote alarm systems, including lift alarms, leak detection alarms and panic alarms present on Buyer Premises in line with the Buyer requirements to be specified in the Call-Off Procedure. The Buyer shall be responsible for all telephony costs associated with remote alarms.
- 119.14. There are specific security Services required at a number of Buyer Premises. These Buyer Premises require the monitoring of proprietary remote alarm systems and panic alarm systems including any associated telephony line rental costs.
- 119.15. The Supplier shall take note that any systems outages are regarded as requiring an emergency response due to the potential implications on health and safety for the staff, Buyer's staff and building users; and
- 119.16. The Supplier may be required to provide a key holding Service for a number of Buyer Premises and have the capability to provide an occasional guarding Service on an ad hoc basis. costs for these ad hoc Services will be managed via Call-Off Schedule 25 - Billable Works and Projects.

120. Service L3 - Control of Access - Staff and Visitors

- 120.1. The following Standards apply to this Service - SL3.

- 120.2. The Supplier may be responsible for the production of all visitor passes including the development on the instruction of the Buyer of new pass designs at each Buyer Premises.
- 120.3. The Supplier shall be responsible for the provision of all consumables necessary for the production of all visitor and Supplier security passes from the Call-Off Start Date including paper visitor passes, printing consumables, lanyards and pass-holders.
- 120.4. The Supplier shall not be responsible for the provision of access cards, hardware equipment including digital cameras, computers and printers: these shall be provided by the Buyer for the Supplier's use at the cost of the Buyer.
- 120.5. The Supplier shall be obliged to liaise closely with the Buyer security Representative to ensure that procedures are to their satisfaction and that the format and content of all passes are appropriate to the Buyer's security requirements. The Supplier shall also comply and operate with the Buyer's specific access requirements.
- 120.6. It shall be the sole responsibility of the Supplier to control ingress and egress to each Buyer Premises during and outside of the Buyer's Operational Working Hours. At no time shall the Supplier allow the entry of unauthorised individuals into the Buyer Premises and it shall be the Supplier's sole responsibility to manage the Service so that there is no incident of unauthorised access at any time.
- 120.7. The Supplier shall be responsible for the removal of all visitor's denied access from the Buyer's Premises and shall:
 - 120.7.1. During operational working hours, inform the Buyer where any individual/s refuse to leave the Buyer's Premises upon instruction issued by the Supplier Staff to vacate the Buyer Premises. Where security incidents require the support of the emergency Services, the Supplier shall seek confirmation from the Buyer prior to contacting the emergency Services for assistance;
 - 120.7.2. Outside operational working hours, inform the Buyer via the Buyer's out-of-hours on-call process where any individual/s refuse to leave the Buyer's Premises upon instruction issued by the Supplier Staff to vacate the Buyer Premises. Where security incidents require the support of the emergency Services, the Supplier shall seek Approval from the Buyer via the use of the Buyer's out-of-hours on-call management process prior to contacting the emergency Services for assistance;
 - 120.7.3. Where there is no out-of-hour access to the Buyer for reporting or Approval purposes, the Supplier shall take control of the incident and manage in accordance with the processes agreed by the Buyer as outlined within the security assignment instructions; and
 - 120.7.4. Complete a written incident report and ensure issue to the Buyer no later than the next working day.
- 120.8. The Supplier shall maintain a log of all visitors escorted and unescorted passes issued by security guards and carry out a daily audit to ensure that all passes are returned. In the event that visitor passes are lost or not returned, the Supplier shall complete an incident report. The Buyer may on occasion notify the Supplier to disable lost or unreturned passes; the Supplier shall disable such passes within one (1) hour of receipt of such notification or as quickly as is practicable.
- 120.9. Audible alarm activation on automated access control systems shall be responded to immediately and effectively by the Supplier Staff. The Supplier shall ensure procedures including manual override of automated systems are in place should security staff be required to respond to alarm activations and/or unplanned incidents.
- 120.10. Supplier Staff may come into contact with senior officials and members of the public. The Buyer shall provide the Supplier with the name and photograph of senior officials who regularly use each Buyer Premises. Staff shall remain fully briefed of this information at all times in order to recognise and respond appropriately to such individuals.
- 120.11. Where card access systems are in use, the Supplier shall provide the Buyer with regular transaction reports and ad hoc reports as required by the Buyer. costs for these Services shall be included in the Charges.

- 120.12. A policy for random stop and search of baggage shall, if required, be implemented by the Supplier in line with the Buyer's guidance/procedures with a minimum of two (2) security staff present in order to provide corroborative evidence in the event of an incident. At least one (1) female guard shall be present each shift to undertake female searches. Logs shall be confirmed with a possible need for escalation at a higher Response Level.
- 120.13. The Supplier shall put procedures in place to ensure that its security staff are notified in advance of visitors arriving at each Buyer Premises as agreed between the Buyer and the Supplier in the Call-Off Procedure. Supplier Staff shall contact the appropriate Buyer Staff member on the arrival of a visitor and ensure that the Buyer Staff member has the appropriate pass to escort a visitor around the Buyer Premises.
- 120.14. The identity of visiting Subcontractor(s) and the nature of works to be carried out shall be verified by the appropriate staff. Upon verification, the appropriate staff shall issue the appropriate pass and ensure that the visiting Subcontractor(s) is escorted around the Buyer Premises by staff holding an appropriate escort status pass.
- 120.15. The Supplier shall implement a registration procedure to log the arrival and departure of each visitor to the Buyer Premises. Registration shall include verification of visitor identity and shall also include recording of:

- 120.15.1. Visitor's full name;
- 120.15.2. Visitor's organisation;
- 120.15.3. The name of the person being visited;
- 120.15.4. Time of arrival; and
- 120.15.5. Time of departure.

- 120.16. Supplier Staff shall ensure that all visitors are made aware of the Buyer's site evacuation, fire alarm, bomb alert, emergency and incident management processes at point of entry into the Buyer Premises.

121. Service L4 - Control of Access - Vehicles

- 121.1. The following Standards apply to this Service - SL4.
- 121.2. The Supplier shall be obliged to liaise closely with the Buyer security Representative to ensure that procedures are to their satisfaction and that the format and content of all vehicle passes are appropriate to the Buyer's security requirements. The Supplier shall also comply and operate with the Buyer's specific access requirements.
- 121.3. It shall be the sole responsibility of the Supplier to control vehicular ingress and egress to each Buyer Premise during operational Working Hours. At no time shall the Supplier allow the entry of unauthorised vehicles onto the Buyer Premises and it shall be the Supplier's sole responsibility to manage the Service so that there is no incident of unauthorised access at any time.
- 121.4. The Supplier shall maintain a log of all vehicle ingress and egress to the Buyer Premises which should include but not be limited to:
- 121.4.1. Name of Delivery / transport / courier company;
 - 121.4.2. Vehicle registration;
 - 121.4.3. Name of driver;
 - 121.4.4. Details of Buyer receiving the Delivery / goods;
 - 121.4.5. Details of Goods being delivered;

- 121.4.6. Time of entry; and
- 121.4.7. Time of departure.

- 121.5. Supplier Staff shall ensure that all visitors are made aware of the Buyer's emergency/incident management procedures.
- 121.6. Where access control systems are in place, the Supplier shall be responsible for reporting all faults to the Buyer upon discovery via the CAFM system and shall record the discovery of the fault within a security incident report. The Buyer shall recognise there may instances where they shall be required to provide temporary interim physical security presence until such time faults are repaired. Where longer term security cover is required to maintain security at the Buyer Premises which necessitate the provision of additional external security resources, these shall be agreed with the Buyer and be managed via the Billable Works and Projects process.
- 121.7. The Supplier shall, if required, undertake planned searches of Goods vehicles upon entry and exit from each Buyer Premises. Searching may include a full visual check inside the vehicle to confirm Goods are bona fide and mirror searches around perimeter and underside of the vehicle. The Supplier shall be responsible for providing all search equipment. The Buyer's requirements will be defined by the Buyer in the Call-Off Procedure.
- 121.8. The Supplier shall, if required, undertake random searches of staff vehicles and Goods vehicles upon entry and exit from each Buyer Premises. Searching may include a full visual check inside the vehicle to confirm Goods are bona fide and mirror searches around perimeter and underside of the vehicle. The Supplier shall be responsible for providing all search equipment. The Buyer's requirements will be defined by the Buyer in the Call-Off Procedure.
- 121.9. The Supplier shall put procedures in place to ensure that its security staff are notified in advance of scheduled deliveries to Buyer Premises as agreed between the Buyer and the Supplier at Mobilisation. The Supplier shall be responsible for notifying the Buyer when a scheduled Delivery arrives at the Buyer Premise.

122. Service L5 - Emergency Response

- 122.1. The following Standards apply to this Service - SL5.
- 122.2. For each Buyer Premises with an on-Site guarding Service, the Supplier shall respond to alarm activations including lift or panic alarms, within one (1) minute and call for police response if necessary and take appropriate action.
- 122.3. The appropriate Supplier Staff shall be fully conversant with and practised in all emergency procedures in response to accidents and personal injury, as set out by the Buyer. In response to any accidents directly reported to them or any incident reported by the helpdesk, the Supplier shall complete and retain the appropriate accident record books. All security staff shall be adequately and thoroughly trained in emergency response and evacuation measures including building evacuation procedures and how to react in the event of fire, bomb, terrorist or any other threat. Supplier Staff shall at all times be aware of the Buyer's current strategy to deal with emergency evacuations.
- 122.4. In the event of an emergency, the Supplier shall be responsible for informing other members of the Supplier's Staff, Subcontractor(s) and the Buyer. In the case of any emergency arising the Supplier shall follow the Buyer's procedures. All security staff shall liaise with the helpdesk for communications purposes.
- 122.5. The Supplier shall ensure that all Supplier Staff are competent and trained in the response to and use of the alarm systems and the procedures to be followed in the event of an alarm sounding.

- 122.6. The Supplier shall develop and present an outline plan for dealing with a complete range of emergency situations and be responsible for maintaining, reviewing, updating and testing the emergency plan to ensure it reflects the Buyer requirements at all times. The Buyer shall collaborate with the Supplier on this plan and provide expert input as appropriate.
- 122.7. The Supplier shall provide building specific plans for security incidents and/or counter terrorism and shall liaise with the Buyer to ensure efficient operation.

123. Service L6 - Patrols (Fixed or Static Guarding)

- 123.1. The following Standards apply to this Service - SL6.
- 123.2. The Patrols shall be set at irregular intervals for each Buyer Premises with a security guarding Service and shall cover the interior and exterior of each Buyer Premises according to the Buyer's requirements. The frequency may be increased if the response level or local threat increases.
- 123.3. The patrolling Schedule shall include, but shall not be limited to the following:
 - 123.3.1. Checking of suspicious activity, packages, persons, identification of hazards, areas unsecured, clear desk policy compliance, malfunctioning or broken lighting, security and searching equipment, barriers, doors and windows; and
 - 123.3.2. Identifying and recording potential health and safety, fire issues and hazards identified in the Buyer Premises.
- 123.4. The security staff shall immediately respond and investigate alarm activations at the Buyer Premises and report and record all instances of these events to the Buyer. The Supplier shall indicate the seriousness of the hazard and seek advice from the Buyer on the appropriate remedial action. Where it is appropriate to do so, the Supplier shall take immediate remedial action to reduce risk. The primary objective at all times shall be to ensure the security of each Buyer Premises and the health and safety of its building users.
- 123.5. The Supplier shall ensure that Supplier Staff delivering patrolling Services at Buyer Premises are redeployed to undertake fire marshal Services during fire evacuations at the Buyer Premises in accordance with the Buyer's emergency evacuation procedures. The Supplier shall liaise with the Buyer to establish and agree the necessary training requirements. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.
- 123.6. The Supplier shall:
 - 123.6.1. Be required to keep records of the Buyer's staff in each Buyer Premises during non-operational Working Hours or who arrange to work on non-Working Days such as Saturdays, Sundays and/or public bank holidays or on any other public or civil Service privilege holidays. This is to ensure the health and safety of the Buyer's staff;
 - 123.6.2. Maintain a comprehensive list of locations and Assets to be overseen as part of the security Service in accordance with the Buyer's requirements;
 - 123.6.3. Provide patrol monitoring systems;
 - 123.6.4. Keep a record for each Buyer Premises covered by the security Service. This record shall include the times of inspections, any incidents noted by staff, thefts and any faults to each Buyer Premises requiring further attention by the Supplier. Problems or faults shall be reported to the helpdesk on identification. The Supplier shall report thefts in accordance with the Buyer's requirements;
 - 123.6.5. Be responsible for delivering security reports to the Buyer in line with the Buyer's requirements; and

123.6.6. Collate these reports so that Monthly figures can be provided to the Buyer in a format to be agreed.

124. Service L7 - Management of Visitors and Passes

124.1. The following Standards apply to this Service - SL7.

124.2. The Supplier shall ensure that Supplier Staff operating at reception of a Buyer Premises issue all visitor passes. Visitor passes shall only be issued to those visitors with verified appointments within the Buyer Premises or to bona fide staff of the Buyer. It shall be incumbent on the Supplier to ensure that all visitors to the Buyer Premises have a valid reason for gaining access, by checking with the appropriate Buyer Authorised Representative and ensuring that visitors remains at reception until their meeting sponsor arrives.

124.3. The Supplier shall be responsible for the production of all visitor, staff and Supplier passes, including the development of the new pass design on the instruction of the Buyer. costs to be reimbursable as detailed in Call-Off Schedule 25 - Billable Works and Projects.

125. Service L8 - Reactive Guarding

125.1. The following Standards apply to this Service - SL8.

125.2. The Supplier shall provide a reactive guarding Service to meet the Buyer's requirements.

125.3. Where a twenty four (24) hour or other permanent guarding arrangement is in place, the Buyer may request additional ad hoc guarding. This shall be managed via Call-Off Schedule 25 - Billable Works and Projects.

125.4. The Supplier shall take account of the fact that the duration of the required reactive guarding may be undetermined, and shall ensure that the reactive guarding Service is maintained until such time as the Buyer informs the Supplier that the guarding is no longer required, or the Supplier satisfies the Buyer that the Buyer Premises it has been sent to secure no longer requires its presence.

126. Service L9 - Additional Security Services

126.1. The following Standards apply to this Service - SL9.

126.2. The Supplier shall provide additional Services as directed by the Buyer for specific Sites where specific operational circumstances dictate. These shall be agreed and confirmed during Call-Off stage, once identified by the Buyer.

126.3. The Supplier will provide Specialist Security Officer requirements, to be defined by the Buyer in the Call-Off Procedure, these will include:

126.3.1. Court Security Officers as defined in Courts Act 2003 Section 1 (1); and

126.3.2. Prisoner Custody Officers as defined in The Criminal Justice Act 1991

126.4 Where appropriate, security staff shall liaise with reception staff and may fulfil some of the roles of the reception staff outside of non-operational Working Hours which may include meeting and greeting visitors and issuing of visitors passes as detailed within the Buyer Premises' instructions. During times of heightened security, the Supplier shall provide further detailed security provision as required by the Buyer. This may include but shall not be limited to searching of all visitor bags, cancellation of all non-essential events, checking of vehicles entering onto the Buyer Premises or in car park areas for potential suspect devices;

127. Service L10 - Enhanced Security Requirements

- 127.1. The following Standards apply to this Service - SL10.
- 127.2. The Supplier shall comply with all of the Buyer's policies and procedures on security and act upon the instructions of Buyer Security Representative, should there be a change in the Response Level associated with the Buyer Premises.
- 127.3. The Supplier shall ensure that all staff delivering the enhanced security requirements Services shall be conversant with the varying response levels and associated changes in security procedures required by the changes in the response level for the Buyer Premises. The Buyer shall instruct the Supplier which level is in force. The Supplier shall provide security measures appropriate to this level.
- 127.4. The Supplier shall be required to implement and enforce all extra security measures that may be required during a major security alert, for example, to follow a strict procedure as designated by the Buyer on receipt of bomb warning calls, or to search baggage and vehicles on arrival.
- 127.5. The Buyer shall instruct special security arrangements that may be necessary to protect senior officials or visiting persons. In these cases the Supplier shall co-operate with the police, special branch, diplomatic protection group and any national security Service as directed by the Buyer security Representative. The Supplier shall form part of the overall security arrangements and shall report as appropriate.
- 127.6. The Buyer may require the Supplier to provide additional security staff in circumstances including demonstrations, riots or other events which may require Services to be provided in common parts of shared areas. The Supplier shall take into account the requirements for increased manning of lifts at various locations, increased patrols, police liaison and extra perimeter and door security. For these purposes, the Supplier shall be required to maintain a pool of security cleared staff and other back-up arrangements. Wherever possible, at least three (3) Working Days' notice of such a requirement shall be provided. The Supplier shall provide the additional resources and shall be paid in accordance with Call-Off Schedule 25 - Billable Works and Projects.
- 127.7. The Supplier may be required to provide extra guards at evenings or weekends to supervise Subcontractors who have insufficient security clearance to work unsupervised.

128. Service L11 - Key Holding

- 128.1. The following Standards apply to this Service - SL11.
- 128.2. The Supplier shall provide a professional key holding Service, being the custodian of building access keys and alarm system codes, ensuring compliance with security industry Authority and its licensing requirements.
- 128.3. In the event of a break-in or attack at a Buyer Premises where no static guarding Services are present, the Supplier shall respond, secure and make safe in accordance with the Buyer's requirements.
- 128.4. The Supplier shall be available to respond to situations requiring a key holder on both a planned and unplanned basis, to attend Buyer Premises twenty four (24) hours a day, seven (7) days a week, fifty two (52) weeks a year. These shall include provision of access for the Buyer Authorised Representative, responses to fire alarms, lift alarms and security alarms.
- 128.5. Supplier Staff shall only issue keys to the Buyer Authorised Representative. Master key usage shall be limited in accordance with the Buyer's requirements and shall not be removed from the Buyer Premises.
- 128.6. The Supplier shall provide an effective system to manage and control the issue and retrieval of keys.

128.7. The Supplier shall be responsible for funding replacement keys, fobs and associated door furniture where they are responsible for any failure to safeguard the Buyer's property.

129. Service L12 - Lock Up / Open Up of Buyer Premises

129.1. The following Standards apply to this Service - SL12.

129.2. The Supplier shall provide a planned lock-up and unlock service at Buyer Premises where static guarding Services are not in place in line with the Buyer requirements.

129.3. The Supplier shall provide a security response service at Buyer Premises where no static guarding Services are present. The Supplier shall be responsible for attending Buyer Premises upon alarm activations and shall provide assistance to emergency Services on arrival as required to ensure the Buyer Premise is fully secured and all alarms reset as necessary. The Supplier shall liaise with the helpdesk with reference to any reactive maintenance required in order to secure each Buyer Premises.

129.4. The Supplier shall notify the Buyer immediately upon discovery of any break-ins, attempted break-ins, vandalism, faulty access or alarm equipment present at the Buyer's Property. The Supplier shall be responsible for the completion of a written security incident report which shall be issued to the Buyer no later than the next working day and for recording full details within the CAFM system.

129.5. The Supplier shall be responsible for the provision of a securing and making safe Service in the event of break-ins, vandalism or damage to the external building on a reactive basis within the timescales detailed in the Annex E – Service Delivery Response Times. This shall include but shall not be limited to boarding up windows on a temporary basis, replacement locks and re-glazing of broken windows as a minimum requirement. This Service shall be paid for as additional works via Call-Off Schedule 25 - Billable Works and Projects.

129.6. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.

130. Service L13 - Patrols (Mobile via a Specific Visiting Vehicle)

130.1. The following Standards apply to this Service - SL13.

130.2. The Buyer may require the Supplier to provide an ad hoc mobile security patrol service to vacant and surplus Buyer Premises and on occasion at an occupied Buyer Premises. This additional requirement shall be managed via Call-Off Schedule 25 - Billable Works and Projects.

130.3. A Mobile Security Patrol Service shall be required to make regular visits to each Buyer Premises and check that the security of the Buyer Premises and its perimeter has not been compromised.

130.4. The Supplier shall also be required to provide a defect and incident reporting procedure as part of the Mobile Security Patrol Service in accordance with the Buyer's requirements. Where requested by the Buyer, the Supplier shall conduct a specific security assessment of each Buyer Premises prior to commencing the mobile security patrol Service.

130.5. The Supplier shall make a copy of the security assessment report available to the Buyer.

131. Service L14 - Remote CCTV / Alarm Monitoring

131.1. The following Standards apply to this Service - SL14.

131.2. Where the Buyer requires these Services the Supplier shall ensure they deliver these Services in line with all statutory legislation and best practice to include but not be limited to:

- 131.1.1. CPNI guidelines;
- 131.2.2. Data Protection Act (DPS) 1998;
- 131.2.3. Freedom of Information Act (FOI);
- 131.2.4. The Protection of Freedoms Act (POFA);
- 131.2.5. The Human Rights Act (HRA); and
- 131.2.6. The Information Commissioner's Office (ICO) Data Protection code of practice; and
- 131.2.7. The Surveillance Camera Commissioner's Office (SCCO) code of practice.

131.3. The Supplier shall:

- 131.3.1. Ensure that Supplier Staff viewing CCTV displays are changed at sufficiently regular intervals to maintain alertness as defined in recognised industry guidelines and in compliance with health and safety legislative requirements. The Supplier shall ensure that at least one (1) guard (Security Industry Authority (SIA), CCTV certified or equivalent) monitors the CCTV screens at all times and that cameras are intelligently tasked in accordance with the Buyer's operational requirements;
- 131.3.2. Ensure that any Supplier Staff viewing CCTV displays have immediate access to other staff, including Buyer and Supplier emergency / incident control staff, at all times, to ensure the safe and secure functioning of each Buyer Premises and its building users and to facilitate the instigation of action as appropriate. It shall be the responsibility of the Supplier to publish guidelines to Suppliers and the Buyer's staff and update these as required, including all liaisons with and instructions from the Buyer;
- 131.3.3. Ensure that Supplier Staff are constantly available to monitor activities shown on CCTV monitors and where CCTV coverage has failed, adequate staff are at the Buyer Premises to cover each Buyer Premises with a guarding Service. Where this requirement requires the provision of additional resource, the requirement shall be managed via the Billable Works and Projects process.
- 131.3.4. Ensure all information on incidents / security breaches uncovered by their CCTV monitoring are reported to the Buyer in line with the reporting requirements specified by the Buyer in the Call-Off Procedure.
- 131.3.5. Ensure that a log is kept of any incidents reported to the Buyer. This log shall be available at all times to the Buyer. All incidents shall additionally be reported to the helpdesk;
- 131.3.6. Be responsible for the maintenance of all digital video recorders (DVR's) used by the Supplier to deliver remote monitoring Services at the Buyer Premises. Where the Buyer may require DVR's be networked on the Buyer's IT systems, the requirement will be specified by the Buyer in the Call-Off Procedure;
- 131.3.7. Ensure that any systems outages are regarded as requiring an emergency response due to the potential implications on health and safety for the staff, Buyer's staff and building users;
- 131.3.8. Monitor and regularly test all remote alarm systems including lift alarms. The Buyer shall be responsible for all telephony costs associated with remote alarms;
- 131.3.9. Ensure a business continuity and disaster recovery plan is developed and maintained for these Services;

- 131.3.10. Be responsible for the provision of contingency measures wherever a loss of CCTV monitoring Services arises as required to maintain the Buyer's remote CCTV monitoring Services provision and shall be responsible for meeting all costs, including the provision of temporary security Personnel at Buyer Premises, incurred as a result of any loss of service. Costs shall be managed via Call-Off Schedule 25 – Billable Works and Projects.
- 131.3.11. Be responsible for instigating any liaison with the Buyer's security Representative as required to ensure security is at all times uncompromised; and
- 131.3.12. Ensure that CCTV footage shall only be released to third parties in accordance with the current security guidance including a specific court order or to assist police with an investigation and with the agreement of the appropriate Buyer security Representative. At all times the provisions of Data Protection Legislation, as applied by guidance from the information Commissioner's Office, shall be followed.

131.4. Further information on the Buyer's requirements will be provided by the Buyer in the Call-Off Procedure.

132. L.15 - Blended Static Guarding Service

Static Guarding Services

132.1. The following Standards apply to this Service - SL15.

132.2. The Supplier shall provide a comprehensive security service across Buyer Premises that will include the following duties:

- 132.2.1. The operation of building access control systems for people and vehicles, into Buyer Premises to prevent unauthorised access;
- 132.2.2. Responding to intruder detection system alarms, fire alarms, lift alarms and incidents and hazards or threats identified and report and record to the Buyer;
- 132.2.3. Supplier Staff (conducting searches) and their visitors according to the current response level for the Buyer Premises;
- 132.2.4. Conduct daily checks on all security and searching equipment including CCTV systems, including confirmation of recording, search wands and archways, to ensure effective operation prior to use. Any defects found in the equipment should be reported immediately to the Buyer Authorised Representative for the Buyer Premises;
- 132.2.5. Monitor all security and searching equipment to identify suspicious activity and if necessary, initiate effective response in line with the Buyer's requirements;
- 132.2.6. Patrol exterior including car park areas where appropriate and interior areas of building to identify and report any hazards and security weaknesses, threats and defects and take appropriate action in line with the Buyer's requirements;
- 132.2.7. Control and maintain records regarding the authorised issue, receipt, administration and safeguarding of all keys, including arranging the replacement of locks when required;
- 132.2.8. Process and enable building passes following authorisation from the Buyer and operate the Automated Access Control System (AACS) in accordance with the Buyer's requirements;
- 132.2.9. Security breach patrols within the Buyer Premises are to be conducted outside of operational Working Hours and managed to identify offenders and return any confiscated materials in accordance with the Buyer's requirements;

- 132.2.10. Operate fire alarm testing in accordance with fire regulations, ensuring logs are accurate and up-to-date and tests are operated within two (2) minutes of any agreed times. Voice announcement system broadcasts or announcements shall all be performed professionally and in accordance with the Buyer's requirements as outlined within the assignment instructions;
- 132.2.11. Secure perimeter of the Buyer Premises, including fire exits and ensure only authorised access into the Buyer Premises in the event of evacuation. Report incidents immediately to the Buyer Authorised Representative (including the fire and incident authorised control officer) and complete a security incident or accident report form if appropriate;
- 132.2.12. Monitor and control Delivery and removal of all Goods and mail to each Buyer Premises, logging and maintaining such records in accordance with the Buyer's requirements;
- 132.2.13. Operate barrier control systems;
- 132.2.14. Manage car-parking security;
- 132.2.15. Order and keep records of taxis booked during non-operational Working Hours;
- 132.2.16. Liaison with the helpdesk for non-operational Working Hours Service calls;
- 132.2.17. Control all radio battery charging;
- 132.2.18. Issue and receipt of fire alarm pagers daily;
- 132.2.19. Manage / assist with the release of trapped staff in lifts;
- 132.2.20. Open and lockup of Buyer Premises including escort of cleaning staff;
- 132.2.21. Search baggage and vehicles on entry, dependent on the response level;
- 132.2.22. Secure any lawfully held items surrendered or seized, provide receipts and return to the owners on leaving;
- 132.2.23. Handle lost property;
- 132.2.24. Inform the police when any unlawfully held item or offensive weapon is surrendered or seized; and
- 132.2.25. Record and report statistics on items surrendered and seized to the Buyer.

CCTV / Alarm Monitoring

132.3. The Supplier shall ensure:

- 132.3.1. Operate the Buyer's Closed Circuit Television (CCTV) systems in accordance with CPNI guidelines and all legislation e.g. Data Protection Act 1998;
- 132.3.2. Where Buyer CCTV systems are in place to allow the monitoring of all on-site CCTV displays for security incidents and / or breaches as part of the overall security requirements at each of the Buyer Premises with static guarding provision so that real-time monitoring is not required and systems are in place to provide an evidential record only, the Supplier shall ensure CCTV monitoring activities align with the Buyer's requirements at all times.
- 132.3.3. The Supplier shall ensure that Supplier Staff are constantly available to monitor activities shown on CCTV monitors and where CCTV coverage has failed, adequate staff are at the Buyer Premises to cover each Buyer Premises with a guarding Service. Where this requirement requires the provision of additional resource, the requirement shall be managed via the Billable Works and Projects process.

- 132.3.4. Ensure that any Supplier Staff viewing CCTV displays have immediate access to other staff, including emergency/incident control staff, at all times, to ensure the safe and secure functioning of each Buyer Premises and its building users and to facilitate the instigation of action as appropriate. It shall be the responsibility of the Supplier to publish guidelines to Suppliers and the Buyer's staff and update these as required, including all liaisons with and instructions from the Buyer.
- 132.3.6. Any digital video recorders (DVR's) used by the Supplier to monitor CCTV shall be provided and maintained by the Supplier (see Service C.6). Where the Buyer requires DVR's to be networked on the Buyer's IT systems, the requirement will be specified by the Buyer in the Call-Off Procedure.
- 132.3.7. The Supplier shall manage any digital recording system in line with procedures stipulated by the Buyer.
- 132.3.8. The Supplier shall keep the CCTV systems under continuous review, in order to recommend to the Buyer any revisions to the systems that may be advantageous.
- 132.3.9. It shall be the Supplier's responsibility to ensure that any incidents of breakdown of the systems are reported through the helpdesk.
- 132.3.10. Where CCTV coverage has failed, the Supplier shall ensure that Supplier Staff are redeployed to maintain the required security levels at the Buyer Premises. Where this requirement requires the provision of additional resource, the requirement shall be managed via the Billable Works and Projects process.
- 132.3.11. The Supplier shall ensure that a log is kept of any incidents requiring investigation/intervention by the staff delivering the security Services and this log shall be available at all times to the Buyer. All incidents shall additionally be reported to the helpdesk. The Supplier shall present any information on incidents / security breaches uncovered by their CCTV monitoring to the Buyer as part of their reporting on performance.
- 132.3.12. The Supplier shall be responsible for instigating any liaison with the Buyer's Authorised Representative as required to ensure security is at all times uncompromised.
- 132.3.13. CCTV footage shall only be released to third parties in accordance with the current security guidance including a specific court order or to assist police with an investigation and with the agreement of the appropriate Buyer security Representative. At all times the provisions of Data Protection Legislation, as applied by guidance from the information Commissioner's Office, shall be followed.
- 132.3.14. The Supplier shall monitor and regularly test all remote alarm systems including lift alarms. The Buyer shall be responsible for all telephony costs associated with remote alarms.
- 132.3.15. There are specific security Services required at a number of Buyer Premises. These Buyer Premises require the monitoring of proprietary remote alarm systems and panic alarm systems including any associated telephony line rental costs.
- 132.3.15. The Supplier shall take note that any systems outages are regarded as requiring an emergency response due to the potential implications on health and safety for the staff, Buyer's staff and building users; and
- 132.3.16. The Supplier will be required to provide a key holding Services for Buyer Properties where Guarding Services are in-scope of the requirements as specified by the Buyer in the Call-Off Procedure. The Supplier shall have the capability to provide an occasional guarding Service on an ad hoc basis. costs for this service shall be managed via Call-Off Schedule 25 – Billable Works and Projects.

Control of Access and Security Passes

- 132.4. The Supplier shall ensure:

- 132.4.1. The Supplier may be responsible for the production of all visitor passes including the development on the instruction of the Buyer of new pass designs at each Buyer Premises.
- 132.4.2. The Supplier shall be responsible for the provision of all consumables necessary for the production of all visitor and Supplier security passes from the Call-Off Start Date including paper visitor passes, printing consumables, lanyards and pass-holders.
- 132.4.3. The Supplier shall not be responsible for the provision of access cards, hardware equipment including digital cameras, computers and printers: these shall be provided by the Buyer for the Supplier's use at the cost of the Buyer.
- 132.4.4. The Supplier shall be obliged to liaise closely with the Buyer's Authorised Representative to ensure that procedures are to their satisfaction and that the format and content of all passes are appropriate to the Buyer's security requirements. The Supplier shall also comply and operate with the Buyer's specific access requirements.
- 132.4.5. It shall be the sole responsibility of the Supplier to control ingress and egress to each Buyer Premises outside of operational Working Hours. At no time shall the Supplier allow the entrance of unauthorised individuals into the Buyer Premises and it shall be the Supplier's sole responsibility to manage the Service so that there is no incident of unauthorised access at any time.
- 132.4.6. The Supplier shall maintain a log of all visitors escorted and unescorted passes issued by security guards and carry out a daily audit to ensure that all passes are returned. In the event that visitor passes are lost or not returned, the Supplier shall complete an incident report. The Buyer may on occasion notify the Supplier to disable lost or unreturned passes; the Supplier shall disable such passes within one (1) hour of receipt of such notification or as quickly as is practicable.
- 132.4.7. Audible alarm activation on automated access control systems shall be responded to immediately and effectively by the staff. The Supplier shall ensure procedures including manual override of automated systems are in place should security staff be required to respond to unusual incidents.
- 132.4.8. Supplier Staff may come into contact with senior officials and members of the public. The Buyer shall provide the Supplier with the name and photograph of senior officials who regularly use each Buyer Premises. Staff shall remain fully briefed of this information at all times in order to recognise and respond appropriately to such individuals.
- 132.4.9. Where card access systems are in use, the Supplier shall provide the Buyer with regular transaction reports and ad hoc reports as required by the Buyer. costs for this service shall be included in the Charges.
- 132.4.10. The Supplier shall, if required, undertake random searches of staff vehicles and Goods vehicles upon entry and exit from each Buyer Premises. Searching may include a full visual check inside to confirm Goods are bona fide and mirror search around perimeter including underneath vehicles. The Supplier shall be responsible for providing all search equipment. The Buyer's requirements will be defined by the Buyer in the Call-Off Procedure.
- 132.4.11. A policy for random stop and search of baggage shall, if required, be implemented by the Supplier in line with the Buyer's guidance/procedures with a minimum of two (2) security staff present in order to provide corroborative evidence in the event of an incident. At least one (1) female guard shall be present each shift to undertake female searches. Logs shall be confirmed with a possible need for escalation at a higher Response Level.
- 132.4.12. The Supplier shall put procedures in place to ensure that its security staff are notified in advance of visitors arriving at each Buyer Premises as agreed between the Buyer and the Supplier during the Mobilisation Period. Supplier Staff shall contact the appropriate Buyer Staff member on the arrival of a visitor and ensure that the Buyer Staff member has the appropriate pass to escort a visitor around the Buyer Premises.

- 132.4.13. The identity of visiting Subcontractor(s) and the nature of works to be carried out shall be verified by the appropriate staff. Upon verification, the appropriate staff shall issue the appropriate pass and ensure that the visiting Subcontractor(s) is escorted around the Buyer Premises by staff holding an appropriate escort status pass.
- 132.4.14. The Supplier shall implement a registration procedure to log the arrival and departure of each visitor to the Buyer Premises. Registration shall include verification of visitor identity and shall also include recording of:
 - 132.4.14.1. Visitor's full name;
 - 132.4.14.2. Visitor's organisation;
 - 132.4.14.3. The name of the person being visited;
 - 132.4.14.3. Time of arrival; and
 - 132.4.14.4. Time of departure.
- 132.4.15. Supplier Staff shall ensure that all visitors are made aware of the Buyer's emergency/incident management procedures.

Emergency Response

- 132.5. The Supplier shall ensure:
 - 132.5.1. For each Buyer Premises with an on-Site guarding Service, the Supplier shall respond to alarm activations including lift or panic alarms, within one (1) minute and call for police response if necessary and take appropriate action;
 - 132.5.2. The appropriate Supplier Staff shall be fully conversant with and practised in all emergency procedures in response to accidents and personal injury, as set out by the Buyer. In response to any accidents directly reported to them or any incident reported by the helpdesk, the Supplier shall complete and retain the appropriate accident record books. All security staff shall be adequately and thoroughly trained in emergency response and evacuation measures including building evacuation procedures and how to react in the event of fire, bomb, terrorist or any other threat. Supplier Staff shall at all times be aware of the Buyer's current strategy to deal with emergency evacuations;
 - 132.5.3. In the event of an emergency, the Supplier shall be responsible for informing other members of the Supplier's Staff, Subcontractor(s) and the Buyer. In the case of any emergency arising the Supplier shall follow the Buyer's procedures. All security staff shall liaise with the helpdesk for communications purposes;
 - 132.5.4. All Supplier Staff are competent and trained in the response to and use of the alarm systems and the procedures to be followed in the event of an alarm sounding;
 - 132.5.5. They develop and present an outline plan for dealing with a complete range of emergency situations and be responsible for maintaining, reviewing, updating and testing the emergency plan to ensure it reflects the Buyer requirements at all times. The Buyer shall collaborate with the Supplier on this plan and provide expert input as appropriate; and
 - 132.5.6. They provide building specific plans for security incidents and/or counter terrorism and shall liaise with the Buyer to ensure efficient operation.

Patrols (Fixed or Static Guarding)

132.6. The Supplier shall ensure:

- 132.6.1. The Patrols shall be set at irregular intervals for each Buyer Premises with a security guarding Service and shall cover the interior and exterior of each Buyer Premises according to the Buyer's requirements. The frequency may be increased if the response level or local threat increases.
- 132.6.2. The patrolling Schedule shall include, but shall not be limited to the following:
 - 132.6.2.1. Checking of suspicious activity, packages, persons, identification of hazards, areas unsecured, clear desk policy compliance, malfunctioning or broken lighting, security and searching equipment, barriers, doors and windows; and
 - 132.6.2.2. Identifying and recording potential health and safety fire issues and hazards identified in the Buyer Premises.
- 132.6.3. The Supplier shall ensure that Supplier Staff delivering patrolling Services at Buyer Premises are redeployed to undertake fire-marshall Services during fire evacuations at the Buyer Premises in accordance with the Buyer's emergency evacuation procedures. The Supplier shall liaise with the Buyer to establish and agree the necessary training requirements. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.
- 132.6.4. The security staff shall immediately respond and investigate alarm activations at the Buyer Premises and report and record all instances of these events to the Buyer. The Supplier shall indicate the seriousness of the hazard and seek advice from the Buyer on the appropriate remedial action. Where it is appropriate to do so, the Supplier shall take immediate remedial action to reduce risk. The primary objective at all times shall be to ensure the security of each Buyer Premises and the health and safety of its building users.
- 132.6.5. The Supplier shall:
 - 132.6.5.1. Be required to keep records of the Buyer's staff in each Buyer Premises during non-operational Working Hours or who arrange to work on non-Working Days such as Saturdays, Sundays and/or public bank holidays or on any other public or civil Service privilege holidays. This is to ensure the health and safety of the Buyer's staff;
 - 132.6.5.2. Maintain a comprehensive list of locations and Assets to be overseen as part of the security Service in accordance with the Buyer's requirements;
 - 132.6.5.3. Provide patrol monitoring systems;
 - 132.6.5.4. Keep a record for each Buyer Premises covered by the security Service. This record shall include the times of inspections, any incidents noted by staff, thefts and any faults to each Buyer Premises requiring further attention by the Supplier. Problems or faults shall be reported to the helpdesk on identification. The Supplier shall report thefts in accordance with the Buyer's requirements;
 - 132.6.5.5. Be responsible for delivering security reports to the Buyer in line with the Buyer's requirements; and

132.6.5.6. Collate these reports so that Monthly figures can be provided to the Buyer in a format to be agreed.

Management of Visitors and Passes

132.7. The Supplier shall ensure:

- 132.7.1. The Supplier shall ensure that Supplier Staff operating at reception of a Buyer Premises issue all visitor passes. Visitor passes shall only be issued to those visitors with verified appointments within the Buyer Premises or to bona fide staff of the Buyer. It shall be incumbent on the Supplier to ensure that all visitors to the Buyer Premises have a valid reason for gaining access, by checking with the appropriate Buyer Authorised Representative and ensuring that visitors remains at reception until their meeting sponsor arrives.
- 132.7.2. The Supplier shall be responsible for the production of all visitor, staff and Supplier passes, including the development of the new pass design on the instruction of the Buyer. costs to be reimbursable as detailed in Call-Off Schedule 25 - Billable Works and Projects.

Key-Holding Services

132.8. The Supplier shall ensure:

- 132.8.1. The Supplier shall provide a professional key holding Service, being the custodian of building access keys and alarm system codes, ensuring compliance with security industry Authority and its licensing requirements.
- 132.8.2. In the event of a break-in or attack at a Buyer Premises where no static guarding Services are present, the Supplier shall respond, secure and make safe in accordance with the Buyer's requirements.
- 132.8.3. The Supplier shall be available to respond to situations requiring a key holder on both a planned and unplanned basis during operational hours. These shall include provision of access for the Buyer Authorised Representative, responses to fire alarms, lift alarms and security alarms.
- 132.8.4. Supplier Staff shall only issue keys to the Buyer Authorised Representative. Master key usage shall be limited in accordance with the Buyer's requirements and shall not be removed from the Buyer Premises.
- 132.8.5. The Supplier shall provide an effective system to manage and control the issue and retrieval of keys.
- 132.8.6. The Supplier shall be responsible for funding replacement keys, fobs and associated door furniture where they are responsible for any failure to safeguard the Buyer's property.

Work Package M: Waste Services

133. Service M1 - On-Site / Mobile Classified Waste Shredding Services

- 133.1. The following Standards apply to this Service - SM1.
- 133.2. The Supplier shall provide an on-site / mobile classified waste shredding Service in line with all UK Government disposal standards, FM Service Standards and any special requirements stipulated by the Buyer. The Supplier shall ensure:
 - 133.2.1. Services are fully compliant with UK GDPR and all data protection legislation;
 - 133.2.2. Services are Delivered on a [one visit per week] basis at Buyer Premises;
 - 133.2.3. Suitable and sufficient standard sized secure consoles are provided at Buyer Premises to enable the secure storage of all Buyer classified waste;
 - 133.2.4. All Supplier Staff or Subcontractors wear full uniforms and carry photographic ID passes at all times when attending Buyer Premises;
 - 133.2.5. A secure chain of custody is maintained at all times to ensure the secure collection, storage, removal and disposal of all classified materials so that at no time these materials are out of the Suppliers possession or sight; , or capable of being deciphered once securely disposed of;
 - 133.2.6. No shredded classified materials are capable of being deciphered once securely disposed of;
 - 133.2.7. Material classified as OFFICIAL, SECRET and TOP SECRET or as classified by the Buyer is only destroyed by a Centre of Protection of National Infrastructure (CPNI) approved company or on-site using CPNI approved shredders from the CPNI Catalogue of Security Equipment (CSE);
 - 133.2.8. Supplier Staff and / or Subcontractors delivering the service are cleared to Counter Terrorist Check (CTC) as a minimum;
 - 133.2.9. All shredded classified materials are 100% recycled; and
 - 133.2.10. A certificate of destruction is issued to the Buyer confirming destruction of the waste.
 - 133.2.11. Where classified materials may comprise of a mix of security classifications, that the shredding requirements attributable to the highest classification are applied to all the material being shredded.
- 133.3. Material with a protective marking of 'SECRET' or 'TOP SECRET' may be destroyed by Buyer Staff prior to its removal and further shredding off-site by the Supplier in accordance with the Buyer's requirements. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.
- 133.4. The Supplier shall provide a reactive Service for the collection and disposal of all types of classified waste to meet any ad hoc requirements of the Buyer. costs for these reactive and / or ad-hoc Services shall be managed via the Billable Works and Projects Process.
- 133.5. The Supplier shall fully cooperate with the Buyer during internal and / or external audits of the service.
- 133.6. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Buyer to remain legislatively compliant.

134. Service M2 - Off-Site Classified Waste Shredding Services

- 134.1. The following Standards apply to this Service - SM2.
- 134.2. The Supplier shall provide an off-site classified waste shredding Service in line with all UK Government disposal standards, FM Service Standards and any special requirements stipulated by the Buyer. The Supplier shall ensure:
- 134.2.1. Services are fully compliant with UK GDPR and all data protection legislation;
 - 134.2.2. Services are Delivered on a one collection per week basis at Buyer Premises;
 - 134.2.3. Suitable and sufficient standard sized secure consoles are provided at Buyer Premises to enable the secure storage of all Buyer classified waste;
 - 134.2.4. A secure chain of custody is maintained at all times to ensure the secure collection, storage, removal and disposal of all classified materials so that at no time these materials are out of the Suppliers possession or sight; , or capable of being deciphered once securely disposed of;
 - 134.2.5. No shredded classified materials are capable of being deciphered once securely disposed of;
 - 134.2.6. Material classified as OFFICIAL, SECRET and TOP SECRET or as classified by the Buyer is only destroyed by a Centre of Protection of National Infrastructure (CPNI) approved company or on-site using CPNI approved shredders from the CPNI Catalogue of Security Equipment (CSE);
 - 134.2.7. Supplier Staff and / or Subcontractors delivering the service are cleared to Counter Terrorist Check (CTC) as a minimum;
 - 134.2.8. All shredded classified materials are 100% recycled; and
 - 134.2.9. A certificate of destruction is issued to the Buyer confirming destruction of the waste.
- 134.3. The Supplier shall ensure that where classified materials may comprise of a mix of security classifications, that the shredding requirements attributable to the highest classification are applied to all the material being shredded.
- 134.4. Material with a protective marking of 'SECRET' or 'TOP SECRET' may be destroyed by Buyer Staff prior to its removal and further shredding off-site by the Supplier in accordance with the Buyer's requirements. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.
- 134.5. The Supplier shall provide a reactive Service for the collection and disposal of all types of classified waste to meet any ad hoc requirements of the Buyer. costs for these reactive and / or ad-hoc Services shall be managed via the Billable Works and Projects Process.
- 134.6. The Supplier shall fully cooperate with the Buyer during internal and / or external audits of the service. This shall include permitting the Buyer access to the off-site shredding premises to enable visual inspections of the equipment, processes and security infrastructure present at the location.
- 134.7. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Buyer to remain legislatively compliant.

135. Service M3 - General waste

- 135.1. The following Standards apply to this Service - SM3.
- 135.2. In fulfilment of its statutory duty of care, the Buyer shall require the Supplier to provide full information on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable. In particular, the Buyer shall be assured that as much of the waste as possible shall be recycled or used for energy recovery, rather than sent to landfill.
- 135.2. The Supplier shall collect and remove all waste from the designated central waste storage point/s on a weekly basis;
- 135.4. The Supplier shall provide waste receptacles, recycling stations and consumables appropriate to the waste item, in sufficient numbers and conveniently located.
- 135.5. The Supplier shall remove all general waste in a manner appropriate to the waste item.
- 135.6. In disposing of waste the Supplier shall maintain and proactively manage waste in accordance with the Waste Hierarchy.
- 135.7. The Supplier shall provide Monthly waste diversion reports and waste recycling performance reports of Buyer Premises performance against building waste arising, diversion and recycling benchmarks and the Buyer's requirements but shall adhere to the required minimum Standards as set out in FM Service Standards.
- 135.8. The Buyer requires the Supplier to demonstrate commitment to and compliance with the principles of sustainable development as documented by the Buyer, and seeks to continuously reduce the Buyer's deleterious impact on the environment in waste disposal in general.
- 135.9. The Supplier shall provide lead support in planning, measuring, reporting and recommending how waste can be continually reduced across all Buyer Premises and how HM Government sustainability targets can be Achieved.
- 135.10. The Supplier shall provide a reactive Service for the collection and disposal of all types of general waste to meet any ad hoc requirements of the Buyer. costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
- 135.11. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Buyer to remain legislatively compliant.

136. Service M4 - Recycled Waste and Waste for Re-Use

- 136.1. The following Standards apply to this Service - SM4.
- 136.2. The Supplier is required to provide a waste management service in accordance with the Waste Hierarchy.
- 136.3. The Supplier shall collect and remove all recyclable waste and waste suitable for re-use from the Buyer Premises on a weekly basis or at the frequency specified by the Buyer in the Call-Off Procedure. The Services shall include but not be limited to the following waste streams:
 - 136.3.1. Wood;
 - 136.3.2. Metals;
 - 136.3.3. Cardboard;
 - 136.3.4. Plastics;
 - 136.3.5. Dry Mixed Recyclables (DMR);
 - 136.3.6. Cooking oils;
 - 136.3.7. Horticultural Waste;
 - 136.3.8. Furniture and fittings;

- 136.3.9. Equipment and machinery;
- 136.3.10. Textiles;
- 136.3.11. Food;
- 136.3.12. Construction waste (including plasterboard); and
- 136.3.13. Other (to be specified in the Call-Off Procedure by the Buyer).

- 136.4. The Supplier shall provide Monthly waste diversion reports and waste recycling performance reports of Buyer Premises performance against building waste arising, diversion and recycling benchmarks and the Buyer's requirements but shall adhere to the required minimum Standards as set out in FM Service Standards.
- 136.5. The Supplier shall seek to increase the percentage and range of Goods that are recycled on a continual basis. The Supplier shall provide the Buyer with information on current levels of recycling and plans to increase these in the Monthly report.
- 136.6. The Supplier shall provide a reactive Service for the collection and disposal of all types of recycled waste to meet any ad hoc requirements of the Buyer. costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
- 136.7. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Buyer to remain legislatively compliant.

137. Service M5 - Hazardous Waste

- 137.1. The following Standards apply to this Service - SM5.
- 137.2. The Supplier may be required to provide a Service for the disposal of hazardous wastes and provide suitable receptacles for this type of waste in accordance with the Buyer's requirements.
- 137.3. The Supplier shall handle, transport, treat and dispose of all hazardous wastes in a manner suitable to their nature and potential to pollute or cause harm. The Supplier shall take into account the Dangerous Goods Regulations on labelling, containment and security for transport. Details of hazardous materials for regular disposal shall be specified by the Buyer in the Call-Off Procedure.
- 137.4. The Supplier is responsible for the removal of hazardous materials on an ad hoc basis as and when required by the Buyer. costs for this service shall be managed via Call-Off Schedule 25 – Billable Works and Projects.
- 137.5. Where the Buyers hazardous waste includes ordnance and pyrotechnic related waste the Supplier shall ensure that all waste is checked and made safe prior to disposal and shall issue a Monthly report on waste volumes disposed of to the Buyer.
- 137.6. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Buyer to remain legislatively compliant.

138. Service M6 - Specialist Waste Destruction Services

- 138.1. The following Standards apply to this Service - SM6.
- 138.2. The Supplier may be required to provide specialist waste destruction Services of hazardous and / or non-hazardous waste items for contraband items seized by the Buyer. These shall include but not be limited to:

- 138.2.1. Alcohol;
- 138.2.2. Drugs;
- 138.2.3. Cigarettes;
- 138.2.4. Fuel;
- 138.2.4. Vehicles;
- 138.2.5. Counterfeit items;
- 138.2.6. Illegal weapons; and
- 138.2.7. Textiles.

- 138.3. The Supplier is responsible for the collection and destruction of all hazardous and non-hazardous materials in accordance with the Waste Hierarchy using appropriate methods as defined by or agreed with the Buyer. The Supplier shall ensure all Services are Delivered are fully compliant with all current waste related legislation.
- 138.4. Where these Services are required by the Buyer, they shall be managed via the Call-Off Schedule 25 - Billable Works and Projects.

139. Service M7 - Clinical Waste

- 139.1. The following Standards apply to this Service - SM7.
- 139.2. The Supplier may be required to provide a Service for the disposal of hazardous and non-hazardous clinical waste and shall be required to provide suitable receptacles for this type of waste in accordance with the Buyer's requirements. These waste streams will include but not be limited to:
- 139.2.1. Domestic Type Waste (EWC code 20 03 01);
 - 139.2.2. Offensive Healthcare from Animal/human Healthcare (EWC codes 18 01 04, 18 02 03);
 - 139.2.3. Offensive Municipal Waste (EWC codes 20 01 99);
 - 139.2.4. Anatomical Waste - chemically preserved (EWC codes 18 01 06*, 18 01 03*, 18 01 02, 18 02 05*, 18 02 02*, 18 02 03);
 - 139.2.5. Anatomical Waste - not chemically preserved (EWC codes 18 01 03*, 18 01 02, 18 02 02*, 18 02 03);
 - 139.2.6. Infectious Waste - contaminated with chemicals (EWC codes 18 01 03*, 18 01 06*, 18 01 07, 18 02 02*, 18 02 05, 18 02 06*)
 - 139.2.7. Infectious Waste - not contaminated with chemicals or medicinal contamination (EWC codes 18 01 03*, 18 02 02*)
 - 139.2.8. Sharps - non medicinally contaminated (EWC codes 18 01 03*, 18 02 02*, 20 01 99)
 - 139.2.9. Sharps - medicinally contaminated other than cytotoxic & cytostatic medicines (EWC codes 18 01 03*, 18 02 02*, 18 01 09, 18 02 08);
 - 139.2.10. Sharps - contaminated with cytotoxic & cytostatic medicines (EWC codes 18 01 03*, 18 02 02*, 18 01 08*, 18 02 07*);
 - 139.2.11. Other infectious waste contaminated with cytotoxic & cytostatic medicines (EWC codes 18 01 03*, 18 02 02*, 18 01 08*, 18 02 07*);
 - 139.2.12. Cytotoxic & cytostatic medicines in original packaging (EWC codes 18 01 08*, 18 02 07*, 20 01 31*);
 - 139.2.13. Cytotoxic & cytostatic medicines not in original packaging (EWC codes 18 01 08*, 18 02 07*, 20 01 31*);
 - 139.2.14. Other medicines in original packaging (EWC codes 18 01 09, 18 02 08, 20 01 32);
 - 139.2.15. Other medicines not in original packaging (EWC codes 18 01 09, 18 02 08, 20 01 32);

- 139.2.16. Photographic X-ray related wastes (EWC codes 09 01 04*, 09 01 01*, 15 01 04, 09 01 07);
- 139.2.17. Dental amalgam (EWC code 18 01 10*);
- 139.2.18. Gypsum and Plaster-cast waste (EWC codes 18 01 04, 18 02 03); and
- 139.2.19. Radioactive waste - subject to the Radioactive Substances Act (EWC codes 18 01 03*, 18 02 02*).

- 139.3. The Supplier shall be responsible for ensuring all waste is managed in accordance with all waste related legislation and in accordance with the Health Technical Memorandum (HTM) 07-01: Safe Management of Healthcare Waste guidance.
- 139.4. The Supplier shall handle, transport, treat and dispose of all healthcare waste in a manner suitable to their nature and potential to pollute or cause harm, taking account of the Dangerous Goods Regulations on labelling, containment and security for transport. Details of Buyer requirements and type of healthcare waste materials for disposal shall be specified by the Buyer in the Call-Off Procedure.
- 139.5. The Supplier is responsible for the removal of healthcare waste on an ad hoc basis as and when required by the Buyer and shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
- 139.6. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Buyer to remain legislatively compliant.

140. Service M8 - Feminine Hygiene Waste

- 140.1. The following Standards apply to this Service - SM8.
- 140.2. The Supplier may be required to provide a four-weekly Service for the disposal of feminine hygiene waste and shall be required to provide standard sized and suitable receptacles for this type of waste in accordance with the Buyer's requirements.
- 140.3. The Supplier shall handle, transport, treat and dispose of all feminine hygiene waste in a manner suitable to their nature and potential to pollute or cause harm, taking account of the Dangerous Goods Regulations on labelling, containment and security for transport. Details of the provision of vending machines for feminine hygiene products if where required by the Buyer shall be specified by the Buyer in the Call-Off Procedure.
- 140.4. The Supplier is responsible for the removal of feminine hygiene waste on an ad hoc basis as and when required by the Buyer. costs for this service shall be managed via Call-Off Schedule 25 – Billable Works and Projects.
- 140.5. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Buyer to remain legislatively compliant.

Work Package N: Miscellaneous FM Services

141. Service N1 - Childcare Facility

141.1. The following Standards apply to this Service - SN1.

141.2. The Supplier shall:

- 141.2.1. Provide a creche / child care nursery service for children aged between three (3) Months and an age suitable for first entry to school. With the express permission of the Local Authority the Supplier may care for children aged between six (6) weeks and three (3) Months;
- 141.2.2. Accept full responsibility for the health, safety and wellbeing of children from parental drop off to collection. This extends to any trips or visits off the childcare facility where the parent or guardian is not present; and
- 141.2.3. Not be expected to provide a Service on bank or public holidays. Specific HM Government privilege days shall be notified to the Supplier as and when they occur and levels of Service shall be agreed with the Buyer. The Buyer Authorised Representative shall undertake to give the Supplier at least three (3) Working Days' notice of any short-term changes to these arrangements and one (1) Month of any permanent change.

141.3. The Supplier must ensure that the different areas of the nursery are appropriately staffed to meet the needs of the relevant age groups and to comply with all Ofsted National Standards.

141.4. The Supplier must ensure that all refreshments are prepared on the Buyer Premises, in accordance with Food Hygiene Regulations.

141.4. The Supplier shall:

- 141.4.1. Undertake to supply information and attain Ofsted registration of the nursery prior to Call-Off Start Date and each year of the Call-Off Contract thereafter;
- 141.4.2. Ensure that the nursery building, equipment and grounds are kept in good order and liaise with the Buyer Authorised Representative for fault reporting where appropriate;
- 141.4.3. Keep the Buyer Authorised Representative advised of changes in regulations that may affect the operation of the childcare facility;
- 141.4.4. Develop an effective working relationship with local management and parents during operational Working Hours; and
- 141.4.5. Nominate a contact or liaison person from amongst the nursery staff to resolve and deal with day to day operational matters.

142. Service N2 - Sports and Leisure

142.1. The following Standards apply to this Service - SN2.

142.2. The Supplier shall provide the full management of the sports and leisure facilities including the booking of activity rooms and gym equipment and managing payment systems for the users of the facilities at the Buyer Premises.

- 142.3. The Supplier shall be required to clean and maintain the changing rooms, showers and gymnasium areas. The details of the sports facilities are included in Call-Off Schedule 4 - Call-Off Tender.
- 142.4. The Supplier shall provide qualified fitness instructors and physical trainers and Deliver exercise classes for Buyer Staff where required. Further details will be provided by the Buyer in the Call-Off Procedure.
- 142.5. Where there are training grounds and sports pitches within the Buyer Premises, the Supplier shall be responsible for the grounds maintenance and repairs to include:
- 142.5.1. Marking-out the sports pitches;
 - 142.5.2. Grass cutting and weed removal;
 - 142.5.3. Replacing divots;
 - 142.5.4. Drainage works, such as spiking and rolling;
 - 142.5.5. Drainage;
 - 142.5.6. Emptying all waste receptacles, to include dog litter bins in accordance with hazardous waste regulations; and
 - 142.5.7. Removal of litter, leaves and debris.
- 142.6. The Buyer will outline the maintenance Standards to be adopted with regard to any sports fields, all weather surfaces and/or multi-use games areas in the Call-Off Procedure.
- 142.7. Where there are swimming pools within the Buyer Premises, a professional lifeguard Service is required during pool opening times. The lifeguard shall have a recognised lifesaving qualification as defined in the FM Service Standards. The times of opening shall be coincident with the operational Working Hours unless otherwise agreed with the Buyer Authorised Representative.

143. Service N3 - Transport, Driver and Vehicle Service

- 143.1. The following Standards apply to this Service - SN3.
- 143.2. Where required, the Supplier shall provide a transport, driver and service, including the provision of:
- 143.2.1. Shuttlebus Services (including the provision of suitable drivers and vehicles if requested by the Buyer) that is aligned to the Buyer's environmental and carbon net zero objectives;
 - 143.2.2. On-site / Inter-Site environmentally friendly transport and driver Services (including the provision of supporting infrastructure and vehicles if requested by the Buyer) for use by Supplier Staff, Buyer Staff or anyone else as requested by the Buyer to support the Delivery of the required Services ensuring that the required Services are Delivered in line with the Buyer's zero net carbon objectives and targets (for example but not limited to eBikes and charging points);
 - 143.2.3. Forklift truck Services;
 - 143.2.4. Specialist driving Services including the provision of qualified drivers, such as but not limited to HV licensed drivers, motorcycle couriers;
 - 143.2.5. Vehicle maintenance Services;
 - 143.2.6. Vehicle inspections;

- 143.2.7. Cleaning and valet Services;
- 143.2.8. Breakdown cover;
- 143.2.9. Issuing tax licenses;
- 143.2.10. Fuel provision;
- 143.2.11. Booking of hire cars; and
- 143.2.12. Dedicated driver service.

143.3. Further information will be provided at the Call-Off stage.

144. Service N4 - First Aid and Medical Service

- 144.1. The following Standards apply to this Service - SN4.
- 144.2. Where required to do so, the Supplier shall provide during operational Working Hours first aid and medical Services in line with Health and Safety Executive guidance to visitors or staff who are injured whilst on the Buyer Premises.
- 144.3. All Supplier Staff delivering this service shall have successfully completed and be in possession of a first-aid responder qualification.
- 144.4. The Supplier shall maintain and replenish first aid boxes within date. Method of reimbursement shall be agreed with the Buyer in the Mobilisation Period.
- 144.5. The Supplier shall ensure Supplier Staff have received training and hold the necessary certification on the use of automated external defibrillators (AEDs) and be responsible for the Delivery of cardiopulmonary resuscitation (CPR) at Buyer Premises where the Buyer requires these Services. The Supplier shall be responsible for undertaking planned functional tests and the maintenance of the AED in line with the manufacturer's guidelines. Further details will be provided at the Call-Off stage.

145. Service N5 - Flag Flying Service

- 145.1. The following Standards apply to this Service SL5.
- 145.2. The Supplier shall provide a flag flying service. The times and types of flag to be flown are to be in accordance with official guidance obtained from the relevant Buyer and the published instructions of the Department for Culture, Media and Sport (DCMS).
- 145.3. A cleaning regime shall be identified for flags and agreed in advance with the Buyer.
- 145.4. The Supplier shall ensure that all Supplier Staff involved in flag raising and lowering are trained in the use of national flags and abide by the required Standards as defined within the FM Service Standards. Certain HM Government buildings utilise non-standard flags from time to time, including Falklands, Olympics, and Royal Standards. When requested by the Buyer, the Supplier shall have the means to purchase, rent or have manufactured any identified flag within the shortest reasonable time.

146. Service N6 - Journal, Magazine and Newspaper Supply

- 146.1. The following Standards apply to this Service - SN6.

146.2. The Supplier shall manage the provision of journals, magazines and newspapers. The Supplier shall Order and distribute the items following procedures agreed with the Buyer.

147. Service N7 - Hairdressing Services

147.1. The following Standards apply to this Service - SN7.

147.2. The Supplier shall manage and provide hairdressing Service at the Buyer Premises and be responsible for the provision of all hairdressing equipment and materials and for decoration of the salon to meet user needs. Details of the requirement shall be defined by the Buyer in the Call-Off Procedure.

148. Service N8 - Footwear Cobbling Services

148.1. The following Standards apply to this Service - SN8.

148.2. The Supplier shall be responsible for the provision of chaplaincy support service at the Buyer Premises.

148.3. Details of the Services will be provided by the Buyer in the Call-Off Procedure.

149. Service N9 – Provision of Chaplaincy Support Services

149.1. The following Standards apply to this Service - SN9.

149.2. The Supplier shall be responsible for the provision of chaplaincy support service at the Buyer Premises.

149.3. Details of the Services will be provided by the Buyer in the Call-Off Procedure.

150. Service N10 - Housing and Residential Accommodation Management

150.1. The following Standards apply to this Service - SN10.

150.2. The Supplier shall provide a professionally managed housing and estates management service across all Buyer Premises assigned for residential occupancy and potential occupancy by Buyer Staff.

150.3. For the avoidance of doubt, these service shall include garages, communal areas (such as stairs, bin areas and foyers), grounds, roads, pathways and Infrastructure, office accommodation linked to the provision of the Services and recreational facilities.

150.4. These activities shall include the provision of:

150.4.1. Helpdesk Services;

150.4.2. CAFM Services, to electronically manage the application and housing allocation process and interface with Employer IT systems as appropriate;

150.4.3. Move-in processes;

150.4.4. In-occupation activities and processes, to include cleaning, Planned Preventative Maintenance, reactive maintenance, PAT testing, water treatment, grounds maintenance, utilities and energy management and payment of utility bills;

- 150.4.5. Liaison and interfacing with Buyer stakeholders on estate and property management activities (including accommodation providers);
 - 150.4.6. Provision of emergency accommodation;
 - 150.4.7. End of occupation activities;
 - 150.4.8. Move-out processes, to include building condition surveys and assessments; capturing final meter readings and reporting of missing or damaged furniture or equipment items;
 - 150.4.9. Vacant / Unoccupied Property Preparation;
 - 150.4.10. Vacant / Unoccupied Property Management, to include property inspections, fault reporting, Planned Preventative Maintenance, grounds maintenance, energy and utility management, payment of utility bills, provision of security Services and interface with third party Suppliers;
 - 150.4.11. Stock management, including storage, issue and collection of all furniture and equipment items as required, condition reporting and interface with third party providers;
 - 150.4.12. Reporting, to include attendance at Buyer and stakeholder meetings, performance reports, expenditure and spend analysis, occupation levels, building conditions, vacant accommodation availability, building condition reports and customer satisfaction levels; and
 - 150.4.13. Customer satisfaction and compliant management.
- 150.5. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.
- 150.6. The Supplier shall interface with the Buyer and ensure that all requests associated with property modifications and adaptations linked to a special need or disability of the occupant at the Buyer Premises is managed effectively. These works will be managed via the Billable Works Process and be outside the Charges.
- 150.7. Further details of the requirement will be provided by the Buyer in the Call-Off Procedure.
- 150.8. Where it is necessary for the Buyer to interact with an insurance company in order to make a Claim from a third party, the Supplier shall act on behalf of the Buyer and carry out all necessary actions to complete the Claim and ensure that all subsequent repairs are completed satisfactorily. This shall include:
- 150.8.1. Undertaking a full investigating the incident;
 - 150.8.2. Recording full details including photographic evidence;
 - 150.8.3. Establishing details of the third party;
 - 150.8.4. Certifying that where applicable, all repairs undertaken by third-parties on behalf of the insurer fully meet and are compliant with the Standards of the Employer; and
 - 150.8.5. The management of the Claims process to ensure that all costs are recovered from the insurer on behalf of the Buyer as appropriate.

151. Service N11 - Energy and Utilities Management Bureau Services

- 151.1. The following Standards apply to this Service - SN11.

- 151.2. The Supplier shall provide, operate and manage an Energy and Utilities Management Bureau that reports to the Buyer in support of the Buyer's objectives to reduce water consumption, energy consumption and minimise associated carbon emissions.
- 151.3. The Supplier shall ensure effective interfaces exist with all key stakeholders and be responsible for the provision of expert technical expertise, monitoring, targeting and analysis of all energy and water consumption data at Buyer Premises, regional, area and Contract level.
- 151.4. All related activities and data will be managed and recorded via the Supplier's CAFM system.
- 151.5. The Supplier shall be responsible for the provision of professional Services supplying proven data, expert technical advice and information to the Buyer, including:
 - 151.5.1. Provision of meter reading Services;
 - 151.5.2. Provision of an invoice verification Services for the payment of all energy and water bills. This service will attract a fee per completed transaction. Further details will be provided, including details on pricing, by the Buyer in the Call-Off Procedure.
 - 151.5.3. Reporting on energy and water consumption at Contract, regional, area and business unit level;
 - 151.5.4. Benchmarking and comparison of energy and water related Services across the whole of the Buyer Premises;
 - 151.5.5. Issue of recommendations on potential utility and carbon saving initiatives;
 - 151.5.6. Identification of areas where there are excessive energy or water use in an Buyer Premises;
 - 151.5.7. Identification, evaluation and prioritisation of viable opportunities for renewable energy generation;
 - 151.5.8. Monitoring and reporting on the effectiveness of completed energy or water saving initiatives;
 - 151.5.9. Accurate reporting against the relevant Greening Government Commitment targets and wider reporting requirement as specified by the Buyer to remain legislatively compliant; and
 - 151.5.10. Targeting and project planning future energy and water management initiatives.
- 151.6. The Supplier shall ensure that all energy and water related data is reported via and stored within the CAFM system.
- 151.7. The Supplier shall be responsible for undertaking a survey of the Buyer Premises to identify and assess existing utility metering provision, energy targeting and benchmarking regimes and shall provide recommendations to the Buyer in the agreed format.
- 151.8. Further details of the Services required shall be defined by the Buyer in the Call-Off Procedure.
- 151.9. The Supplier shall ensure that the consumption of utilities are minimised whilst maintaining the Buyer building users' comfort and that these Services shall be provided in accordance with the Buyer's requirements for sustainable development.

152. Service N12 - Janitor Services

- 152.1. The following Standards apply to this Service - SN12.
- 152.2. The Supplier shall be responsible for the provision of a janitor service at Buyer Premises. The Services shall include but not be limited to:
 - 152.2.1. The opening-up and lock-up of all Buyer Premises including the setting of security alarms in accordance with the Buyer's operational / opening hours;
 - 152.2.2. Operating the heating, lighting and security systems at the Buyer Premises;

- 152.2.3. Undertaking minor repairs and redecoration works and supporting with the Delivery of works undertaken by Buyer appointed third-party Suppliers;
- 152.2.4. Provision of security cover via regular patrols and checking CCTV;
- 152.2.5. The setting-up / movement of office, classroom and associated furniture items across the Buyer Premises;
- 152.2.6. Dealing with deliveries of goods and mail at the Buyer Premises;
- 152.2.7. Securing Buyer Premises after break-ins and the removal of graffiti;
- 152.2.8. Gritting and snow clearance Services;
- 152.2.9. Managing health and safety incidents, e.g. spillages, trip hazards;
- 152.2.10. Building fabric checks; and
- 152.2.11. Adjusting clocks for UK summer / winter time.

152.3. Further details of the service required will be provided by the Buyer in the Call-Off Procedure.

153. Service N13 - Specialist Health FM Services

153.1. The following Standards apply to this Service - SN13.

153.2. The Supplier shall be responsible for the provision of specialist health related FM Services which shall include but not be limited to:

- 153.2.1. Catering, including patient meal provision, staff and visitor restaurant Services, deli bar Services, vending, outside catering Services and potable water provision;
- 153.2.2. Security guarding, patrolling, access control management, CCTV monitoring, car park management and visitor management Services;
- 153.2.3. Grounds Maintenance, including gritting and ice and snow clearance Services;
- 153.2.4. Internal and external window cleaning;
- 153.2.5. Pest control Services;
- 153.2.6. Linen and laundry Services;
- 153.2.7. Mailroom Services, including management of all deliveries in and out of the Buyer Premises;
- 153.2.8. Patient moves within Buyer Premises;
- 153.2.9. Off-site patient transportation Services;
- 153.2.10. Porter Services;
- 153.2.11. Printing Services, including stationery supply;
- 153.2.12. Provision of specialist Personnel to deliver laboratory services, contract management, quality audits, infection control management, health and safety, administration, medical and health screening Services;

153.3. Further information of these Services will be provided by the Buyer in the Call-Off Procedure.

Work Package O: Specialist (Defence) FM Services

154. Service O:1 - End-User Accommodation Services

- 154.1. The following Standards apply to this Service - S01.
 - 154.2. In order to meet the requirements of each Allocation, the Supplier shall be responsible for the planning, preparation, designation, management and servicing of the End User's accommodation requirements. When delivering the Accommodation Services, the Supplier, where required shall provide the following:
 - 154.2.1. Limited hotel type service and catering (in line with the requirements set out in Work Package H – Catering and as further defined by the Buyer in the Call-Off Procedure.
 - 154.2.2. Statutory and Mandatory Inspections (in line with the requirements set out in Work Package F - Statutory Obligations and as further defined by the Buyer in the Call-Off Procedure.
 - 154.2.3. Maintenance Services (in line with the requirements set out in Work Package E – Maintenance Services and as further defined by the Buyer in the Call-Off Procedure.
 - 154.2.4. Support Services (in line with the requirements set out in Work Package J - Workplace FM Services and as further defined by the Buyer in the Call-Off Procedure.
 - 154.3. In order for all End Users to appropriately locate and utilise their assigned accommodation accordingly, the Supplier shall be responsible for providing control of access in accordance with Range Standing Orders to all relevant Buyer Premises except for those specified by the Buyer.
 - 154.4. Where control of access is required the Supplier shall be responsible for:
 - 154.4.1. The operation and control of main vehicular secure access and/or egress points;
 - 154.4.2. Operation of control of access infrastructure (such as security physical objects and security CCTV and remote access systems);
 - 154.4.3. The checking and issue of visitor passes and any additional passes required by the Buyer;
 - 154.4.4. Verifying identities at the point of entry;
 - 154.4.5. Directing visitors and contractors;
 - 154.4.6. Traffic control, when required, to facilitate control of access; and
 - 154.4.7. Maintaining records of visitors and vehicles and logging information.
 - 154.5. The Supplier shall escort visitors and contractors in and around all Buyer Premises (including any stated secure Buyer Premises) when required by the Buyer and in accordance with any relevant Standard.
- 155. Service O:2 - Management and Control of Ranges and Training Areas (MCRT) (including the Operation of a Bidding and Allocation Management (BAMS) system)**

- 155.1. The following Standards apply to this Service - SO2.
- 155.2. The Supplier shall be responsible for the management, maintenance and control of ranges, training areas and training facilities throughout the Call-Off Period to ensure the safe running and operation for the Buyer and all end users pre, during and post training in line with the Buyer's required Standards and current legislation.
- 155.3. The Supplier shall operate an MCRT system to control and manage Bids and allocations using the Buyer's bidding and allocation management system (BAMS) in order to ensure the safe operation of the MCRT areas through all required training activities.
- 155.4. The Supplier shall provide the necessary ICT equipment unless otherwise stated by the Buyer in order to operate the MCRT system. Full integration requirements shall be specified by the Buyer in the Call-Off Procedure.
- 155.5. The Supplier shall be responsible for the full end-to-end MCRT Services including but not limited to:
 - 155.5.1. Managing the Handover and Handback of all bookable Ranges, Training Areas, Military Training Facilities (MTF) where applicable and Training Camp Accommodation in accordance with the Allocation including but not limited to:
 - 155.5.1.1. Ranges;
 - 155.5.1.2. Simulators;
 - 155.5.1.3. Dry training areas (DTA);
 - 155.5.1.4. MTFs (such field training farms, barns, stone tents, bivouac sites etc.);
 - 155.5.1.5. Specialist MTF (such as but not limited to operations in Built-up Areas (OBUA) villages); and
 - 155.5.1.6. Training camp accommodation;
 - 155.5.2. Management of foreign forces cost recovery and billing Services;
 - 155.5.3. Management of the training estate in order to actively promote the use of the training estate for commercial purposes, in accordance with the HM Government's wider markets and income generation policies and initiatives both current and future. This can include but not be limited to: the management of the Buyer's land, buildings and intellectual property to generate such income opportunities. . Further details will be defined by the Buyer in the Call-Off Procedure.
 - 155.5.4. Recording of any necessary liaison with the land owner regarding the allocation in accordance with legislation and relevant Standards when dealing with any requirement relating to training over private land (TOPL); and
 - 155.5.5. Management of Incursions relating to both land and sea range danger areas including but not limited to:
 - 155.5.5.1. The operation and Delivery of untoward occurrences reports (UTO). A register of all incursions onto the training estate, including but not limited to the appropriate commentary to inform risk management processes around safety and decision making; and
 - 155.5.5.2. The Delivery of range viewer/range manager Services, an application to assist in the maintenance of 'safe place to train' when planning, managing and maintaining range related Services and service requests for the Buyer.

155.6. The Supplier shall ensure a safe place to train when delivering MCRT Services to the Buyer. Full requirements under a safe place to train or any Buyer equivalent shall be provided by the Buyer in the Call-Off Procedure. As a minimum unless otherwise stated by the Buyer, under a safe place to train, the Supplier shall ensure:

- 155.6.1. all ranges, live firing tactical training areas (LFTTA) and training areas are properly prescribed, clearly marked and conform to the design and safety criteria stated by the Buyer, including adherence to a regulated inspection programme;
- 155.6.2. all necessary controls, identified by the range administering units (RAU) risk assessment are in place to prevent accidents to the range users, range staff or the public;
- 155.6.3. the necessary medical cover and equipment and the emergency procedures are understood and implemented;
- 155.6.4. the correct implementation of any by-laws and where these exist that the public are put on notice that the range area is a dangerous place;
- 155.6.5. maximum use of the range space available is utilised and guidance is given to users unfamiliar with the range and associated training facilities;
- 155.6.6. appropriate action is taken where range standing orders contradict i.e. the local orders shall take precedence unless otherwise stated by the Buyer. (local orders shall however follow the principles of safe place to train to ensure safety of all involved);
- 155.6.7. the ongoing safe maintenance of the range, live fire tactical training area (LFTTA) or training area, in accordance with the relevant Standards until it is handed back; and
- 155.6.8. the continual monitoring of the Buyer's intranet for relevant advice and safety notices;

155.7. The Supplier shall manage and monitor independent (3rd party) range inspections on an annual basis and will carry out their own inspections as required by this Contract;

155.8. The Buyer shall fully specify the requirements relating to the management, maintenance and safety requirements of the Ranges in the Call-Off Procedure to allow the Supplier to fully develop and monitor the required annual inspections;

155.9. The Buyer shall be responsible for the production and sponsor of all relevant Standards relating to the safety of ranges and shall provide such Standards, documents and supporting guidance to the Supplier during the Mobilisation Period and as and when necessary throughout the Call-Off Period.

155.10. In order to manage, maintain and control the ranges, training areas and training facilities across the BIDS, the Supplier shall operate the Buyer's supplied software applications such as a management and control of ranges area (MCRT) system.

156. Service O.3 - Training Areas and Ranges Operation and Management (TAROM) Services and the provision of a service for Targets deployed overseas

156.1. The following Standards apply to this Service - SO3.

156.2. The Supplier shall make available, manage and operate all ranges, training areas and training facilities in accordance with legislation and relevant Standard as defined by the Buyer.

156.3. The Supplier shall ensure that the ranges, training Areas and training facilities meet the requirements of the allocation.

156.4. TAROM shall include but not limited to:

- 156.4.1. Provision of ranges, training areas and training facilities;
- 156.4.2. Operation of ranges, training areas and training facilities;
- 156.4.3. Operation of training control offices (TCO);
- 156.4.4. Operation and maintenance of range safety radar and surveillance equipment;
- 156.4.5. Provision and maintenance of land based range communications;
- 156.4.6. Provision of range and training area equipment;
- 156.4.7. Issue of ammunition;
- 156.4.8. Armoury Services;
- 156.4.9. Provision of UK targets and targetry;
- 156.4.10. Clearance and disposal of military debris and litter;
- 156.4.11. Provision of helicopter landing sites;
- 156.4.12. Provision of location specific Services that may include but not limited to:
 - 156.4.12.1. The maintenance and operation of a multi-path railway system used for transportation purposes of targetry and other vehicles as required. Further Details will be provided by the Buyer in the Call-Off Procedure.
 - 156.4.12.2. The operation and supply of a safety boat if required by a specific training estate. Further Details will be provided by the Buyer in the Call-Off Procedure.
 - 156.4.12.3. The operation of a ferry transportation service across water as and when required by the Buyer at specific training estates. Further Details will be provided by the Buyer in the Call-Off Procedure; and
 - 156.4.12.4. Provision of support to internal and external end users and organisations.

157. Service O.4 - Rural Estate Maintenance (REM) Services

- 157.1. The following Standards apply to this Service - SO4.
- 157.2. In order to deliver the rural estate maintenance (REM) Services, the Supplier shall maintain the Buyer's rural estate to ensure compliant, safe conditions and in accordance with the requirements set out in Work Package A – Contract Management and as further defined by the Buyer in the Call-Off Procedure in order to provide ongoing availability for the Buyer and maintain the operational training outputs for its end users.
- 157.3. To deliver the rural estate management Services, the Supplier shall prepare and present to the Buyer an estate management plan for each of the applicable Buyer Premise within [1] Month of the Start Date.
- 157.4. The Estate Management Plan shall identify the current management policies and practices under which the estate operates (provided by the Buyer in the Call-Off Procedure and how the Supplier shall maintain and enhance the Rural Estate throughout the Call-Off Period against the required Standards and the following objectives:
 - 157.4.1. To support the Buyer in ensuring a sustainable agricultural estate which can accommodate changes in military tactics, training methods, force levels and advances in equipment;

- 157.4.2. To understand the needs and concerns of the landowners, tenants, licensees, neighbours and stakeholders and reduce, wherever practicable, any inconvenience or unnecessary disruption caused by military training;
- 157.4.3. To manage the rural estate in accordance with acknowledged best practice; ensure the Buyer's maintenance obligations as a landlord are undertaken in a planned and timely manner, whilst assessing rental and licence fee levels fairly, including hiring agreements where present;
- 157.4.4. Within military and/or statutory constraints, let or licence any Asset to maximise the income generated from the establishment. Rents and licence fees to be set at market level taking account of covenants or limitations on the licensee/tenant;
- 157.4.5. Consider opportunities to rationalise holdings to generate capital receipts and/or reduce maintenance cost , including rationalisation of tenancies to reduce management costs; and
- 157.4.6. Within statutory, stakeholder and sustainability constraints, to manage the estate to maximise its utility for the current and future military requirements.

157.5. When delivering the Services the Supplier shall provide the following:

- 157.5.1. Statutory and mandatory inspections and related tasks (in line with the requirements set out in Work Package F - Statutory Obligations and as defined by the Buyer in the Call-Off Procedure;
- 157.5.2. Maintenance Services (in line with the requirements set out in Work Package E – Maintenance and as defined by the Buyer in the Call-Off Procedure; and
- 157.5.3. Rural estate Planned Preventative Maintenance (PPM) specific to the Buyer's Premises including but not limited to the:
 - 157.5.3.1. Gates and barriers;
 - 157.5.3.2. Fences and walls plus associated stiles and crossing points;
 - 157.5.3.3. Cattle grids;
 - 157.5.3.4. Tarmac and concrete roads, hard standings, yards, facility entrances and crossing points. To include but not limited to associated signage, safety barriers, road markings, snow poles, kerbs and verges;
 - 157.5.3.5. Stone tracks and associated hard standings, yards, facility entrances and crossing points. To include but not limited to associated signage, road markings, snow poles and verges);
 - 157.5.3.6. Tank crossings and intersections with public highways;
 - 157.5.3.7. Unmade or earth tracks, with no imported construction material (primary or secondary routes only);
 - 157.5.3.8. Ditches, drains and culverts;
 - 157.5.3.9. Public rights of way and associated access furniture and signage;
 - 157.5.3.10. Permissive rights of way and associated access furniture and signage;
 - 157.5.3.11. Access furniture, associated with open access land;
 - 157.5.3.12. Car parks. To include but not limited to associated signage, vegetation and parking control measures;
 - 157.5.3.13. Vehicle control measures. To include but not limited to barriers, bollards, palisades, access control, bunds and ditches;
 - 157.5.3.14. All signs, interpretation panels, public information boards and signage;
 - 157.5.3.15. General cleanliness;

157.5.3.16. Artificial, semi-natural and natural habitats to include but not limited to:

- 157.5.3.16.1. Unimproved grassland, heath land, moor land, coastlines, cliffs, otter holts and stone curlew plots;
- 157.5.3.16.2. Young plantations and hedgerows (0-10 years from planting year);
- 157.5.3.16.3. Pole stage plantations (up to and including the age of first thinning) and coppice woodland;
- 157.5.3.16.4. Mature plantations and woodlands;
- 157.5.3.16.5. Established hedgerows; and
- 157.5.3.16.6. Individual trees and shrubs.

157.5.3.17. Water bodies to include but not limited to:

- 157.5.3.17.1. Reservoirs, canals, rivers, ponds, sluices and dams;
- 157.5.3.17.2. Sea defences and land flood defences;
- 157.5.3.17.3. Silt traps and interceptors; and
- 157.5.3.17.4. Fire breaks and tracks.

157.6. In addition, the Supplier shall maintain the following in relation to the Buyer's requirements and Assets including but not limited to:

- 157.6.1. Wilful estate damage;
- 157.6.2. Forestry;
- 157.6.3. Ditching and land drainage;
- 157.6.4. Boundaries;
- 157.6.5. Land reinstatement following military activity;
- 157.6.6. Scrub clearance;
- 157.6.7. Access and interpretation;
- 157.6.8. Pest control;
- 157.6.9. Landscaping and grass cutting;
- 157.6.10. Road and track maintenance;
- 157.6.11. Snow and ice clearance; and.
- 157.6.12. Forestry Harvesting Income Generation.
- 157.6.13. Habitats, environmental management and Sites of special scientific interest (SSSI).
- 157.6.14. The Supplier shall operate in and around specialist habitats including, encountering a diverse range of legally protected species and designated sites, such as Sites of special scientific interest (SSSI). The Supplier shall work collaboratively with the Buyer to ensure its environmental, wildlife and nature conservation requirements are supported including but not limited to:

157.6.14.1. The protection and restoration of grazing, heathland, sand dunes, woodlands etc; and

157.6.14.2. protection of plant and animal species, to include but not limited to: bats, hedgehogs', shrill carder bee, smooth snake, dormice, bottlenose dolphin, scrambled egg lichen and other rare plants.

157.7. The Supplier shall provide rural estate reactive maintenance specific to the Buyer's rural estate.

157.8. Rural estate reactive maintenance shall be Delivered in line with the requirements set out with Work Packages E – Maintenance Services and as defined at in the Call-Off Procedure.

158. Service O.5 - Land Management Service (LMS)

158.1. The following Standards apply to this Service - SO5.

158.2. The Supplier shall deliver to the Buyer comprehensive Land Management Services with due consideration and accountability for but not limited to:

- 158.2.1. Procedural;
- 158.2.2. Valuation;
- 158.2.3. Negotiation;
- 158.2.4. Legal position and
- 158.2.5. Impacts on the Buyer both on reputation and operationally.

158.3. The Supplier shall provide the geospatial information system (GIS), records and data management needed for the provision of the Service.

158.4. The Supplier shall undertake lettings including all types of agreements where third parties have use (permanent or otherwise) of the Buyer's estate including 'rights' from the estate for example rights of way, water & sewage to include but not be limited to:

- 158.4.1. Lettings;
- 158.4.2. Leases and Hirings;
- 158.4.3. Town and Country Planning;
- 158.4.4. Valuations;
- 158.4.5. Council Tax;
- 158.4.6. Claims;
- 158.4.7. Forestry and Woodland Management;
- 158.4.8. Property disposal process;
- 158.4.9. Acquisitions;
- 158.4.10. Property ownership issues;
- 158.4.11. Geospatial Services; and
- 158.4.12. General enquiries and advice.

Work Package P: Occupancy and Property Management Services

159. Service P:1 - Applications and Allocations Services

159.1. The following Standards apply to this Service - SP1.

159.2. The Supplier shall provide a professionally managed Accommodation occupancy and property management service for the Buyer's Premises. These will include:

159.2.1. Leasehold properties;

159.2.2. PFI properties;

159.2.3. Freehold properties

159.2.4. Further details will be provided by the Buyer in the Call-Off Procedure.

159.3. The Supplier may be required to provide an Accommodation Applications and Allocation service overseas as required by the Buyer. Further details will be provided by the Buyer in the Call-Off Procedure.

160. Service P:2 - Occupancy Management

160.1. The following Standards apply to this Service - SP2.

160.2. The Supplier shall administer and manage occupancy charging.

160.3. The Supplier shall administer and manage all aspects of charges In lieu of council tax (CILoCT).

160.4. Further details of the requirement will be provided by the Buyer in the Call-Off Procedure.

161. Service P:3 - Rental Services

161.1. The following Standards apply to this Service - SP3.

161.2. The Supplier shall provide a Property Rental Service for the private rental of Buyer Premises. The Buyer requires the Supplier to provide a professional management service for the letting of surplus Buyer Premises. The Buyer requires the Supplier to provide the full range of landlord management functions, including but not limited to:

161.2.1. The advertising and promotion of the Buyer's Premise;

161.2.2. Accompanying prospective Tenants when viewing the Property;

- 161.2.3. Obtaining references for the prospective Tenants;
- 161.2.4. Preparing Tenancy agreements;
- 161.2.5. Collection of rent, together with any deposit payable by the Tenant.
- 161.2.6. Arranging for the utilities provided to the Property to be registered in the Tenant's name for the period of the Tenancy and carrying out meter readings at the commencement and the termination of the Tenancy.
- 161.2.7. Registering the Tenant for Council Tax.
- 161.2.8. Recover of Property and serve Termination Notice
- 161.2.9. Update and maintain records
- 161.2.10. Market rent assessments
- 161.2.11. Recovery of any outstanding debts
- 161.2.12. Further details will be provided to the Supplier in the Call-Off Procedure.

161.3. Where the Buyer requires the Supplier to let surplus property this shall be managed via the Billable Works process.

161.4. The Buyer does reserve the right to commission the Services described above through an alternative route as deemed appropriate.

162. Service P:4 - Emergency Accommodation

162.1. The following Standards apply to this Service - SP4.

162.2. The Supplier shall provide emergency accommodation based on entitlement and value for money when a property has non-habitable faults at move in or when it becomes uninhabitable during occupancy. The Supplier shall be in frequent contact with the affected person to manage the resolution of the issue. Further details will be provided by the Buyer in the Call-Off Procedure.

163. Service P:5 - Occupation Management

163.1. The following Standards apply to this Service - SP5.

163.2. The Supplier shall provide an Occupation Management service for the Buyer's Premises. This shall include:

- 163.3.1. Manage and undertake Applications and Allocations;
- 163.3.2. Verify all Move-in / Void Preparation tasks have been completed by the Buyer's Accommodation Maintenance Suppliers and third parties;
- 163.3.3. Organise and attend all pre-move in appointments with the Buyer's accommodation maintenance suppliers, third parties and occupants as required and undertake associated activities;

- 163.3.4. Organise and attend all move in appointments and undertake associated activities;
- 163.3.5. Manage and undertake all In-occupation activities and processes;
- 163.3.6. Undertake all end of occupation administration activities;
- 163.3.7. Organise and attend all pre-move out appointments and undertake associated activities;
- 163.3.8. Organise and attend all move out appointments and undertake associated activities;
- 163.3.9. The Supplier shall identify any void preparation works at pre-move out / move out which are required to prepare the property for subsequent occupation and notify the accommodation maintenance supplier of these requirements.

163.4. The Supplier shall be responsible for the management of the CAAS challenges, liaising with the Buyer's FM Provider and occupant to validate existing survey results and ensure assurance surveys are undertaken where required and the occupant is updated on the results of the challenge review. Further details on the process shall be provided by the Buyer in the Call-Off Procedure.

163.5. The supplier shall undertake a CAAS check of the property at change of occupancy.

163.6. Further detail shall be provided by the Buyer in the Call-Off Procedure.

164. Service P:6 – Not Used

165. Service P:7 - Housing Stock Management

165.1. The following Standards apply to this Service - SP7.

165.2. The Supplier shall manage the Housing Stock with reference to, but not limited to:

- 165.3.1. Condition reporting (provided by housing maintenance provider);
- 165.3.2. Void property management;

165.3.2.1. Collect addressed mail during regular visits and pass to Buyer. All other mail / leaflets to be collected, and recycled;

- 165.3.3. Planning (Life Cycle Replacement);
- 165.3.4. Forward Maintenance Register (provided by housing maintenance provider);
- 165.3.5. Production of property details;
- 165.3.6. Interface with third-party providers;

165.4. Further details of the requirement will be provided by the Buyer in the Call-Off Procedure.

166. Service P:8 - Accommodation Stores Service

- 166.1. The following Standards apply to this Service - SP8.
- 166.2. The Supplier shall provide an accommodation stores (AS) service to service families accommodation (SFA).
- 166.3. The Supplier shall use HM Government procurement contracts that have been set up to supply AS items. The Supplier shall manage all interfaces between these procurement contractors. The acquisition of AS items will be funded by the Buyer as Government furnished equipment (GFE) and items will remain the property of the Buyer at all times.
- 166.4. The Supplier shall carry out all ordering stock management, accounting & reporting. The service shall include maintaining an inventory of stored items and managing the receipt of new and replacement items.
- 166.5. The Supplier shall manage the storage of all AS items within Buyer provided facilities
- 166.6. The Supplier shall provide a delivery and collection service to Buyer's Premises. The supplier shall ensure that all stored items are issued in compliance with Buyer supplied protocols and that the issue and return of all items are logged for inventory management purposes. Further details shall be supplied by the Buyer in the Call-Off Procedure.
- 166.7. The Supplier shall manage the repairs, write off and disposal process, in accordance with the Buyer's policies and procedures. The Supplier shall manage all interfaces between Government procurement contracts for the repair and refurbishments. Minor repairs (such as swapping drawers/handles) shall be carried out by the Supplier.
- 166.8. The Supplier shall provide at each move in the minimum furnishing standard. Further details will be provided on any additional furnishing requirements. Prior to issue to occupants all Electrical appliances including but not limited to: vacuum cleaners, kettles, irons, and lawn Mowers require to be PAT tested.
- 166.9. Further details of the requirement will be provided by the Buyer in the Call-Off Procedure.

167. Service P:9 - Special Need or Disability Adaptions

- 167.1. The following Standards apply to this Service - SP9.
- 167.2. The Supplier shall interface with the Buyer and the occupant to ensure that all requests associated with property modifications and adaptations linked to a special need or disability of the occupant at the Buyer Premises and leased property is managed effectively.
- 167.3. Further details of the requirement will be provided by the Buyer in the Call-Off Procedure.

168. Service P:10 - Third Party Claims

- 168.1. The following Standards apply to this Service - SP10.

168.2. Where it is necessary for the Buyer to interact with an insurance company in order to make a claim from a third-party, the Supplier shall act on behalf of the Buyer and carry out all necessary actions to complete the claim and ensure that all subsequent repairs are completed satisfactory. This shall include, but not limited to:

- 168.2.1. Undertaking a full investigation of the incident
- 168.2.2. Recording full details including photographic evidence
- 168.2.3. Establishing details of the third party
- 168.2.4. Certifying that where applicable, all repairs undertaken by third-parties on behalf of the insurer fully meet and are compliant with the standards of the Buyer
- 168.2.5. Management of the claims process to ensure that all costs are recovered from the insurer on behalf of the Buyer as appropriate

168.3. Further details of the requirement will be provided by the Buyer in the Call-Off Procedure.

169. Service P:11 - Customer Service Centre

169.1. The following Standards apply to this Service - SP11.

169.2. The Supplier shall provide a customer service centre for all applications, allocations and occupancy management services under its control during the Work Hours (as specified by the buyer in the Call-Off Procedure).

169.3. The Supplier shall provide a customer service centre linked for all property related fault reporting twenty-four [24] hours per day [365] days per year.

169.4. The Buyer and the Supplier shall agree a reporting function in relation to the customer service centre requirements during the Mobilisation Period.

169.5. The Supplier shall ensure that the customer service centre services are capable of interacting with both the Buyer and the Buyer's accommodation maintenance suppliers MIS / CAFM systems. Further details of the requirement will be by the Buyer in the Call-Off Procedure.

169.6. The Supplier shall collaborate with the Buyer and the Buyer's accommodation maintenance suppliers to create, maintain and develop Services which deliver a common user experience for all users of the Service.

169.7. The Supplier shall ensure that the customer service centre operates as both a strategic management and quality monitoring tool and shall also be the focus for all day-to-day operational activities across all aspects of the Service.

169.8. The Supplier shall ensure that the customer service centre provides an interactive multi-channel (including telephone) single point of contact (free of charge for Buyer Staff and occupants residing in Buyer's Premises and stakeholders from UK landlines).

169.9. The Supplier shall accept service Requests from all Buyer's Personnel, Buyer premises users, occupants residing in Buyer's residential properties and stakeholders who are requesting provision of any in scope service.

- 169.10. Where the Supplier receives service requests for out-of-scope services, the Supplier shall inform the customer and forward the calls to the relevant appropriate provider and record the details on the MIS. Further details of these services shall be provided by the Buyer in the Call-Off Procedure.
- 169.11. The Supplier shall accept service requests raised by all viable forms of interactive media in line with industry best practice. The Supplier shall ensure that all service requests are logged on to the MIS without unnecessary delay and allocated a unique reference number.
- 169.12. The Supplier shall provide service requests to the Buyers accommodation maintenance suppliers detailing reported faults or requesting provision of any FM services.
- 169.13. The Supplier shall be responsible for the issue of an acknowledgment of receipt and shall issue an update to the Buyer advising on the action to be taken once the request has been logged on the MIS or upon request.
- 169.14. The customer service centre shall record details of the service request on the MIS, to include but not be limited to:
- 169.14.1. Name;
 - 169.14.2. Contact details, to include telephone number, email address and work location;
 - 169.14.3. Location of the Buyer Premises to which the request is related;
 - 169.14.4. Nature of the request;
 - 169.14.5. Date and Time;
 - 169.14.6. The actual response time as specified within the agreed Service Level Agreement (SLA);
 - 169.14.7. A unique service request reference number;
 - 169.14.8. Action taken; and
 - 169.14.9. Details of progress throughout the Service Request management lifecycle.
- 169.14.10. Further details will be provided by the Buyer in the Call-Off Procedure.
- 169.15. The Supplier shall ensure that the person who raised the task is updated regarding the status and progress of any open Service Requests through each stage of the process, including notifications of delays, closure or completion. Further information will be provided by the Buyer in the Call-Off Procedure.
- 169.16. The Supplier shall ensure that all necessary procedural and contact information is kept up to date at all times within the MIS and Buyer IT systems.
- 169.17. The Supplier shall make audio recordings of all telephone conversations and record all other interactive multi-channel requests for the purpose of monitoring and auditing customer service centre performance. The Supplier shall retain such records / recordings for [12] months on a rolling programme. Further details shall be provided by the Buyer in the Call-Off Procedure.
- 169.18. The Supplier shall provide appropriate staff to ensure that the customer service centre can operate within the requested performance parameters as agreed between the Buyer and the Supplier.
- 169.19. The Supplier shall ensure that all staff appointed to operate in the customer service centre can access and report the status of all service requests at any such time as requested by the Buyer.

169.20. The Supplier shall provide all staff appointed to operate in the customer service centre with documented training, including but not limited to:

- 169.20.1. Training on the MIS package;
- 169.20.2. Customer service skills;
- 169.20.3. Service call management;
- 169.20.4. Listening skills;
- 169.20.5. Escalation procedures;
- 169.20.6. Buyer procedures,

169.21. The Supplier shall ensure that all staff appointed to operate in the customer service centre have the appropriate security clearance to work on a Buyer account.

169.22. The Supplier shall, through the customer service centre, allocate and schedule appointment dates and times with the occupants of residential housing for repairs, maintenance works, audits and inspections.

169.23. Further details of the requirement will be provided by the Buyer in the Call-Off Procedure.

170. Service P:12 - Future Accommodation Model (FAM)

170.1. The following Standards apply to this Service - SP12.

170.2. The Supplier shall provide a professional property advice and management Service for the private rental, management and purchase of Family Accommodation. The Buyer requires the Supplier to provide the full range of Property advice and management functions, including but not limited to:

- 170.2.1. Advising potential occupants of the accommodation options, in accordance with Buyer accommodation policy, which may include use of Buyer Premises or the private rental sector;
- 170.2.2. Administer accommodation allowances and payments to Buyer's personnel in accordance with accommodation policy.
- 170.2.3. The supplier shall procure properties from the private rental sector for service personnel.

170.3. Further details will be provided by the Buyer in the Call-Off Procedure.

171. Service P:13 - Property Maintenance Support Desk Services

- 171.1. The following Standards apply to this Service - SP13.
- 171.2. The Supplier shall provide a property maintenance support desk service linked to the CAFM system for all property maintenance related service requests and fault reporting, twenty-four [24] hours per day [365] days per year.
- 171.3. The Supplier shall ensure that the property maintenance support desk services are capable of interacting with the Buyer's and the Buyer Representative's (NAMS) IT systems. Further details of the requirement will be provided by the Buyer in the Call-Off Procedure.
- 171.4. The Buyer and the Supplier shall agree a reporting function in relation to the property maintenance support desk requirements during the Mobilisation Period.
- 171.5. The Supplier shall collaborate with the Buyer, the Buyer's Authorised Representative (NAMS) and the Buyer's third party suppliers to create, maintain and develop Services which deliver a common user experience for all users of the Service.
- 171.6. The Supplier shall ensure that the property maintenance support desk operates as both a strategic management and quality monitoring tool and shall also be the focus for all day-to-day operational activities across all aspects of the FM Services.
- 171.7. The Supplier shall ensure that the property maintenance support desk provides a single point of contact for Buyer staff and the Buyer's Authorised Representative (NAMS).
- 171.8. The Supplier shall ensure continued Service Delivery for all Services under its control during the core service hours as specified by the Buyer in the Call-Off Procedure.
- 171.9. The Supplier property maintenance support desk shall only accept service requests from the Buyer's third party supplier delivering NAMS who are the single point of contact reporting faults or requesting provision of any in scope service.
- 171.10. The Supplier Property Maintenance Support Desk shall accept service requests raised via industry standard interactive multi-media applications to achieve industry best practice.
- 171.11. The Supplier shall ensure that all Service requests are logged on to the CAFM system without unnecessary delay.
- 171.12. The Supplier property maintenance support desk shall be provided with recorded details of the Service request form the national customer service centre. Details to include:
 - 171.11.1. Name of requestor;
 - 171.12.2. Contact details, to include telephone number, email address and work location;
 - 171.12.3. Location of the Buyer Premises to which the request is related;
 - 171.12.4. Nature of the request;
 - 171.12.5. Date and time;
 - 171.12.6. The actual response time as specified within the agreed Response Times;
 - 171.12.7. A 'unique service request' reference number;
 - 171.12.8. Further information will be provided by the Buyer in the Call-Off Procedure.
- 171.13. The Supplier shall provide the national customer service centre with:

- 171.13.1. Action taken;
 - 171.13.2. Details of progress throughout the Service request management lifecycle;
 - 171.13.3. Further information will be provided by the Buyer in the Call-Off Procedure.
- 171.14. The Supplier shall ensure that the Buyer's NAMS customer service centre, who raised the task, are updated regarding the status and progress of any open service requests through each stage of the process, including notifications of delays, closure or completion.
- 171.15. The Supplier shall ensure that where a service request was not completed in accordance with the timeframes specified in the agreed KPI they reprioritise the service request and proactively manage the task to completion at the earliest opportunity or to the revised timeframes agreed with the Buyer. The Supplier shall ensure that all revisions to timeframes as agreed and authorised with the Buyer are recorded on the CAFM system.
- 171.16. To mitigate the risk of the creation of a backlog of work, the Supplier shall record all instances where a Service request failed to be completed within the agreed KPI on the CAFM system and issue daily reports to the Buyer's NAMS customer service centre. Further information will be provided by the Buyer in the Call-Off Procedure.
- 171.17. The Supplier shall ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM system.
- 171.18. The Supplier shall provide appropriate staff to ensure that the property maintenance support desk can operate within the requested performance parameters as agreed between the Buyer and the Supplier.
- 171.19. The Supplier shall ensure that all staff appointed to operate on the property maintenance support desk are capable of handling all faults and in scope Service requests, irrespective of the time of the day.
- 171.20. The Supplier shall ensure that all staff appointed to operate on the property maintenance support desk can access and report the status of all service requests at any such time as requested by the Buyer or the Buyer's NAMS customer service centre.
- 171.21. The Supplier shall provide all staff appointed to operate on the property maintenance support desk with documented training, including:
- 171.21.1. Training on the CAFM system package;
 - 171.21.2. Customer Service skills;
 - 171.21.3. Service call management;
 - 171.21.4. Listening skills;
 - 171.21.5. Escalation procedures;
 - 171.21.6. Buyer emergency procedures;
 - 171.21.7. Training in respect of all operational areas of the Buyer Premises; and
 - 171.21.8. Ensure that all staff appointed to operate on the Property Maintenance Support Desk have the appropriate security clearance to work on a Buyer account.

- 171.22. The Property Maintenance Support Desk shall manage their resources to meet the appointment dates and times for all repairs, maintenance works, audits and inspections scheduled via the appointed customer service centre by the Buyer's Authorised Representative. Further details of the requirement will be provided by the Buyer in the Call-Off Procedure.

172. Service P:14 - Accommodation Compliance Services

- 172.1. The following Standards apply to this Service - SP14.
- 172.2. The Supplier shall undertake the Services in compliance with all applicable legislation, Good Industry Practice and where appropriate the requirements specified by the Buyer as defined in the Call-Off Procedure.
- 172.3. The Supplier shall manage all activities relating to compliance through the CAFM system and that the Buyer has access to the data.
- 172.4. The Supplier shall provide paper copies of all documentation associated with statutory compliance reports or documentation for retention at the Buyer's Premises.
- 172.5. The Supplier shall be responsible for the provision of all written schemes of examination as required at the Buyer's Premises. These shall include but not be limited to:
- 172.5.1. Hot water boiler and associated pressure systems;
 - 172.5.2. Lifts and stair lifts
 - 172.5.3. Foul and surface water drainage systems
 - 172.5.4. Gas Installations and appliances including LPG installations, distribution networks and tank installations.
 - 172.5.5. Oil installations including fuel tanks and bunds
 - 172.5.6. Further details of the requirement will be provided by the Buyer in the Call-Off Procedure.

173. Service P:15 - Accommodation Maintenance Services

- 173.1. The following Standards apply to this Service - SP15.
- 173.2. The Supplier shall provide vacant/unoccupied property preparation and management services for the Buyer's Premises, to include but not limited to:
- 173.2.1. Works related to change in occupancy
 - 173.2.2. At end of occupancy, the Supplier shall undertake all tasks associated with professional cleaning (as required) to ensure that the property meets the Buyer's acceptable conditions and standards. Further details will be provided by the Buyer in the Call-Off Procedure.

- 173.2.3. Maintenance & repair
- 173.2.4. Ground maintenance
- 173.2.5. Carrying out utility surveys to include provision of energy performance certificate (EPC), recording meter details and assessment of utility efficiency measures.
- 173.2.6. The management and payment of any utility costs will be considered in accordance with the Contract for all vacancy periods
- 173.2.7. Provision of security services
- 173.2.8. Wind and weather protection measures
- 173.2.9. Internal / external redecoration.

- 173.3. The Supplier shall provide a professionally managed carpet, floor covering and curtain replacement service to ensure the Buyer's Premises meet the Buyer's acceptable conditions and standards. The Buyer supply contracts will be utilised where appropriate. Further details will be provided by the Buyer in the Call-Off Procedure.
- 173.4. The Supplier shall provide a professionally managed carpet, curtain and window blinds cleaning Service to ensure that the properties meet the Buyer's acceptable conditions and standards.
- 173.5. Curtains are to be removed from rails and cleaned by a suitable approved method. Care should be taken to maintain any guarantees on the carpets and curtains.

Work Package Q CAFM Services

174. Service Q.1 – Soft FM CAFM Services

- 174.1. The following Standards apply to this Service - SQ1.
- 174.2. Where the Buyer requirements include the provision of a TFM and / or Hard FM requirement in the Call-Off Procedure, the Supplier shall provide the system and software required to deliver the Services for the Buyer. Where a Buyer requires a CAFM provision that interfaces with an existing Buyer's CAFM system, the Supplier shall be responsible for the provision of this interface. costs for these Services should be included within the Supplier costs within the Charges.
- 174.3 The Supplier shall be responsible for the provision of all Buyer licenses. costs for this provision should be included within the Supplier costs within the Charges. Further details of the Buyer's requirements will be provided at Call-Of.
- 174.4. The Supplier shall be responsible for ensuring:**
- 174.4.1. the CAFM system has the capability to ensure that all managerial quality monitoring, complaints, planned and reactive activities are managed, executed and monitored through the CAFM system.
 - 174.4.2. the Buyer has full access to the live CAFM system data at all times and be responsible for ensuring that the data can be accessed electronically via the Buyers internal network i.e. a web based application which can be accessed via a web browser. The Supplier shall be responsible for the provision of a reasonable number of licences for Buyer Staff to allow access to the CAFM system. Details of the requirements shall be defined by the Buyer in the Call-Off Procedure.
 - 174.4.3. an application programming interface or export function for the systems data shall be available at all times to the Buyer.
 - 174.4.4. all feedback information associated with its activities and information relating to the completion of Service requests is promptly and accurately entered into the CAFM system.
 - 174.4.5. the necessary resources to maintain, extend and enhance both the quality and the depth of the information held in the CAFM system to the mutual benefit of both itself and the Buyer. This shall include:
 - 174.4.5.1. The adoption of point cloud survey information;
 - 174.4.5.2. Building information models;
 - 174.4.5.3. Photogrammetry; and
 - 174.4.5.4. Telemetry.
 - 174.4.6. all response and rectification periods required by the Buyer are maintained within the CAFM system and the CAFM system has the capability to produce alerts as reactive or planned works that are about to breach their KPI agreement.
 - 174.4.7. the CAFM system has the capability to link duplicate Service requests and parent and child Service requests and track Service requests through the various stages to completion.

- 174.4.8. all parent and child relationships be codified and recorded within any data or information exchange from the CAFM system(s).
- 174.4.9. the CAFM system captures all costs including direct labour, Subcontractor labour, consumable and material costs;
- 174.4.10. they are capable of interacting with the Buyer's IT systems, an independent helpdesk, assurance and / or performance partner where appropriate. In such a situation, the Supplier shall be required to use the Authority's defined master data to report activities against. This will be defined by the Buyer in the Call-Off Procedure.
- 174.4.11. The Supplier shall have the capability to operate its CAFM system in a way that integrates data with the Buyer's IT systems, the CAFM system of an independent helpdesk and/or assurance service Supplier where appropriate. Where this is a requirement, further information will be provided by the Buyer in the Call-Off Procedure.
- 174.4.12. The Supplier shall have the capability to operate its CAFM system in a way that it enables the capture of third-party data where appropriate. Where this is a requirement, further information will be provided by the Buyer in the Call-Off Procedure.

174.5. The **CAFM system** shall have the capability to:

- 174.5.1. Record and report by each Buyer Premises or location;
- 174.5.2. Review work assignment to Supplier Staff and Subcontractors;
- 174.5.3. record and track the history of reactive work on specific Assets as required by the Buyer; and
- 174.5.4. Track progress on logged activities, issue status updates and the provision of on-screen alerts;
- 174.5.5. Provide automated email notifications of work requests;
- 174.5.6. Provide automatic status updates to the Buyer's Representatives;
- 174.5.7. Provide current and historical levels of statutory and contractual compliance across all planned and reactive activities across all Buyer Premises (e.g. compliance dashboard);
- 174.5.8. Provide search and visibility of calls and activities logged directly by Buyer Staff via an interface or other electronic means;
- 174.5.9. Provide automatic associated hazard warnings, for example asbestos alerts;
- 174.5.10. Allocate and schedule appointment dates and times with the occupants of residential housing and Buyer's representatives within Buyer Premises for audits and inspections;
- 174.5.11. Provide online portal systems to facilitate automated online booking systems to enable the Buyer's representatives and residential housing occupants to schedule attendance for work related activities directly online;
- 174.5.12. Provide automated facilities for online invoicing, hard and soft charging processes and payment processes;
- 174.5.13. Provide clear and proactive management of KPI agreements;
- 174.5.14. Provide accurate reporting Management Information and KPI performance data to meet the requirements of the Buyer and Authority;
- 174.5.15. Log Service requests via intranet and internet;
- 174.5.16. Automatically prioritise work and job escalation when appropriate; and
- 174.5.17. Manage room booking / workplace allocation, to include but not be limited to meeting rooms, conference rooms, community lettings, event spaces and workstation allocation for Buyer Staff and visitors shall be booked and managed by a booking system to optimise as far as is practicable the use of space. The Service shall include the facility to:

- 174.5.17.1. Accept electronic online bookings and confirmations;
- 174.5.17.2. Ensure no double bookings;
- 174.5.17.3. Provide a holistic range of ancillary Services such as hospitality, room set-up and Audio Visual support;
- 174.5.17.4. Provide reporting on trends on meeting room utilisation and lettings usage and any income shall be managed through the system hospitality, room set-up and audio visual (AV) support;
- 174.5.17.5. Integrate with other facilities data to provide detailed financial and ownership details; and
- 174.5.17.6. Enable two-way communication including importing data from third party financial software or exporting to a data file.

174.6. The **cost control** functionality shall have the capability to:

- 174.6.1. Track costs through multi-level hierarchy of budgets, contracts and projects;
- 174.6.2. Provide transparency of full facilities spend and generation of single or multi-line purchase Orders;
- 174.6.3. Discount purchase Orders or individual line items;
- 174.6.4. Provide purchase Order receipt acknowledgement;
- 174.5.5. Provide details of benchmarking data;
- 174.6.6. Navigate, search and view all budget information;
- 174.6.7. Link trade rates to the contractual resource rates agreed with the Buyer;
- 174.6.8. Provide projects functionality which enables tracking of project spend, progress against the defined RIBA outputs, key Milestone Dates and stakeholders;
- 174.6.9. Provide costs for all Billable Works, to include Call-Off unit of measure pricing metrics and bespoke schedule of rates pricing metric data where required by the Buyer in the Call-Off Procedure.
- 174.6.10. Easily distribute information to stakeholders;
- 174.6.11. Ensure Financial Reports are available for ad-hoc reporting or scheduled generation basis;
- 174.6.12. Navigate data tree to ensure simple management and retrieval of all facilities information; and
- 174.6.13. Manage health and safety equipment and Service requests.

174.7. The **property management** functionality shall have the capability to:

- 174.7.1. Store all Buyer Premises related documents including contracts and lease agreements;
- 174.7.2. Store all Buyer Premises related documentation as required for inclusion within the Buyer Premises logbook, to include but not be limited to:
 - 174.7.2.1. Health and safety documentation;
 - 174.7.2.2. COSHH risk assessments;
 - 174.7.2.3. Audit reports;
 - 174.7.2.4. Security assignment instructions;
 - 174.7.2.5. Emergency isolation and utility metering data;

- 174.7.2.6. Business continuity and disaster recovery data; and
- 174.7.2.7. Emergency out-of-hour contact details.

- 174.7.3. Store all details of the Buyer's residential properties including photographs, CAD plans, floor plans, external grounds drawings; resident facilities, utility infrastructure and providers, contracts, lease agreements and health and safety documents;
- 174.7.4. Navigate the storage of Buyer Premises contact information; and
- 174.7.5. Generate property management reports.

174.8. The **report functionality** shall have the capability to:

- 174.8.1. Report on helpdesk performance management;
- 174.8.2. Automatically generate reports;
- 174.8.3. Provide direct email distribution to stakeholders;
- 174.8.4. Produce specific corporate reporting requirements;
- 174.8.5. Analyse data;
- 174.8.6. Provide extensive reports as standard;
- 174.8.7. Provide measured performance benchmarking; and
- 174.8.8. Provide cost control and monitoring.

- 174.9. The Supplier shall ensure that that in line with best practice, the CAFM system has its own business continuity and disaster recovery plan in place to enable continuity of service without degradation.
- 174.10. At the end of the Call-Off Contract Period, or in the event of termination of the Call-Off Contract and for any reason, ownership of the Buyer's data contained within the CAFM system shall remain with the Buyer.

175. Service Q.2 - TFM / Hard FM CAFM Requirements

- 175.1. The following Standards apply to this Service – SQ2.
- 175.2. Where the Buyer requirements include the provision of a TFM and / or Hard FM requirement in the Call-Off Procedure, the Supplier shall provide the system and software required to deliver the Services for the Buyer. Where a Buyer requires a CAFM provision that interfaces with an existing Buyer's CAFM system, the Supplier shall be responsible for the provision of this interface. costs for these Services should be included within the Supplier costs within the Charges.
- 175.3. The Supplier shall be responsible for the provision of all Buyer licenses to allow access to the to the CAFM system. costs for this provision should be included within the Supplier costs within the Charges. Further details of the Buyer's requirements will be provided at Call-Of.
- 175.4. The Supplier shall be responsible for ensuring:

- 175.4.1. the CAFM system has the capability to ensure that all managerial quality monitoring, complaints, planned and reactive activities are managed, executed and monitored through the CAFM system.
- 175.4.2. the CAFM system enables the Buyer full access to the live CAFM system data at all times and be responsible for ensuring that the data can be accessed electronically via the Buyers internal network i.e. a web based application which can be accessed via a web browser.
- 175.4.3. the CAFM system has the capability to enable live reporting on levels of statutory compliance across all in-scope Services and Buyer Premises.
- 175.4.4. the availability of an application programming interface or export function for the systems data at all times to the Buyer.
- 175.4.4. the CAFM system has the capability to enable all feedback information associated with its activities and information relating to the completion of Service requests to be promptly and accurately entered into the CAFM system.
- 175.4.5. the necessary resources to maintain, extend and enhance both the quality and the depth of the information held in the CAFM system to the mutual benefit of both itself and the Buyer are provided. This shall include:
 - 175.4.5.1. The adoption of point cloud survey information;
 - 175.4.5.2. Building information models;
 - 175.4.5.3. Photogrammetry; and
 - 175.4.5.4. Telemetry.
- 175.4.6. all response and rectification periods required by the Buyer are maintained within the CAFM system and the CAFM system has the capability to produce automated alerts as reactive or planned works that are about to breach their KPI agreement.
- 175.4.7. the CAFM system has the capability to link duplicate Service requests and parent and child Service requests and track Service requests through the various stages to completion.
- 175.4.8. all parent and child relationships be codified and recorded within any data or information exchange from the CAFM system(s).

175.5. The CAFM system shall have the capability to:

- 175.5.1. Record and report by each Buyer Premises or location;
- 175.5.2. Review work assignment to Supplier Staff and Subcontractors;
- 175.5.3. record and track the history of reactive work on specific Assets as required by the Buyer; and
- 175.5.4. Track progress on logged activities, issue status updates and the provision of on-screen alerts;
- 175.5.5. Provide automated email notifications of work requests;
- 175.5.6. Provide automatic status updates to the Buyer's Representatives;
- 175.5.7. Provide current and historical levels of statutory and contractual compliance across all planned and reactive activities across all Buyer Premises (e.g. compliance dashboard);
- 175.5.8. Provide search and visibility of calls and activities logged directly by Buyer Staff via an interface or other electronic means;
- 175.5.9. Provide automatic associated hazard warnings, for example asbestos alerts;

- 175.5.10. Allocate and schedule appointment dates and times with the occupants of residential housing and Buyer's representatives within Buyer Premises for audits and inspections;
- 175.5.11. Provide online portal systems to facilitate automated online booking systems to enable the Buyer's representatives and residential housing occupants to schedule attendance for work related activities directly online;
- 175.5.12. Provide automated facilities for online invoicing, hard and soft charging processes and payment processes;
- 175.5.13. Provide clear and proactive management of KPI agreements;
- 175.5.14. Provide accurate reporting Management Information and KPI performance data to meet the requirements of the Buyer and Authority;
- 175.5.15. Log Service requests via intranet and internet;
- 175.5.16. Automatically prioritise work and job escalation when appropriate; and
- 175.5.17. Manage room booking / workplace allocation, to include but not be limited to meeting rooms, conference rooms, community lettings, event spaces and workstation allocation for Buyer Staff and visitors shall be booked and managed by a booking system to optimise as far as is practicable the use of space. The Service shall include the facility to:
 - 175.5.17.1. Accept electronic online bookings and confirmations.
 - 175.5.17.2. Ensure no double bookings.
 - 175.5.17.3. Provide a holistic range of ancillary Services such as hospitality, room set-up and Audio Visual support.
 - 175.5.17.4. Provide reporting on trends on meeting room utilisation and lettings usage and any income shall be managed through the system hospitality, room set-up and audio visual (AV) support.
 - 175.5.17.5. Integrate with other facilities data to provide detailed financial and ownership details;
 - 175.5.17.6. Enable two-way communication including importing data from third party financial software or exporting to a data file.
- 175.5.18. Individually reference all Assets and have the capability to identify Assets in four hierarchical structures to include service type, geographical location, NRM3 and Uniclass 2015;
- 175.5.19. Having the flexibility to allow these four (4) hierarchies to be cross-referenced at different levels to allow greater capability in identifying particular Assets, systems or sections of Services within any Buyer Premises. The Supplier shall take into account the appropriate data security considerations of how this information is stored and be aware of the Centre for Protection for National Infrastructure (CPNI) guidance;
- 175.5.20. Identify all Assets which are scheduled for maintenance or require attention due to malfunction on job sheets, using digital formats / forms wherever possible, with respect to type and accurate location;
- 175.5.21. Ensure that all Planned Preventative Maintenance and reactive maintenance activities are managed, executed and monitored through the CAFM system.
- 175.5.22. Capture all greenhouse gas emission and carbon net zero related data as it applies to the Buyer's Assets and systems;
- 175.5.23. Operate in a way that integrates data with the Buyer's IT systems, the CAFM system of an independent helpdesk and/or assurance service Supplier where appropriate. Where this is a requirement, further information will be provided by the Buyer in the Call-Off Procedure;

- 175.5.24. Operate in a way that it enables the capture of third-party data where appropriate. Where this is a requirement, further information will be provided by the Buyer in the Call-Off Procedure;
 - 175.5.25. Interact with the Buyer's IT systems, an independent helpdesk, assurance and / or performance partner where appropriate. In such a situation, the Supplier shall be required to use the Authority's defined master data to report activities against. This will be defined by the Buyer in the Call-Off Procedure;
 - 175.5.26. Record data which shall be aligned with the Buyers Asset information requirements. This will be aligned with the service level and duties required under an SFG20 regime and/or requirements specified by the Buyer in the Call-Off Procedure; and
 - 175.5.27. Produce and maintain a Contract fixed Asset register in line with the Asset information requirements schedule as defined by the Buyer in the Call-Off Procedure. This shall be compiled from Condition Surveys, location surveys, schematic drawings, operating and maintenance manuals and all Asset register details entered into the CAFM system at the Buyer Premises.
- 175.6. The Supplier shall work with the Buyer to limit the requirement for further survey and Asset Verification in the event of the coming to an end of their Contract.
- 175.7. The Supplier shall create a measure within the CAFM system which allows the suspension of any reactive activity which results in a repair which cannot be completed due to lead times of Replacement Equipment or the need for the Buyer's sanction of costs (e.g. automated delay request and authorisation process). The Supplier shall agree in advance with the Buyer the exact criteria for suspension.
- 175.8. At the end of the Contract, the Supplier shall be responsible for ensuring that all information is quality checked to ensure full compliance with the Standards of a Construction Operations Building information Exchange. Information shall be codified in line with SFG20, Uniclass 2015 and NRM3 for quality assurance purposes for completeness and accuracy.
- 175.9. The Supplier shall ensure that the Asset tracking functionality shall operate in line with the Asset information requirements of the Buyer and have the capability to:
- 175.9.1. Provide various forms of information relating to Assets including location, warranty, parts and maintenance records;
 - 175.9.2. Construction Operation Building information Exchange (COBie) sheets;
 - 175.9.3. Building information Models for New Build and Retrofit projects. This should include access to BIM object library where available;
 - 175.9.4. Provide logical grouping of Assets for easy storage, retrieval and viewing codified in line with SFG20, NRM3 and Uniclass 2015;
 - 175.9.5. Provide the ability to record planned and reactive maintenance information to enable full visibility of an Asset's service history;
 - 175.9.6. Ensure future planned and reactive maintenance requirements generate alerts at the appropriate time;
 - 175.9.7. Identify movement and tracking of Assets within existing or external systems;
 - 175.9.8. Associate Assets to the Buyer's staff departments or locations;
 - 175.9.9. Associate Asset contract for automatic issue of related Service requests to maintaining third party Suppliers;
 - 175.9.10. Provide an export capability of Asset data to third party applications using industry standard tools, for example an application programming interface (API) or through export to a suitable interoperable file format aligned to the information structure of COBie and the classification Standards of SFG20, NRM3 and Uniclass 2015;
 - 175.9.11. Provide full Asset reporting for distribution to interested parties defined by the Buyer;
 - 175.9.12. Utilise the NRM3 standard to classify the information;
 - 175.9.13. Provide processes to allocate accommodation and manage Buyer's residential property portfolio;

- 175.9.14. Provide a dynamic link to property related Planned Preventative Maintenance activities;
- 175.9.15. Provide storage and maintenance of hazardous related data, for example asbestos;
- 175.9.16. Track the condition of the Buyer Premises including structure, fabric and mechanical elements;
- 175.9.17. Monitor building lifecycle costs and energy efficiency;
- 175.9.18. Provide status reports and updates on the level of statutory compliance at the Buyer Premises; and
- 175.9.19. Provide a repository for all Buyer documents to include but be limited to CAD drawings, schematic drawings, photographs, BIM drawings, statutory certificates in various formats to include 2D, 3D and scanned documents.

175.10. The **cost control** functionality shall have the capability to:

- 175.10.1. Track costs through multi-level hierarchy of budgets, contracts and projects;
- 175.10.2. Provide transparency of full facilities spend and generation of single or multi-line purchase Orders;
- 175.10.3. Provide details of spend for planned and reactive maintenance expenditure against specific Asset types and systems;
- 175.10.4. Capture all costs including direct labour, Subcontractor labour, Replacement Equipment, materials and consumable costs associated with Planned Preventative Maintenance and reactive maintenance Services;
- 175.10.5. Provide details of benchmarking data;
- 175.10.6. Discount purchase Orders or individual line items;
- 175.10.7. Provide purchase Order receipt acknowledgement;
- 175.10.8. Navigate, search and view all budget information;
- 175.10.9. Link trade rates to the contractual resource rates agreed with the Buyer;
- 175.10.10. Provide projects functionality which enables tracking of project spend, progress against the defined RIBA outputs, key Milestone Dates and stakeholders;
- 175.10.11. Provide costs for all Billable Works, to include Call-Off unit of measure pricing metrics and bespoke schedule of rates pricing metric data where required by the Buyer in the Call-Off Procedure;
- 175.10.12. Easily distribute information to stakeholders;
- 175.10.11. Ensure Financial Reports are available for ad-hoc reporting or scheduled generation basis;
- 175.10.12. Navigate data tree to ensure simple management and retrieval of all facilities information; and
- 175.10.13. Manage health and safety equipment and Service requests.

175.11. The **property management** functionality shall have the capability to:

- 175.11.1. Use industry standard BIM tools to detail, plan and manage space allocation;
- 175.11.2. Utilise industry standard classification SFG20, Uniclass 2015 and NRM3 to map spaces, Assets and assign attributes; in line with the COBie structure; and
- 175.11.3. Ensure easy movement and tracking of Assets within the CAFM system.
- 175.11.4. Store all Buyer Premises related documents including contracts and lease agreements;

175.11.5. Store all Buyer Premises related documentation as required for inclusion within the Buyer Premises logbook, to include but not be limited to:

- 175.11.5.1. Health and safety documentation;
- 175.11.5.2. Written schemes of examination;
- 175.11.5.3. Written schemes of control;
- 175.11.5.4. Fire risk assessments;
- 175.11.5.5. Electrical testing data;
- 175.11.5.6. Asset data / registers;
- 175.11.5.7. Asset condition data;
- 175.11.5.8. Planned Preventative Maintenance schedules;
- 175.11.5.9. Asbestos management plans;
- 175.11.5.10. COSHH risk assessments;
- 175.11.5.11. Energy performance / utility usage data;
- 175.11.5.12. Audit reports;
- 175.11.5.13. Asset data;
- 175.11.5.14. Insurance inspection records;
- 175.11.5.15. Water risk assessments;
- 175.11.5.16. Emergency isolation and utility metering data;
- 175.11.5.17. Security assignment instructions;
- 175.11.5.18. Business continuity and disaster recovery data; and
- 175.11.5.19. Emergency out-of-hour contact details.

175.11.6. Store all details of the Buyer's residential properties including photographs, CAD plans, floor plans, external grounds drawings; resident facilities, utility infrastructure and providers, contracts, lease agreements and health and safety documents;

175.11.7. Navigate the storage of Buyer Premises contact information; and

175.11.8. Generate property management reports.

175.12. The **report** functionality shall have the capability to:

- 175.12.1. Report on helpdesk performance management;
- 175.12.2. Report on levels of statutory compliance;
- 175.12.3. Automatically generate reports;
- 175.12.4. Provide direct email distribution to stakeholders;
- 175.12.5. Produce specific corporate reporting requirements;
- 175.12.6. Analyse data;
- 175.12.7. Provide extensive reports as standard;

- 175.12.8. Provide measured performance benchmarking; and
- 175.12.9. Provide cost control and monitoring.

- 175.13. The Supplier shall ensure that that in line with best practice, the CAFM system has its own business continuity and disaster recovery plan in place to enable continuity of service without degradation.
- 175.14. At the end of the Call-Off Contract Period, or in the event of termination of the Call-Off Contract and for any reason, ownership of the Buyer's data contained within the CAFM system shall remain with the Buyer.

Work Package R: Helpdesk Services

176. Service R:1 – Helpdesk Services

- 176.1. The following Standards apply to this Service - SR1.
- 176.2. The Supplier shall provide a fully staffed, supervised helpdesk Service linked to the CAFM system for all FM related Service requests and fault reporting, twenty four (24) hours per day 365 days per year. The Buyer and the Supplier shall agree a reporting function in relation to the helpdesk requirements during the Mobilisation Period.
- 176.3. The Supplier shall:
 - 176.3.1. Collaborate with the Buyer to create maintain and develop Services which Deliver a common user experience for all users of the Service;
 - 176.3.2. Ensure that the helpdesk operates as both a strategic management and quality monitoring tool and shall also be the focus for all day-to-day operational activities across all aspects of the FM Services;
 - 176.3.3. Ensure that the helpdesk provides a telephone single point of contact (free of charge for Buyer Staff, Buyer Premises Occupants, occupants residing in Buyer's residential properties and stakeholders from UK landlines); and
 - 176.3.4. Ensure continued Service Delivery for all Services under its control during the core service hours (as agreed by the Buyer in the Call-Off Procedure).
- 176.4. The Supplier helpdesk shall accept Service requests from all Buyer's staff, Buyer Premises Users, occupants residing in Buyer's residential properties and stakeholders who are reporting faults or requesting provision of any in scope service.
- 176.5. Where the Supplier helpdesk receives Service requests for out-of-scope Services, the Supplier shall accept and forward the calls as appropriate and record details on the CAFM system. Further details of these Services shall be provided by the Buyer in the Call-Off Procedure.
- 176.6. The Supplier helpdesk shall accept Service requests raised by telephone calls, emails, text messages and web portals.
- 176.7. The Supplier shall ensure that all Service requests are logged on to the CAFM system without unnecessary delay, allocated a unique reference number and responded to as follows:
 - 176.7.1. Telephone call requests within twenty (20) seconds;
 - 176.7.2. Text message requests within ten (10) minutes;
 - 176.7.3. Email requests within fifteen (15) minutes; and
 - 176.7.4. Portal requests within five (5) minutes.
- 176.8. The Supplier shall be responsible for the issue of an acknowledgment within five (5) minutes of receipt and shall issue an update to the Buyer advising on the action to be taken within one (1) hour of the request being logged on the CAFM system or upon request.

- 176.9. If for any reason the helpdesk response to a telephone request exceeds twenty (20) seconds before being answered by a helpdesk operator, then the caller shall be made aware of where they are in the queue, approximately how long they will be required to wait and be given an option to leave a message and be called back within one (1) hour.
- 176.10. The Supplier helpdesk shall record details of the Service request on the CAFM System, to include:
- 176.10.1. Name;
 - 176.10.2. Contact details, to include telephone number, email address and work location;
 - 176.10.3. Location of the Buyer Premises to which the request is related;
 - 176.10.4. Nature of the request;
 - 176.10.5. Date and time;
 - 176.10.6. The actual response time as specified within the agreed;
 - 176.10.7. A 'Unique Service Request' reference number;
 - 176.10.8. Action taken; and
 - 176.10.9. Details of progress throughout the Service request management lifecycle.
- 176.11. Further information will be provided by the Buyer in the Call-Off Procedure.
- 176.12. The Supplier shall ensure that the person who raised the task is updated regarding the status and progress of any open Service requests through each stage of the Process, including notifications of delays, closure or completion.
- 176.13. The Supplier shall ensure that where a Service request was not completed in accordance with the timeframes specified in the agreed KPI they reprioritise the Service request and proactively manage the task to completion at the earliest opportunity or to the revised timeframes agreed with the Buyer. The Supplier shall ensure that all revisions to timeframes as agreed and authorised with the Buyer are recorded on the CAFM system.
- 176.14. To mitigate the risk of the creation of a backlog of work, the Supplier shall record all instances where a Service request failed to be completed within the agreed KPI on the CAFM system and issue daily reports to the Buyer. Further information will be provided by the Buyer in the Call-Off Procedure.
- 176.15. The Supplier shall:
- 176.15.1. Ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM system;
 - 176.15.2. Make audio recordings of all telephone conversations for the purpose of monitoring and auditing helpdesk performance. The Supplier shall retain such recordings for twelve (12) Months on a rolling programme. Further details will be provided by the Buyer in the Call-Off Procedure;
 - 176.15.3. Provide appropriate staff to ensure that the helpdesk can operate within the requested performance parameters as agreed between the Buyer and the Supplier;
 - 176.15.4. Ensure that all staff appointed to operate on the helpdesk are capable of handling all faults and in scope Service requests, irrespective of the time of the day;

- 176.15.5. Ensure that all staff appointed to operate on the helpdesk can access and report the status of all Service requests at any such time as requested by the Buyer;
- 176.15.6. Provide all staff appointed to operate on the helpdesk with documented training, including:
 - 176.15.6.1. Training on the CAFM system package;
 - 176.15.6.2. Customer Service skills;
 - 176.15.6.3. Service call management;
 - 176.15.6.4. Listening skills;
 - 176.15.6.5. Escalation procedures;
 - 176.15.6.6. Buyer emergency procedures; and
 - 176.15.6.7. Training in respect of all operational areas of the Buyer Premises.
- 176.15.7. Ensure that all staff appointed to operate on the helpdesk have the appropriate security clearance to work on a Buyer account;
- 176.15.8. Where required provide a room booking Service via the helpdesk;
- 176.15.9. Where required provide a car park management Service via the helpdesk; and
- 176.15.10. Where required, the Supplier shall be required to support the wider HM Government HUB strategy and / or hybrid working arrangements via the provision of a workplace booking Service managed via the Helpdesk and CAFM system. Further details will be provided by the Buyer in the Call-Off Procedure.
- 176.16. The provision of multilingual helpdesk operators and translation Services may be required to meet Buyer requirements. Where the Buyer requires these services, further details will be provided in the Call-Off Procedure. Costs for the provision of these Services will be managed via Call-Off Schedule 25 - Billable Works and Projects.

Work Package S: Management of Billable Works

177. Service S:1 - Management of Billable Works; Projects, Installation Works and Reactive Maintenance Works, as defined at Call-Off Schedule 25 - Billable Works and Projects

- 177.1. The following Standards apply to this Service - SS1.
- 177.2. The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works and Projects and Standard SR1 when delivering all Billable Works on behalf of the Buyer.
- 177.3. The Supplier shall be aware that the Buyer has the option to deliver Billable Works outside of the Call-Off Contract via alternative Buyer appointed Suppliers, procured either directly by the Buyer or via alternative CCS procurement solutions.
- 177.4. The Supplier shall be responsible for ensuring the resources required to successfully deliver and manage these Services are provided in accordance with the requirements of the Buyer as set out within the Buyer's Billable Works data contained within Attachment 2 - Service Deliverables Matrix. These shall include but not be limited to:
 - 177.4.1. Billable Works Quantity Surveyor (QS) Personnel;
 - 177.4.2. Billable Works Management Personnel; and
 - 177.4.3. Billable Works Administrative support Personnel.
- 177.5. Where the Buyer has for whatever reason aborted works being managed by the Supplier via the Billable Works process, the Supplier shall be permitted to recover their costs for the work undertaken prior to the Buyer's decision to abort the Billable Works. The Supplier shall be responsible for the provision of all data required to evidence their request for payment which shall be provided in writing to the Buyer within [5] working days of the occurrence. The Supplier shall ensure all details are recorded on the CAFM system. The Buyer shall be the final arbiter on the level of repayment issued to the Supplier.
- 177.6. The Supplier shall recognise the Buyer's option to introduce specific Billable Work related KPI's as part of their performance management solution. The Supplier shall be responsible for ensuring these are managed via the CAFM system in accordance with the requirements detailed within Call-Off Schedule 5 – Pricing and Call-Off Schedule 14 - KPI and Payment. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.
- 177.7. Where the Buyer opts for the Supplier to Deliver Projects in the Call-Off Procedure, the Supplier shall manage the projects in accordance with the RIBA Plan 2013 (or subsequent updates). The costs for the management Services shall be as defined within the rates specified within the Supplier's Framework Prices.
- 177.8. The Buyer shall be final arbiter on whether Billable Works are classified as a project requiring the RIBA management approach.
- 177.9. The Supplier shall carry out Installation Works in accordance with any installation programme agreed by the Buyer and the Supplier.
- 177.10. The Installation Works shall be executed in the manner set out in the Call-Off Contract or, where not so set out, to the reasonable satisfaction of the Buyer, and all work on any Site shall be carried out in accordance with such reasonable directions as the Buyer may give.

- 177.11. The Buyer or an authorised representative or adviser of the Buyer shall have, at all reasonable times and upon giving reasonable notice, the right to inspect the state and progress of the Installation Works and to ascertain whether they are being properly executed.
- 177.12. The Supplier shall carry out the testing and commissioning of the Installation Works in accordance with the testing and commissioning requirements of the Call-Off Schedule 13 Part B (Testing).
- 177.13. No rights of estoppel or waiver shall arise as a result of the acceptance by the Buyer of the Installation Works.
- 177.14. Throughout the Contract Period, the Supplier shall be responsible for procuring and maintaining (at its own cost) at all times all licences, Approvals and consents necessary to enable the Supplier and the Supplier Staff to carry out the Installation Works

PART C – CHANGE LOG

[The purpose of this section C is for the Buyer to detail any changes that have been made to the standard requirements around each required work package. Please note the Buyer can amend the layout of the change log as appropriate i.e. include page numbers and/or hyperlinks where necessary]

[illegible]

Attachment 3 - Annex A – Standards and Processes

Introduction

This Annex sets out the characteristics of the Deliverables that the supplier will be required to make available to the buyer under this contract.

WORK PACKAGE A – CONTRACT MANAGEMENT		
Service Reference	Service Description	Service Standard
Service A1	Integration	SA1
Service A2	Health and Safety	SA2
Service A3	Management Services	SA3
Service A4	Service Delivery Plans	SA4
Service A5	Fire Safety	SA5
Service A6	Accessibility Services	SA6
Service A7	Risk Management	SA7
Service A8	Customer Satisfaction	SA8
Service A9	Reporting	SA9
Service A10	Performance Self-monitoring	SA10

Service A11	Business Continuity and Disaster Recovery ("BCDR") Plan	SA11
Service A12	Quality Management Systems	SA12
Service A13	Staff Management, Recruitment and Training	SA13
Service A14	Selection and Management of Subcontractors	SA14
Service A15	Compliance	SA15
Service A16	Sustainability	SA16
Service A17	Social Value	SA17
Service A18	Carbon Net Zero	SA18
WORK PACKAGE B – CONTRACT MOBILISATION		
Service Reference	Service Description	Service Standard
Service B1	Contract Mobilisation	SB1
WORK PACKAGE C – SOCIAL VALUE		
Service Reference	Service Description	Service Standard
Service C1	Social Value	SC1
WORK PACKAGE D – CARBON NET ZERO		

Service Reference	Service Description	Service Standard
Service D1	Carbon Net Zero	SD1
WORK PACKAGE E – MAINTENANCE SERVICES		
Service Reference	Service Description	Service Standard
Service E	Generic Requirements	
Service E1	Mechanical and electrical engineering maintenance	SE1
Service E2	Ventilation and air conditioning systems maintenance	SE2
Service E3	Environmental cleaning service	SE3
Service E4	Fire detection and firefighting systems maintenance	SE4
Service E5	Lifts, hoists and conveyance systems maintenance	SE5
Service E6	Security, access and intruder systems maintenance	SE6
Service E7	Internal and external building fabric maintenance	SE7
Service E8	Reactive maintenance services	SE8
Service E9	Planned / group re-lamping services	SE9
Service E10	Automated barrier control systems maintenance	SE10
Service E11	Building management system (BMS) maintenance	SE11

Service E12	Standby power system maintenance	SE12
Service E13	High voltage (“HV”) and switchgear maintenance	SE13
Service E14	Catering equipment maintenance	SE14
Service E15	Audio-visual (AV”) equipment maintenance	SE15
Service E16	Television cabling maintenance	SE16
Service E17	Mail room equipment maintenance	SE17
Service E18	Office machinery servicing and maintenance	SE18
Service E19	Voice announcement system maintenance	SE19
Service E20	Locksmith services	SE20
Service E21	Specialist maintenance services	SE21
WORK PACKAGE F – STATUTORY OBLIGATIONS		
Service Reference	Service Description	Service Standard
Service F	Generic requirements	
Service F1	Asbestos management	SF1
Service F2	Water hygiene maintenance	SF2
Service F3	Statutory inspections	SF3
Service F4	Portable appliance testing (“PAT”)	SF4

Service F5	Miscellaneous surveys, audits and testing services	SF5
Service F6	Condition surveys	SF6
Service F7	Electrical testing	SF7
Service F8	Fire risk assessments	SF8
Service F9	Building information modelling and Government soft landings	SF9
Service F10	Display energy certificates (“DECs”)	SF10
Service F11	Energy performance certificates (“EPCs”)	SF11
Service F12	Radon testing services	SF12
Service F13	Permit to Work	SF13
WORK PACKAGE G – LANDSCAPING SERVICES		
Service Reference	Service Description	Service Standard
Service G1	Hard landscaping services	SG1
Service G2	Soft landscaping services	SG2
Service G3	Tree surgery (arboriculture)	SG3
Service G4	Planned snow and ice clearance	SG4
Service G5	Reactive snow and ice clearance	SG5
Service G6	Reservoirs, ponds, river walls and water feature maintenance	SG6

Service G7	Internal planting	SG7
Service G8	Cut flowers and Christmas trees	SG8
WORK PACKAGE H – CATERING SERVICES		
Service Reference	Service Description	Service Standard
Service H	Generic requirements	
Service H1	Chilled potable water	SH1
Service H2	Retail services / Convenience store	SH2
Service H3	Deli / Coffee bar	SH3
Service H4	Events and functions	SH4
Service H5	Full service restaurant	SH5
Service H6	Hospitality and meetings	SH6
Service H7	Outside catering	SH7
Service H8	Trolley service	SH8
Service H9	Vending services (food and beverages)	SH9
Service H10	Residential Catering Services	SH10
WORK PACKAGE I – CLEANING SERVICES		

Service Reference	Service Description	Service Standard
Service I	Generic requirements	
Service I1	Routine cleaning services	SI1
Service I2	Infection control / Touchpoint cleaning services	SI2
Service I3	Cleaning of integral barrier mats	SI3
Service I4	Mobile cleaning services	SI4
Service I5	Deep cleaning (periodic) services	SI5
Service I6	Cleaning of external areas	SI6
Service I7	Window cleaning (internal)	SI7
Service I8	Window cleaning (external)	SI8
Service I9	Cleaning of communications and equipment rooms	SI9
Service I10	Reactive cleaning (outside cleaning operational hours)	SI10
Service I11	Housekeeping services	SI11
Service I12	IT equipment cleaning	SI12
Service I13	Specialist cleaning	SI13
Service I14	Cleaning of curtains and window blinds	SI14
Service I15	Medical and clinical cleaning	SI15

Service I16	Pest control services	SI16
Service I17	Linen and laundry services	SI17
Service I18	Hotel services	SI18
WORK PACKAGE J – WORKPLACE FM SERVICES		
Service Reference	Service Description	Service Standard
Service J1	Mail services	SJ1
Service J2	Internal messenger service	SJ2
Service J3	Courier booking and distribution service	SJ3
Service J4	Repairperson services	SJ4
Service J5	Move and space management (internal moves)	SJ5
Service J6	Porterage	SJ6
Service J7	Clocks	SJ7
Service J8	Signage	SJ8
Service J9	Archiving (on-site)	SJ9
Service J10	Furniture management	SJ10
Service J11	Space management	SJ11
Service J12	Cable management	SJ12

Service J13	Reprographics service	SJ13
Service J14	Stores and goods management service	SJ14
Service J15	Portable washroom solutions	SJ15
Service J16	Additional support services	SJ16
WORK PACKAGE K – VISITOR SUPPORT SERVICES		
Service Reference	Service Description	Service Standard
Service K1	Reception Services	SK1
Service K2	Taxi-booking services	SK2
Service K3	Car park management and booking service	SK3
Service K4	Voice announcement system operation	SK4
Service K5	Concierge services	SK5
WORK PACKAGE L – SECURITY SERVICES		
Service Reference	Service Description	Service Standard
Service L	Generic requirements	
Service L1	Static guarding service	SL1
Service L2	CCTV / alarm monitoring	SL2

Service L3	Control of access - staff and visitors	SL3
Service L4	Control of access - vehicles	SL4
Service L5	Emergency response	SL5
Service L6	Patrols (fixed or static guarding)	SL6
Service L7	Management of visitors and passes	SL7
Service L8	Reactive guarding	SL8
Service L9	Additional security services	SL9
Service L10	Enhanced security requirements	SL10
Service L11	Key holding	SL11
Service L12	Lock Up / open up of buyer premises	SL12
Service L13	Patrols (mobile via a specific visiting vehicle)	SL13
Service L14	Remote CCTV / alarm monitoring	SL14
Service L15	Blended static guarding service	SL15
WORK PACKAGE M – WASTE SERVICES		
Service Reference	Service Description	Service Standard
Service M1	On-Site / Mobile classified waste shredding service	SM1
Service M2	Off-Site / Mobile classified waste shredding service	SM2

Service M3	General waste	SM3
Service M4	Recycled waste and waste for re-use	SM4
Service M5	Hazardous waste	SM5
Service M6	Specialist waste destruction services	SM6
Service M7	Clinical waste	SM7
Service M8	Feminine hygiene waste	SM8
WORK PACKAGE N – MISCELLANEOUS FM SERVICES		
Service Reference	Service Description	Service Standard
Service N1	Childcare facility	SN1
Service N2	Sports and leisure	SN2
Service N3	Transport, driver and vehicle service	SN3
Service N4	First aid and medical service	SN4
Service N5	Flag flying service	SN5
Service N6	Journal, magazine and newspaper supply	SN6
Service N7	Hairdressing services	SN7
Service N8	Footwear cobbling services	SN8
Service N9	Provision of chaplaincy support services	SN9

Service N10	Housing and residential accommodation management	SN10
Service N11	Energy and utilities management bureau services	SN11
Service N12	Janitor services	SN12
Service N13	Specialist Health FM services	SN13
WORK PACKAGE O – SPECIALIST (DEFENCE) FM SERVICES		
Service Reference	Service Description	Service Standard
Service O1	End-User Accommodation Services	SO1
Service O2	Management and Control of Ranges and Training Areas (“MCRT”) (including the Operation of a Bidding and Allocation Management (BAMS) system)	SO2
Service O3	Training Areas and Ranges Operation and Management (“TAROM”) services and the provision of a service for Targets deployed overseas	SO3
Service O4	Rural Estate Maintenance (REM) Services	SO4
Service O5	Land Management Service (“LMS”)	SO5
Work Package P – OCCUPANCY AND PROPERTY MANAGEMENT SERVICES		
Service Reference	Service Description	Service Standard

Service P1	Applications and Allocations Services	SP1
Service P2	Occupancy Management	SP2
Service P3	Rental Services	SP3
Service P4	Emergency Accommodation	SP4
Service P5	Occupation Management	SP5
Service P6	Occupancy Management	SP6
Service P7	Housing Stock Management	SP7
Service P8	Accommodation Stores Service	SP8
Service P9	Special Need or Disability Adoptions	SP9
Service P10	Third Party Claims	SP10
Service P11	Customer Service Centre	SP11
Service P12	Future Accommodation Model (FAM)	SP12
Service P13	Property Maintenance Support Desk Services	SP13
Service P14	Accommodation Compliance Services	SP14
Service P15	Accommodation Maintenance Services	SP15
WORK PACKAGE Q – CAFM SERVICES		
Service Reference	Service Description	Service Standard

Service Q1	Soft FM CAFM Services	SQ1
Service Q2	Hard FM / TFM CAFM Services	SQ2
WORK PACKAGE R – HELPDESK SERVICES		
Service Reference	Service Description	Service Standard
Service R1	Helpdesk Services	SR1
WORK PACKAGE S – MANAGEMENT OF BILLABLE WORKS		
Service Reference	Service Description	Service Standard
Service S1	Management of billable works, projects, installation works and reactive maintenance works	SS1

ANNEX A: FM SERVICE STANDARDS

• WORK PACKAGE A – CONTRACT MANAGEMENT	
Service A1	SA1: INTEGRATION

Standard	<ul style="list-style-type: none"> • The Supplier shall provide an innovative and professional FM Service that recognises advances in technology, operational efficiencies, workforce synergies and operational improvements that will deliver improved performance and value for money for the Buyer.
Service A2	SA2: HEALTH AND SAFETY
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The Supplier shall be compliant with Annex B including: <ul style="list-style-type: none"> ○ Legislative Standards; ○ UK Legislation; ○ BS/ISO/EN Standards; ○ Guidance Notes / Codes of Practice; and ○ Building Regulations (England & Wales only).
Standard	<ul style="list-style-type: none"> • As a minimum, the Supplier shall produce and comply with the following documents: <ul style="list-style-type: none"> ○ A forward maintenance register; ○ Planned and preventative maintenance schedule; ○ Accident/Incident reports (RIDDOR); ○ Fire evacuation drill reports; ○ Statutory inspection reports, assessments and reviews; ○ Risk assessment reports and reviews; ○ Compliance certificates;

- Security incident reports;
- Disability discrimination assessments and reports;
- Method statements for meeting the Buyer's requirements;
- Health and safety policies and procedures; and
- Scope and Services objectives.

- The Supplier shall at all times ensure that:

- The operation of the Buyer Premises and delivery of the Services are undertaken in compliance with all applicable UK legislation and Good Industry Practice requirements;
- It provides any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures;
- It produces detailed procedures for a variety of emergency situations in conjunction with Buyer. These procedures shall be continually updated and reviewed as circumstances demand and at least annually;
- It develops and maintains fire and emergency procedures, systems, equipment and staff training in order to produce a safe environment for the designated site and its users. Systems will be unobtrusive where possible to assist in creating a positive building atmosphere for all users;
- It shall carry out actions associated with implementation of the procedures routinely as well as in the event of any fire or other emergencies on-site;

	<ul style="list-style-type: none"> ○ It programmes and implements Health and Safety inspections of the Buyer Premises and Service delivery annually, and provides evidence to the Buyer on request; ○ It conducts and reviews all risk assessments relevant to the operation of the Buyer Premises and the delivery of Services in accordance with current statutory health and safety legislation; ○ It undertakes a Monthly review of all accidents occurring at the Buyer Premises whether relating to the Supplier's or Buyer's staff using the Buyer Premises or to the Supplier's delivery of Services. The report will detail the cause of each incident and any remedial actions required to prevent reoccurrence, together with timescales for implementation; ○ It reviews all policies and associated documentation on a regular basis and at least annually and provide evidence of such on request by the Buyer; ○ It complies with all health and safety obligations including at all the Buyer's Properties which are occupied under leasehold arrangements; ○ It shall at all times provide and maintain the first aid kits and other safety equipment and all related consumables issued to and used by Supplier staff on the Buyer Properties; and ○ It provides the required numbers of staff with an appropriate first aid responder qualification and training for emergency responses in accordance with health and safety legislation, as required by legislation and risk assessment (as a minimum) and any Buyer's specific requirements.
Service A3	SA3: MANAGEMENT SERVICES
Legislation, ACoP or similar industry	<ul style="list-style-type: none"> ● The Supplier shall have ISO 9001:2015 Quality Management accreditation. ● Call-Off Schedule 7 - Key Staff. ● Call-Off Schedule 3 - Continuous Improvement.

or Government guidelines	<ul style="list-style-type: none"> • Call-Off Schedule 15 - Contract Management.
Standard	<ul style="list-style-type: none"> • The Supplier shall manage the Contract in accordance with the personnel and processes as detailed in the Service Delivery Plan as agreed with the Buyer. • The Supplier shall manage the customer satisfaction, complaint and key performance indicator measurement processes to ensure agreed performance standards are fully met. • The Supplier shall produce and issue the agreed management reports and attend meetings as requested by the Buyer to maintain the agreed contractual performance standards.
Service A4	SA4: SERVICE DELIVERY PLANS
Standard	<ul style="list-style-type: none"> • Call-Off Schedule 13 - Mobilisation Plan and Testing. • As a minimum, the buildings and Asset maintenance management Service Delivery Plan shall contain: <ul style="list-style-type: none"> ○ Scope and Services objectives; ○ Approach and methodology; ○ Asset management method statement for meeting the Buyer's requirements, including treatment of any lifecycle / sinking funds (if applicable) and details regarding where such funds will reside, safeguards on early draw down and control of such funds; ○ Variation procedures and additional work requests; ○ Operational structure including resource proposals;

- | | |
|--|---|
| | <ul style="list-style-type: none">○ Planned maintenance and Asset lifecycle replacement schedule and delivery methodology;○ Quality statement;○ Procurement of Services;○ Procurement of materials taking account of embodied carbon and recycled content;○ Management of energy use including lighting;○ Scope of Service;○ Planned preventative maintenance methodology/schedule;○ Computerised Asset management system;○ Building management system;○ Routine maintenance;○ Formulation of the planned preventative maintenance programme;○ Maintenance management, recording and reporting;○ Critical spares management;○ Inspections;○ Conservation and sustainability;○ Maintenance and renewal;○ Management arrangements;○ Quality management;○ Operational liaison;○ Reactive Maintenance Works; and○ Reactive vandalism maintenance Service. |
|--|---|

	<ul style="list-style-type: none"> • In use and occupied space shall be maintained to appropriate Standards which are deemed 'fit for function' by type (i.e. office). • Vacant space shall be maintained to appropriate Standards (e.g. mothballing & re-commissioning, as BESA SFG 30).
Service A5	SA5: FIRE SAFETY
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005. • BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation. • BS 5306/3:2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers. • BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance.
Standard	<ul style="list-style-type: none"> • The Supplier shall provide professional and technical fire related advice to the Buyer upon request.
Service A6	SA6: ACCESSIBILITY SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The Equality Act 2010.

Standard	<ul style="list-style-type: none"> • The Supplier shall provide professional advice on accessibility, occupational health, disability and safety advice to meet the requirements of the Buyer. • The Supplier shall provide specialist furniture to meet the requirements of the Buyer. Cost for the provision of these furniture items will be managed via the Billable Works and Projects process.
Service A7	SA7: RISK MANAGEMENT
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • ISO 31000: Risk Management where requested by the Buyer.
Standard	<ul style="list-style-type: none"> • The Supplier shall produce and maintain a contact risk register to include contract, maintenance operational service, service continuity, supplier management and staffing risks. • The Supplier shall produce and comply with all risk assessments pertaining to all Services undertaken at the designated Buyer Premises. This includes risk assessments and statutory compliance required by or produced by third parties such as Landlords.
Service A8	SA8: CUSTOMER SATISFACTION
Standard	<ul style="list-style-type: none"> • Call-Off Schedule 3 - Continuous Improvement. • The Supplier shall develop the customer satisfaction process with the Buyer and shall deliver it in accordance with the specific Buyer requirements as defined in line with the agreed Service Delivery Plan.

	<ul style="list-style-type: none"> • The Supplier shall deliver a complaints management process, which manage and maintain the Buyer's customer satisfaction targets. • The Supplier shall participate and respond where appropriate to Buyer or third-party customer satisfaction outputs (e.g. net promoter score) upon request from the Buyer.
Service A9	SA9: REPORTING
Standard	<ul style="list-style-type: none"> • The Supplier's CAFM system will be configured to capture all elements of service provision to facilitate the production of the Management Information reporting requirements as requested by the Buyer. • The Supplier shall be responsible for the provision of all interfaces between their own and third-party CAFM systems to facilitate the real-time transfer of data. • The Buyer's data contained within the Supplier's CAFM system shall be able to be uploaded to third-party CAFM systems where required by the Buyer. • The Supplier shall develop the format standard and frequency of reporting with the Buyer and shall deliver it in accordance with the specific Buyer requirements in line with the agreed Service Delivery Plan.
Service A10	SA10: PERFORMANCE SELF-MONITORING
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • ISO 9001:2015 Quality Management System.

Standard	<ul style="list-style-type: none"> • The Supplier will deliver services and manage performance in line with the agreed key performance indicator (KPI) model. • The Supplier will manage performance using their own internal performance management systems and processes which shall align with the Buyer's internal performance monitoring and auditing regimes as agreed within the Service Delivery Plan (SDP). • The Supplier shall provide a system to manage, control and record and report on the delivery of all Services provided as part of any Call-Off Contract. • The Supplier shall also provide a support service available twenty-four (24) hours per day for the Buyer to request the deployment of the Supplier to rectify any non-provision of accommodation or Service(s) embraced by the scope of the FM Framework Contract and within specified response times. • The Supplier will develop and agree with the Buyer the management reporting regimes for recording statutory compliance, performance against social value targets and balanced scorecard returns.
Service A11	SA11: BUSINESS CONTINUITY AND DISASTER RECOVERY PLANS
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • Call-Off Schedule 8 - Business Continuity and Disaster Recovery. • Centre for the Protection of the National Infrastructure (CPNI). • BS 25999: Business Continuity Management. • ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition). • ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).

	<ul style="list-style-type: none"> • ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition). • ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance. • ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition). • ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security.
Standard	<ul style="list-style-type: none"> • The Supplier shall conform to the Buyer’s Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer’s Business Continuity and Disaster Recovery planning for each business unit and as described in the relevant BCDR Plan. • The Supplier’s CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance. • The Supplier will have its own Business Continuity and Disaster Recovery (BCDR) contingency plan in place to enable continuity of their Services without degradation. • The Supplier’s CAFM System facilities will have its own Business Continuity and Disaster Recovery contingency plan in place to enable continuity of the Services without degradation.
Service A12	SA12: QUALITY MANAGEMENT SYSTEM
Legislation, ACoP or similar industry	<ul style="list-style-type: none"> • The Supplier shall hold and maintain valid ISO 9001, ISO 14001, ISO 27001 (lots 1c, 2c & 3c only) and Cyber Essentials accreditation or equivalent at all times for the duration of the Call-Off Contract.

or Government guidelines	
Standard	<ul style="list-style-type: none"> • The Supplier shall create a quality management plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology for maintaining ISO 9001 accreditation, and its related systems. The plan shall be in place within sixty (60) days of the Call-Off Start Date.
Service A13	SA13: STAFF MANAGEMENT, RECRUITMENT AND TRAINING
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • Public Procurement Note (PPN) 14/15: supporting apprenticeships and skills through public procurement.
Standard	<ul style="list-style-type: none"> • The Supplier shall manage and deliver the Services in line with the staffing profiles agreed with the Buyer within the Service Delivery Plan. • Where the Buyer has nominated management roles and/or positions as key roles on the Contract, the Supplier shall ensure their recruitment and business continuity processes comply with Buyer requirements as defined within the Service Delivery Plan. • The Supplier shall provide any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures.
Service A14	SA14: SELECTION AND MANAGEMENT OF SUB-CONTRACTORS

Standard	<ul style="list-style-type: none"> • The Supplier is responsible for ensuring that all appointed Subcontractors are eligible to work in the UK. • The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate accreditations, qualifications, and skills. • The Supplier is responsible for ensuring that all appointed Subcontractors comply with all contractual requirements on quality, health and safety and environmental and legislative requirements. • The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate levels of security clearances to enable access into the Buyer Properties. • The Supplier is responsible for ensuring that all Subcontractor performance is managed via use of the KPI, customer satisfaction and complaints management processes.
Service A15	SA15: COMPLIANCE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • ISO9001 Quality Management System; • BS ISO 37301:2021; • CIBSE Guide M; • SFG20; and • The Health and Safety at Work etc. Act 1974.
Standard	<ul style="list-style-type: none"> • The Supplier is responsible for ensuring that statutory compliance to ensure a safe working environment across all Buyer Premises. • The Supplier shall ensure: <ul style="list-style-type: none"> ○ They operate, manage and maintain a robust and effective Compliance Management System;

	<ul style="list-style-type: none"> ○ That a Compliance Management Plan is developed and implemented covering all in-scope Services; and ○ That statutory compliance is maintained at all times as it applies to all in-scope Services across all Buyer Premises; and ○ That a programme of planned and random internal and external inspections and audits are delivered across Buyer Premises and that these are recorded within the CAFM system; ○ That all compliance performance data is available in “real-time” to the Buyer; and ○ That compliance performance processes are in place, effective at all times, and that Buyer Staff have full awareness of their responsibilities to maintain the required levels of compliance across Buyer Premises. <ul style="list-style-type: none"> ● The Supplier is responsible for ensuring all Buyer requirements are captured as required within their Compliance Management Plan and Service Delivery Plan.
Service A16	SA16: SUSTAINABILITY
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> ● Compliance with Government Buying Standards for Cleaning Products and Services ● All waste initiatives must at least meet the agreed Greening Government Commitments and any successor framework and including the edict that: <ul style="list-style-type: none"> ○ Government is to reduce the amount of waste it generates by 25% from a 2009/10 baseline; ○ Government to ensure that redundant IT equipment is re-used (within Government, the public; sector or wider society) or responsibly recycled; and ○ Food waste shall be source segregated, separately collected and treated according to the best practice level of the Government Buying Standard for Catering Services.

- | | |
|--|--|
| | <ul style="list-style-type: none">● Compliance with the Public Health England (PHE) healthier and more sustainable catering guidance and supporting tools to this list.● Appendix 1 - Government Buying Standards for food and catering shall be applied to Catering Services. The five broad areas are:<ul style="list-style-type: none">○ Sustainable food production; meeting high standards of farming and food processing;○ Nutrition, including food procurement, menu development and provision, food preparation and food service;○ Resource efficiency; ensuring energy efficiency, efficient use of water, waste prevention and good management;○ Social and economic value – achieving wider social benefits for the community; and○ Quality of service provision.● Compliance with Government hospitality policies is essential at all times.● The Supplier shall be aware of and adhere to the zero waste events guide produced by Waste and Resources Action Programme (WRAP), inspired by the Olympics.● All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from: |
|--|--|

- A legal source; and
- A sustainable source, which can include a Forest Law Enforcement, Governance and Trade (FLEGT) licensed or equivalent source.

- In addition, use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility. Supplier shall comply with the horticulture and park services Government Buying Standards which requires that soil improvers shall not contain peat or sewage sludge and that from 2015 plants shall not be supplied in or with growing media containing peat.
- Compliance with Government Buying Standards for sustainability as they apply to scanners.
- The Government Buying Standards for the sustainable procurement of furniture.
- All timber signage shall comply with the requirements of the Government's Timber Procurement Policy.
- Provision and maintenance of vehicles shall be in line with the Government Buying Standard for transport (vehicles).
- All space planning/management advice must comply with the above policies and with the current version of Appraisal and Evaluation in central Government and "The Green Book" Treasury Guidance.
- Compliance with:
 - Government carbon management strategy;
 - The Mainstreaming Sustainable Development Package sets out the Government's vision for sustainable development and measures to deliver it through the Green Economy, action to tackle

	<p>climate change, protecting and enhancing the natural environment, and improved fairness and wellbeing;</p> <ul style="list-style-type: none">○ All initiatives must at least meet the agreed Greening Government Commitments and any successor framework;○ Government Buying Standards; and○ The Waste and Resources Action Programme's (WRAP) Resource Management and Mobile Asset Management Planning tools. <ul style="list-style-type: none">● The Mainstreaming Sustainable Development Package sets out the Government's vision for sustainable development and measures to deliver it through the Green Economy, action to tackle climate change, protecting and enhancing the natural environment, and improved fairness and wellbeing.● All initiatives must at least meet the agreed Greening Government Commitments and any successor framework.● Government Buying Standards for the public procurement of sustainable goods and services are mandatory at the minimum level for the central Government estate and related agencies.● For all major refurbishments (as defined in BREEAM guidelines, and typically those over £500k) an appropriate environmental assessment process such as BREEAM or an equivalent (e.g. CEEQUAL, DREAM etc.) appropriate to the size, nature and impact of the project shall be carried out on all projects. Where BREEAM is used, all refurbishment projects are to achieve at least "very good" rating, unless site constraints or project objectives mean that this requirement conflicts with the obligation to achieve value for money. Where an alternative environmental assessment methodology is used, projects must seek to achieve equivalent ratings.
--	---

	<ul style="list-style-type: none"> • All Defra guidelines where mandatory shall be adhered to. Non-Mandatory requirements shall be adopted where practicable. • Waste and Resources Action Programme (WRAP) Guidance for refurbishment and fit-out professionals • Further Government Buying Standards also apply to the design and installation of equipment including air conditioning units, boilers, central heating systems, condensing units, lighting, paints and varnishes, showers, taps, toilets, urinal controls, and windows. • In addition, there are Government Buying Standards for a range of electrical goods. • All Defra guidelines where mandatory shall be adhered to. Non-Mandatory requirements shall be adopted where practicable.
Standard	<ul style="list-style-type: none"> • The Supplier will develop and agree a Sustainability Plan incorporating all the requirements outlined above with the Buyer.
Service A17	SA17: SOCIAL VALUE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The Public Services (Social Value) Act 2012. • The Well-being of Future Generations (Wales) Act 2015; • The Equality Act 2010; • The Outsourcing Playbook; • Procurement Policy Note (PPN) 06/20; • Procurement Policy Note (PPN) 01/21 (NI); and • Procurement Reform (Scotland) Act 2014.

Standard	<ul style="list-style-type: none"> As a minimum, the Supplier shall ensure full compliance with their own policies, procedures and principles, as published within their Corporate Social Responsibility policy where appropriate, and be responsible for ensuring they embed these within the management plans of all Call-Off contracts let via this Framework.
Service A18	SA18: CARBON NET ZERO
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> Streamlined Energy & Carbon Reporting (SECR) Regulations; PPN 06/21 – Taking account of carbon reduction plans in the procurement of major government contracts; The Climate Change Act (as amended): 2019; Measuring and Reporting Environmental Impacts: Guidance for Business (last update: Jan 2019); Environmental Reporting Guidelines: Industry Streamlined Energy & Carbon Reporting and greenhouse gas reporting (last update: March 2019); Ten Point Plan for a Green Industrial Revolution; The Industrial Decarbonisation Strategy; Greening Government Commitments (“GGC”) framework; and The Energy White Paper.
Standard	<ul style="list-style-type: none"> As a minimum, the Supplier shall ensure full compliance with their own policies, procedures and principles, as published within their Corporate Social Responsibility policy where appropriate, and be responsible for ensuring they embed these within the management plans of all Call-Off contracts let via this Framework.

- WORK PACKAGE B – CONTRACT MOBILISATION

GENERAL REQUIREMENTS

Standard

- The Supplier will manage Mobilisation of the Contract in line with Call-Off Schedule 13 - Mobilisation Plan and Testing.

- WORK PACKAGE C – SOCIAL VALUE

GENERAL REQUIREMENTS

Legislation, ACoP
or similar industry
or Government
guidelines

- The Public Services (Social Value) Act 2012.
- The Well-being of Future Generations (Wales) Act 2015;
- The Equality Act 2010;
- The Outsourcing Playbook;
- Procurement Policy Note (PPN) 06/20;
- Procurement Policy Note (PPN) 01/21 (NI); and
- Procurement Reform (Scotland) Act 2014.

Standard

- The Supplier will develop and agree Social Value objectives and will produce a Social Value Plan and report on performance in accordance with the requirements set out within the Call-Off Tender.

- WORK PACKAGE D – CARBON NET ZERO

GENERAL REQUIREMENTS

Legislation, ACoP
or similar industry

- Streamlined Energy & Carbon Reporting (SECR) Regulations;
- PPN 06/21 – Taking account of carbon reduction plans in the procurement of major government contracts;

or Government guidelines	<ul style="list-style-type: none"> • The Climate Change Act (as amended): 2019; • Measuring and Reporting Environmental Impacts: Guidance for Business (last update: Jan 2019); • Environmental Reporting Guidelines: Industry Streamlined Energy & Carbon Reporting and greenhouse gas reporting (last update: March 2019); • Ten Point Plan for a Green Industrial Revolution; • The Industrial Decarbonisation Strategy; • Greening Government Commitments (“GGC”) framework; and • The Energy White Paper.
Standard	<ul style="list-style-type: none"> • The Supplier shall work with the Buyer to develop a Carbon Reduction Plan for all Buyer Premises. • The Supplier shall ensure all data related to CNZ is accurate, provided on time and in the format requested by the Buyer at all times. • The Supplier shall ensure they reduce their own greenhouse gas emissions as part of their commitment to carbon net zero as agreed with the Buyer at Call-Off.
<ul style="list-style-type: none"> • WORK PACKAGE E - MAINTENANCE SERVICES 	
GENERAL REQUIREMENTS	
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • BS8544 2013 Life Cycle Costing; • RICS New Rules for Measurement Part 3 for Maintenance (NRM3); • HVCA Standard Maintenance Specification, Vol's I – V; • C.I.B.S.E guidelines; • SFG20 Maintenance Schedules (published with the consent and support of B&ES Publications);

- | | |
|--|---|
| | <ul style="list-style-type: none"> • Building Research Establishment Conservation Support Unit guidance; • BSRIA guidance; • BS 7671.2008 (2011); • Fire Safety Order 2005; • S.I. 1989 No 635, the Electricity at Work Regulations; • Environmental Cleaning Specification (1063); • PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals / The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual; • FMS 1/97, Guidance and the Standard Specification for Ventilation Hygiene; • Environment Systems Specification (1005), Statutory Test and Inspections Specification (1100); • Mechanical and Electrical Specification (1027); • PD5454:2012; • Asbestos ACOP L143; • Waste and Resources Action Programme (WRAP) guidance on Resource Management and Mobile Asset Management Planning; • PAS 2050-1:2012; • Royal Institute of Chartered Surveyors New Rules for Measurement Part 3 for Maintenance (NRM3); • Heating and Ventilation Contractors' Association Standard Maintenance Specification, Volumes I – V; • Chartered Institution of Building Services Engineers' guidelines; • Building Services Research and Information Association guidance; • Government's Timber Procurement Policy; • Institute of Baths and Recreation Management (IBRM); |
|--|---|

	<ul style="list-style-type: none"> ● Pool Water Treatment Advisory Group (PWTAG); ● Swimming Pool and Allied Trades Association (SPATA); ● Institute of Swimming Pool Engineers; ● The Health and Safety (Safety Signs and Signals) Regulations 1996; ● PAS; ● BS5499-1:1990; ● BS5499-4:2000; and ● The Traffic Signs Regulations and General Directions (TSRGD) 2002.
Sustainability	<ul style="list-style-type: none"> ● The General Requirements for Sustainability shall apply. ● Compliance with policy under the Greening Government Commitments and any successor policy shall be maintained at all times, including in relation to Waste and Water Management. ● In addition, use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility. Supplier shall comply with the horticulture and park services Government Buying Standards which requires that soil improvers shall not contain peat or sewage sludge and that from 2015 plants shall not be supplied in or with growing media containing peat. ● Additionally, the Supplier shall maintain the grounds of the Buyer Premises by using good husbandry and encouraging native flora and fauna. ● All debris arising from the performance of the Works shall promptly be removed from the Buyer Premises and disposed of in an environmentally preferable manner.

	<ul style="list-style-type: none"> • All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from: <ul style="list-style-type: none"> ○ a legal source; and ○ a sustainable source, which can include a Forest Law Enforcement Governance Trade (FLEGT) licensed or equivalent source. • The Buyer may reject any Tender that cannot offer to provide independent verification that all timber and wood-derived products used in the Call-Off Contract meets this requirement.
Standard	<ul style="list-style-type: none"> • The General Requirements for Maintenance Services shall apply. • There are many regulations that apply to the work within the maintenance and service industry and which may be detailed in this section. It should be noted that no piece of legislation stands alone as they all interact with each other. They stipulate the <i>minimum</i> Standards for safe working but also have absolute requirements in respect of particular areas of the legislation. All Supplier Staff involved with the Works concerned must always ensure that the associated regulations are fully understood and adhered to. • The Supplier shall be responsible for: <ul style="list-style-type: none"> ○ The provision of a safe and comfortable environment for all Buyer users through the provision of a complete building and Asset maintenance management Service for the Buyer Premises; ○ The provision of preventative, cyclical and Reactive Maintenance to the Buyer Properties to ensure that the Assets provide full operational functionality at all times;

	<ul style="list-style-type: none"> ○ Provision and maintaining of a Full Asset list of all plant and equipment, kept regularly updated – to a level applicable for performing Planned Preventative Maintenance (PPM) and for also undertaking full condition/ remaining life surveys on all built Assets (in scope); ○ Ensuring that buildings and associated engineering services and external works shall be sound and operationally safe; ○ Ensuring that the Asset's condition remains commensurate with age and life cycle replacement date; ○ Ensuring that maintainable Assets, including non-fixed plant and equipment, within the Buyer properties and identified from the Asset list and Condition Survey, are maintained to the required '<i>fit for function</i>' performance level, and compliant with all statutory/legal and mandatory obligations; ○ Ensuring that the maintenance regime is required to suit the built environment (for in use and also mothballing of vacated facilities) taking due regard for the manufacturers and installers recommendations; ○ Meeting Reactive Maintenance responsiveness requirements - see the Helpdesk and CAFM System section; ○ Provision of Asset listing and Condition Surveys to include plant and equipment. This is to be regularly updated to allow for any additions and /or forward maintenance plans - identifying short, medium and long term maintenance proactive maintenance shall include periodic management inspections of Buyer Properties (e.g. plant tours, inspections/monitoring); ○ Ensuring the management and administration levels to be appropriate to the specific Service Requirements; and
--	--

- Tailoring the Service to appropriately maintain the relevant Assets to suit the defined functional use of the built environment over the required period of interest (to fulfil technical, commercial and environmental agendas).
- All statutory requirements and safety practices shall be adhered to in respect to the method of completing the task and the requirements of the specific Acts, Regulations, British Standards and Guidance Notes currently in force and applicable.
- Prior to carrying out tasks within this section, site specific risk assessments shall be produced and where it is identified from them, method statements will also be required. Some tasks due to their nature will require permits and a method statement as a matter of course. This will ensure a safe system of working has been adopted before work commences. Always ensure that the correct Personal Protective Equipment (PPE is made available and worn and that an asbestos register is checked before Works are carried out. Supplier should also be made aware of the Buyer Premises hazard and emergency procedures.

- **Buildings and Asset Maintenance:**

- The Supplier shall deliver a buildings and Asset maintenance management Service that meets the requirements in Section 5 – Service delivery response times of this document:
- The Supplier shall deliver a building, installations and Asset maintenance Service that meets, but is not limited, to the following requirements:
 - Produce a schedule of programmed maintenance in the form of an annual five (5) Year rolling plan or forward maintenance register with respect to planned maintenance. The schedule of programmed

	<p>maintenance will be updated annually and on a regular basis as maintenance is undertaken, and as lifecycle maintenance items are brought forward or delayed due to worse or better than expected performance. A general review will be undertaken prior to the end of each Year of the Call-Off Contract and a revised plan presented to the Buyer in accordance with the Call-Off Contract.</p> <ul style="list-style-type: none"> ○ Provision of a thirty (30) year lifecycle replacement profile for the Buyer Premises; ○ Ensure that all statutory tests and inspections are undertaken within the statutory timescales, together within any repair works arising as a result; ○ Maintain full records of work to be undertaken in an order of priority, and subsequently full records of completed work; ○ Submit a Monthly report of all works and testing undertaken, whether these be planned or reactive in nature, at the same time as the annual service plan; ○ State the expected remaining life (if any) of the key building elements, installations and equipment at the end of the Call-Off Contract; ○ Specify minimum redecoration cycles for internal and external elements. The minimum cycles may be split into various areas around the buildings with front of house and all public areas taking precedence. The aim is to ensure that the facilities are maintained in a reasonable decorative standard through the whole Buyer Premises during the Call-Off Contract; ○ When carrying out Services the Supplier shall: ○ Discuss the proposed works with the Buyer and Buyer Representative and seek agreement in relation to timescales; ○ Ensure that any reasonable requirements of the Buyer are taken into account in the proposed works;
--	--

	<ul style="list-style-type: none"> ○ Ensure that the operations of Buyer can continue but the extent of maintenance is at the discretion of the Supplier unless governed by statutory requirements; ○ Confirm the start and completion dates and hours of working; ○ Protect all Buyer users and their belongings during such works; ○ Provide advice and instructions on the use of any new equipment and/or installations; ○ Liaise with the Buyer at the Buyer Premises or the Buyer Representative on access issues, including restrictions to areas that may be out of use; ○ Maintain and make good any incidental damage caused; ○ Remove all rubbish and clean up after completing tasks at the end of each Working Day; ○ Carry out all works in accordance with statutory requirements, insurance requirements, Health and Safety requirements, British Standards, manufacturer's instructions and otherwise in compliance with Good Industry Practice. ○ Undertake all Portable Appliance Testing for both the Supplier's and the Buyer's portable appliances, including all ICT equipment, in accordance with the Electrical Regulations Standards, HSE and Statutory Buyer guidance and all legislative requirements; ○ Test and service all plant and equipment within the responsibility of the Supplier, as required by legislation; ○ Provide competent Supplier Staff on an ad hoc basis to undertake New Works (not associated with building maintenance) as requested by the Buyer; ○ Survey the Buyer Premises in accordance with the Buyer's Service Level Requirements to establish condition, hazards, remaining elemental life etc. of the fabric and building services and
--	--

record the information which will be provided to the Buyer on request or by pre-agreed programme.

Findings to be incorporated in next annual service plan; and

- Record and periodically update all building development, replacement works and maintenance work undertaken in each in the form of a shared electronic database or any other format agreed with Buyer.

- **Planned Maintenance:**

- The Supplier shall take cognisance of the Buyer's Planned Preventative Maintenance schedules. The Supplier shall include all building fabric maintenance tasks currently indicated within these documents in addition to any additional Buyer requirements;
- The Supplier shall adopt a proactive approach to preventative and cyclical maintenance and inspections such that breakdowns and failures are minimised. The Supplier shall agree an annual plan of works with the Buyer that complies with the following requirements;
- The forward maintenance register will be developed and submitted for agreement to the Buyer on an annual basis as part of the Service Delivery Plan at least two (2) months prior to the start of each Year of the Call-Off Contract. Any such agreement will not constitute a limitation on the extent of the maintenance requirement;
- Modifications to the schedule of programmed maintenance will also be submitted to the Buyer for approval, providing at least four (4) weeks term time notice;

	<ul style="list-style-type: none"> • The Supplier must comply with the schedule of programmed maintenance which shall be designed to meet SFG20 requirements and ensure compliance with the performance standards; • Access for performing maintenance functions and all other works will be restricted in accordance with the performance standards of the Buyer (see also Security). The Supplier must comply at all times with these access restrictions and ensure that the minimum of disruption is caused to the operations of the Buyer, its staff, Building Users, and the overall Buyer Premises; • A programme of inspection reports shall be submitted to the Buyer one (1) month post the Call-Off Contract Commencement Date; • The Supplier shall submit a suggested report format for the reporting of the condition of the Planned Preventative Maintenance activities which shall be agreed with the Buyer prior to the Call-Off Contract Commencement Date; • The report shall be submitted electronically to the Buyer within five (5) Working Days of undertaking the inspection; • The Supplier shall report via email within twenty-four (24) hours of the inspection any defects of a Health and Safety nature it finds during the course of its inspection together with a recommendation for remedial action if defects cannot be fixed during the inspection; • The Supplier shall submit by the end of the Mobilisation Period, its Planned Preventative Maintenance (PPM) Programme, which should include (and clearly identify) all statutory and routine tasks; • The Service shall be delivered in line with Annex G - Property Classification; and • All maintenance routines with a frequency: • Statutory tasks shall be performed on the date required to maintain statutory compliance in accordance with all appropriate legislation;
--	--

	<ul style="list-style-type: none"> • of 2 weeks or less shall be performed +/- 1 Working Day of the due date; • of greater than 2 weeks but no greater than 13 weeks shall be performed +/- 4 Working Days of the due date; and • of greater than 13 weeks shall be performed +/- 2 weeks of the due date. • Replacement Materials: • The Supplier shall ensure that the programmed replacement of materials and components comply with the requirements of the Buyer's requirements; • Replacement materials used shall be of the same quality and specification for existing building facilities with an equivalent life span (as detailed elsewhere) and meet Government Buying Standards where applicable, taking into account advancements in materials development and Good Industry Practice and embodied carbon and recycled content at the time of replacement, unless the Buyer agrees otherwise. External materials will maintain the vernacular of the building; • Reused or reconditioned parts or replacements will only be used where the Supplier can clearly show that the lifecycle and performance of the item is at least equivalent to a new replacement item and performance will not be affected; and • Maintenance and replacement will be affected in accordance with Good Industry Practice, such that at the end of the Call-Off Contract, the remaining life of each element is in line with its anticipated life from new, running from the date of actual replacement.
Service E1	SE1: MECHANICAL AND ELECTRICAL ENGINEERING MAINTENANCE (M&E)
Standard	<ul style="list-style-type: none"> • SFG20. • The General Requirements for maintenance management shall apply.

	<ul style="list-style-type: none"> • The Supplier shall ensure the successful operation and optimum condition of all of the Buyer's mechanical, electrical, plumbing and drainage systems. The Supplier shall ensure they are maintained at optimum performance in accordance with manufacturers' and installers' recommendations and statutory obligations. The Supplier shall ensure that the Asset register is accurate and all Assets are maintained according to this Standard. • The Supplier shall develop and implement a fifty-two (52) week maintenance planner and associated resource management plan (format and structure to be agreed with the Buyer at the Call-Off Contract Commencement Date) outlining the maintenance requirements for each Buyer Premises. • The Supplier is to be responsible for meeting or exceeding operational resource efficiency targets including energy and water consumption and waste production as required by the Buyer. • In line with manufacturers recommendations and common Good Industry Practices.
Service E2	SE2: VENTILATION AND AIR CONDITIONING SYSTEMS MAINTENANCE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ COSHH Regulations 2002; ○ COSHH Regulations 7, 8 & 9; ○ COSHH Regulations EH40; ○ NHS Estates HTM2025; ○ CIBSE TM26 Hygiene Maintenance of Office ventilation Systems; and

	<ul style="list-style-type: none"> ○ TR19 Guide to Good Practice – Internal cleanliness of ventilation systems.
Standard	<ul style="list-style-type: none"> ● The General Requirements for maintenance management shall apply. ● The Supplier shall ensure that the insides of ventilation and air conditioning ductwork are kept clean in accordance the relevant and applicable Standards. ● In line with manufacturers recommendations and common Good Industry Practices.
Service E3	SE3: ENVIRONMENTAL CLEANING SERVICES
Standard	<ul style="list-style-type: none"> ● Environmental cleaning to be undertaken in accordance with current best practice such as: <ul style="list-style-type: none"> ○ CIBSE Technical Memorandum TM26; ○ Hygienic Maintenance of Office Ventilation Ductwork; ○ HVCA Guide to Good Practise; ○ Internal Cleanliness of Ventilation Systems TR19 in order to minimise the build-up of dust, dirt, grease and scale. ● The Supplier shall preserve a satisfactory standard of hygiene within air distribution and extract systems. ● The General Requirements for cleaning shall apply. ● In line with common Good Industry Practices, guidance should also be sought from the various trade and governing bodies for the sector. ● Where treatment for guano and like materials is undertaken the appropriate Health and Safety precautions should be used.
Service E4	SE4: FIRE DETECTION AND FIRE FIGHTING SYSTEMS MAINTENANCE

Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005. • BS 5839-1:2017 Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises. • BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation. • BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers. • BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance.
Standard	<ul style="list-style-type: none"> • All Fire Fighting equipment and systems shall be tested in accordance with the manufacturer's recommendations, the relevant applicable British Standards, Approved Codes of Practice and industry best practice. • Fire systems log book shall be checked to ensure completeness and retention of appropriate records and documents including certification; fire risk assessment, test register and zone charts/device listing.
Service E5	SE5: LIFTS, HOISTS AND CONVEYANCE SYSTEMS MAINTENANCE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ Lifting Operations and Lifting Equipment Regulations 1998.
Standard	<ul style="list-style-type: none"> • The General Requirements for maintenance management shall apply.

	<ul style="list-style-type: none"> • Supplier shall operate and maintain all lifts, hoists and conveyance systems in line with manufacturers' recommendations and common Good Industry Practices. • In accordance with the Statutory/Legal and Mandatory Compliance and Maintenance requirements including Fireman Lifts and Lift evacuation systems.
Service E6	SE6: SECURITY, ACCESS AND INTRUDER SYSTEM MAINTENANCE
Standard	<ul style="list-style-type: none"> • The General Requirements for maintenance management shall apply. • Operate and maintain systems in line with manufacturers' recommendations and common Good Industry Practices, in accordance with statutory/legal compliance and maintenance requirements. This includes Fireman Lifts and Lift evacuation systems.
Service E7	SE7: INTERNAL AND EXTERNAL BUILDING FABRIC MAINTENANCE
Standard	<ul style="list-style-type: none"> • The Supplier shall work alongside the Buyer in forward planning and providing cost estimates for financial planning of forward maintenance activities where requested to do so. • The Buyer may require BREEAM in-use or similar assessment of the Buyer Premises performance to be carried out at agreed intervals. • The Supplier shall apply the use of BS8544 2013 in relation to Life Cycle Costing and RICS New Rules for Measurement Part 3 for Maintenance (NRM3). • The Supplier shall ensure that ad hoc repairs to the external fabric are carried out in accordance with the Buyer's requirements. • Where response times are appropriate these shall be adhered to.

Service E8	SE8: REACTIVE MAINTENANCE SERVICES
Standard	<ul style="list-style-type: none"> ● The Supplier shall be responsible for meeting minimum response times as set out in Section 4 – Helpdesk response times of this document and Section 5 – Service delivery response times of this document, or as defined by the Buyer, to ensure that all Reactive Maintenance activities are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the Buyer. ● The Supplier shall inform the Buyer of all breaches of Health and Safety regulations together with a programme for rectification and measures to safeguard against a repeat. ● The Supplier shall inform the local Buyer Representative (in line with the Buyer’s policies e.g. Fire Safety Order 2005) at a Buyer Premises where the Supplier is proposing to undertake maintenance work to the fire safety systems. ● The Supplier shall be responsible for meeting minimum response times as required by the Buyer for each Buyer Premises to ensure that all reactive tasks are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the workings of the Buyer. Service Requests may fall into three main categories: <ul style="list-style-type: none"> ○ Those which involve a Business Critical Event; ○ Those requests of an emergency nature where the health and safety of any person is threatened or where the incident or activity has an impact on the physical security of the premises or its Building Users; and ○ Those repair activities required on a daily basis to ensure the functionality of each Buyer Premises, which have not been catered for by the programmed element.

	<ul style="list-style-type: none"> • The Supplier shall at all times ensure that sufficient, competent, appropriately trained and skilled Supplier Staff are deployed to cater for the spectrum of planned and unplanned demands on the Maintenance Services. The Supplier shall ensure that only appropriately trained Supplier Staff are dispatched to Reactive Maintenance activities. • Supplier Staff attending calls, particularly in relation to an emergency call, shall attend with suitable and sufficient equipment and suitable training to respond to the Reactive Maintenance repair in a competent, safe and efficient manner. • Where Reactive Maintenance requires replacement of any plant, equipment or consumable it shall be carried out, so far as is practicable, on a like-for-like or equal-and-approved basis, taking into consideration energy efficiency, aesthetics and reliability; where this may not be practicable, an equivalent or better standard and specification basis shall be substituted. • If an out of hours engineer system is to be implemented, the Supplier shall ensure that the rotas do not comprise the core team numbers the following Working Day. • The Service shall be delivered in line with Annex G - Property Classification.
Service E9	SE9: PLANNED / GROUP RE-LAMPING SERVICES
Standard	<ul style="list-style-type: none"> • The Supplier shall provide optimum replacement frequencies for lamps within the first six (6) Months of the Call-Off Contract Commencement date, whilst maintaining the specified lighting levels in accordance with targets published by the Buyer and in accordance with manufacturer's guidance and any relevant legislation.

Service E10	SE10: AUTOMATED BARRIER CONTROL SYSTEMS MAINTENANCE
Standard	<ul style="list-style-type: none"> • The General Requirements for maintenance management shall apply, in line with manufacturer's recommendations, instructions and common Good Industry Practices.
Service E11	SE11: BUILDING MANAGEMENT SYSTEM (BMS) MAINTENANCE
Standard	<ul style="list-style-type: none"> • The Supplier shall ensure that maintenance is performed in accordance with the current version of SFG20 and/or manufacturers recommendations and the Buyer's requirements. • Planned maintenance is to include for the periodic upgrade of software as new versions are issued. • The Building Management System (BMS) shall be configured to operate building systems at optimum energy efficiency. • Where possible the BMS shall be integrated or be able to exchange data with the CAFM System. • The BMS shall be to be periodically upgraded as software (& hardware) versions are issued.
Service E12	SE12: STANDBY POWER SYSTEM MAINTENANCE
Standard	<ul style="list-style-type: none"> • The General Requirements for maintenance management shall apply. • Operate and maintain systems In line with manufacturers' recommendations and common Good Industry Practices.
Service E13	SE13: HIGH VOLTAGE (HV) AND SWITCHGEAR MAINTENANCE

Standard	<ul style="list-style-type: none"> • All electrical equipment shall be capable of local isolation in accordance with the current regulations, manufacturer's recommendations and SFG20. • Due consideration shall be given to the elevated Health and Safety risk when maintaining HV equipment and all electrical equipment shall be provided with means of isolation, which disconnects the respective item of equipment and any associated control devices and circuits. • No person except an Authorised Person HV or a Competent Person HV acting under his immediate supervision shall undertake any repair, alteration, extension, cleaning or such work where technical knowledge or experience is required in order to avoid danger. No person shall do such work unaccompanied. • The Supplier shall ensure that only HV Approved Persons (HVAP) are allowed to instigate isolations and re-instatements of any HV service. • The Supplier shall ensure there is a qualified named HV AP (High Voltage Approved Person) engineer for the Buyer Premises and that the appropriate Competent Person (CP) is in place. • The Supplier shall ensure that Supplier Staff operating in an HV environment are an authorised person, suitably qualified and competent and shall at the very least: <ul style="list-style-type: none"> ○ Be an electrical craftsman; ○ Be over the age of 21 years; and ○ Possess sufficient knowledge and experience to avoid danger. • The Permit to Work system shall be used for this Service.
Service E14	SE14: CATERING EQUIPMENT MAINTENANCE

Standard	<ul style="list-style-type: none"> • The General Requirements for maintenance management shall apply, in line with manufacturers' recommendations and common Good Industry Practices. • The Buyer may state that Catering Equipment Maintenance shall be provided as part of the Catering Services provision.
Service E15	SE15: AUDIO VISUAL EQUIPMENT MAINTENANCE
Standard	<ul style="list-style-type: none"> • The General Requirements for maintenance management shall apply. • The Supplier shall ensure that the required multimedia connectivity is maintained for connection by relevant IT systems and broadcasting services, in line with manufacturers' recommendations and common Good Industry Practices.
Service E16	SE16: TELEVISION CABLING MAINTENANCE
Standard	<ul style="list-style-type: none"> • The General Requirements for maintenance management shall apply. • In line with manufacturers recommendations and common Good Industry Practices. • The Supplier may deliver TV Services over the IT data network. Domestic areas or parts of the building may be by conventional cable distribution. • The Supplier shall provide power to mobile phone masts and liaise with mobile phone company staff.
Service E17	SE17: MAIL ROOM EQUIPMENT MAINTENANCE
Legislation, ACoP or similar industry	<ul style="list-style-type: none"> • Guidance shall be sought from the various trade and governing bodies for the sector.

or Government guidelines	<ul style="list-style-type: none"> • In line with manufacturers recommendations and common Good Industry Practices.
Standard	<ul style="list-style-type: none"> • The Service must include the operation and maintenance of equipment including: <ul style="list-style-type: none"> ○ Franking machines; ○ Sorters; ○ Postal scales; and ○ X-Ray scanners. ○ The General Requirements for maintenance management shall apply. ○ Access for specialist maintenance technicians, including accompanying them to individual machines as necessary and all Reactive Maintenance requests for Mail Room equipment shall be dealt with through the Helpdesk. ○ All materials and consumables normally associated with the provision of a professional postal service, including ink, special labels, courier bags, packaging materials and trolleys shall be provided. • Please note that Government Buying Standards for sustainability apply to scanners.
Service E18	SE18: OFFICE MACHINERY SERVICING AND MAINTENANCE
Standard	<ul style="list-style-type: none"> • The General Requirements for maintenance management shall apply. • In line with manufacturers recommendations and common Good Industry Practices.
Service E19	SE19: VOICE ANNOUNCEMENT SYSTEM MAINTENANCE

Standard	<ul style="list-style-type: none"> • There is no recognised Standard for this service. • The General Requirements for Maintenance Services shall apply. • The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
Service E20	SE20: LOCKSMITH SERVICES
Standard	<ul style="list-style-type: none"> • The Service shall be provided in conjunction with any Repairperson Service requests and comply with local security requirements. • In areas of doubt the Departmental Security Officer (DSO) shall be contacted for clarification.
Service E21	SE21: SPECIALIST MAINTENANCE SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The Supplier shall comply with all Legislative Standards, Legislation, Statutory Requirements, Guidance Notes / Approved Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties.
Standard	<ul style="list-style-type: none"> • The General Requirements for maintenance management shall apply. • The Supplier is responsible for delivering all in-scope Services in accordance with manufacturer's recommendations, common Good Industry practices and with the requirements specified by the Buyer at Call-Off.

- WORK PACKAGE F – STATUTORY OBLIGATIONS

GENERAL REQUIREMENTS

Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties.
Standard	<ul style="list-style-type: none"> • The Supplier shall manage compliance through their CAFM system using SFG20. • The Supplier shall recognise Buyer requirements as they affect compliance at Buyer Properties and implement processes that maintain compliance across all Buyer Properties.
Service F1	SF1: ASBESTOS MANAGEMENT
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ Control of Asbestos Regulations 2012.
Standard	<ul style="list-style-type: none"> • The Supplier shall maintain, update and review the Buyer Premises asbestos register in accordance with statutory legislation. • The Supplier shall ensure that Supplier Staff are appointed and appropriately trained to carry out inspections. • The Supplier shall operate the appropriate Permit to Work scheme.
Service F2	SF2: WATER HYGIENE MAINTENANCE

Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ Water Act 2003; ○ Water Industry Act 1991; and ○ The Private Water Supplies Regulations 2009.
Standard	<ul style="list-style-type: none"> • All water systems shall be subject to a Written Scheme of Examination (WRA) to ensure compliance with the relevant Standards applicable at that time. • The Supplier shall provide a water hygiene log book and it shall be the responsibility of the Supplier to ensure this is maintained as current. • The Supplier is responsible for ensuring the appointment of trained and competent Supplier Staff specific to the Buyer Premises.
Service F3	SF3: STATUTORY INSPECTIONS
Standard	<ul style="list-style-type: none"> • The Supplier shall meet the requirements in respect of Statutory Tests and Inspections. For the avoidance of doubt, the Statutory Tests are to include all of those tasks that are not explicitly mentioned in the relevant Legislation but are recognised within the industry as having complied with duty of care obligations (e.g. The Electricity at Work Act does not specifically require periodic electrical testing of fixed circuits, however carrying these out at five (5) Yearly intervals is generally accepted as having made reasonable endeavours to comply. Similarly, complying with HSE Approved Codes of Practice on water testing and treatment demonstrates exercising a duty of care in terms of preventing the risk of legionella).

- The Service shall include:
 - Equality Act 2010 audits (note that in terms of this act, the requirement is to provide disabled people with an equivalent service, so altering the way a Service is delivered may be an alternative option to building works);
 - Health and Safety inspections (where not required by the Buyer under specified statutory test and inspections);
 - Pollution audits;
 - Deleterious materials;
 - Environmental audits i.e. kitchens, water, ventilation;
 - Insurance inspections (where not required by the Buyer under specified statutory test and inspections);
 - Fire Risk Assessments (where not required by the Buyer under specified Health and Safety and Fire Safety); and
 - Fire Safety Plans (where not required by the Buyer under Specified Health and Safety and Fire Safety).
- The Supplier shall at all times comply with all relevant EC and UK statutory and legislative requirements, including any alterations to policy as may take place, and shall be the sole point of contact for any of the Buyer's concerns with that aspect of performance.
- Electrical testing shall be undertaken in accordance with the latest edition of the Wiring Regulations as published by the Institution of Electrical Engineers and any other relevant legislation.

	<ul style="list-style-type: none"> Fixed wiring installations shall be subject to testing at intervals not exceeding five years. Reference to all appropriate Statutory Instruments (S.I.) will be made, e.g. S.I. 1989 No 635, the Electricity at Work Regulations or equivalent and other relevant Standards or legislation.
Service F4	SF4: PORTABLE APPLIANCE TESTING
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> Health & Safety at Work Act of 1974; The Electricity at Work Regulations; The Provision and Use of Work Equipment Regulations 1998 (PUWER 1998); and The Management of Health and Safety at Work Regulations of 1999.
Standard	<ul style="list-style-type: none"> The General Requirements for Maintenance Services shall apply. As a minimum, testing shall be implemented to meet the requirements of the Supplier's Risk Assessments, to meet Buyer requirements and to align with industry requirements and any relevant legislation. All works shall be carried out in accordance with statutory requirements, insurance requirements, Health and Safety requirements, British Standards, manufacturer's instructions and otherwise in compliance with Good Industry Practice. All Portable Appliance Testing for both the Supplier's and the Buyer's portable appliances, including all ICT equipment, in accordance with the Electrical Regulations Standards, HSE, Buyer guidance and all statutory and legislative requirements.
Service F5	SF5: MISCELLANEOUS SURVEYS, AUDITS AND TESTING SERVICES
Legislation, ACoP or similar industry	<ul style="list-style-type: none"> ISO 9001: 2015 Quality Management Plan

or Government guidelines	<ul style="list-style-type: none"> • ISO 14001 Environmental Management. • Equality Act 2010.
Standard	<ul style="list-style-type: none"> • The Service shall include: <ul style="list-style-type: none"> ○ Equality Act 2010 audits (note that in terms of this act, the requirement is to provide disabled people with an equivalent service, so altering the way a Service is delivered may be an alternative option to building works); ○ Health and Safety inspections (where not required by the Buyer under specified statutory test and inspections); ○ Pollution audits; ○ Air quality audits ○ Deleterious materials; ○ Environmental audits i.e. kitchens, water, ventilation; ○ Insurance inspections (where not required by the Buyer under specified statutory test and inspections); ○ Fire Risk Assessments (where not required by the Buyer under specified Health and Safety and Fire Safety); and ○ Fire Safety Plans (where not required by the Buyer under Specified Health and Safety and Fire Safety)
Service F6	SF6: CONDITION SURVEYS

<p>Legislation, ACoP or similar industry or Government guidelines</p>	<ul style="list-style-type: none"> ● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ Royal Institute of Chartered Surveyors' Condition and Building Surveys ; ○ The main types of surveys fall into three broad sectors: <ul style="list-style-type: none"> ○ Land; ○ Property; and ○ Construction. ○ Chartered Institution of Building Services Engineers' Guidance for Condition surveys on mechanical and electrical plant.
<p>Standard</p>	<ul style="list-style-type: none"> ● Condition surveys shall be carried out by competent and qualified Supplier Staff on a frequency to be agreed with the Buyer; the Supplier shall update the Condition Surveys where this is required within five (5) Working Days following upgrade or replacement of Assets. The Condition Surveys to be available in hard and electronic format. The Condition Surveys shall form the basis of the forward maintenance register where required. ● Results from Condition Surveys shall be connected to the relevant Asset and shall have a link to (or be stored in) the CAFM System and any other relevant Buyer databases. ● The Supplier shall also provide the Condition Survey service on an ad hoc basis as requested by the Buyer and this shall be additional to the Lump Sum Price.
<p>Service F7</p>	<p>SF7: ELCECTRICAL TESTING</p>

Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> Electricity at Work Regulations 1989 and BS 7671 (as amended).
Standard	<ul style="list-style-type: none"> The Supplier shall undertake electrical testing in accordance with the latest edition of the Wiring Regulations as published by the Institution of Electrical Engineers and any other relevant legislation. Fixed wiring installations shall be subject to testing at intervals not exceeding five (5) years.
Work Package F8	SF8: FIRE RISK ASSESSMENTS
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005. BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation. BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers. BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance.
Standard	<ul style="list-style-type: none"> The Supplier shall manage and deliver fire risk assessments and fire safety plans on behalf of the Buyer. The Supplier manage compliance with all fire regulations and standards.
Service F9	SF9: BUILDING INFORMATION MODELLING (BIM) AND GOVERNMENT SOFT LANDINGS (GSL)
Standard	<ul style="list-style-type: none"> The Supplier shall have regard to the explanation of BIM and GSL requirements across the industry.

	<ul style="list-style-type: none"> The supplier should be aware that for the purposes of this framework PAS 1192:2 relates to project delivery within the suite of BIM standards and PAS 1192:3 relates to the management of information in operation of the Asset r shall have re is no standard for this service.
Service F10	SF10: DISPLAY ENERGY CERTIFICATES (DECs)
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> Energy Performance of Buildings (Certificates and Inspections) Regulation in 2007; European Directives 2002/91/EC and 2010/31/EU on the energy performance of buildings; Article 27 of the Energy Performance of Buildings EU Directive; and DCLG publication 2016 - Improving the energy efficiency of our buildings.
Standard	<ul style="list-style-type: none"> The Supplier shall undertake the audit at Buyer Premises in accordance with the latest Energy Directives and any other relevant legislation.
Service F11	SF11: ENERGY PERFORMANCE CERTIFICATES (EPCs)
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015; Energy Performance of Buildings (England and Wales) (Amendment) (No. 2) Regulations 2015; DCLG publication 2017 - A guide to energy performance certificates for the construction, sale and let of non-dwellings; and DCLG publication 2016 - Improving the energy efficiency of our buildings.

Standard	<ul style="list-style-type: none"> • The Supplier shall undertake the audit at Buyer Premises in accordance with the latest Directives and any other relevant legislation.
Service F12	SF12: RADON TESTING SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • Health and Safety at Work Act 1974; • Management of Health and Safety at Work Regulations 1999; • The Ionising Radiations Regulations 2017; • The Ionising Radiations Regulations (Northern Ireland) 2017; • The Building Regulations 2004 (England, includes 2010 and 2013 amendments); • The Building Regulations 2010 (Wales, includes 2017 amendments); • The Building (Scotland) Regulations 2004; • The UKradon and HSE guidance; • The Building Regulations (Northern Ireland) 2000; • Public Health England (PHE) guidance; and • BRE report BR211
Standard	<ul style="list-style-type: none"> • The Supplier shall undertake the necessary inspections and reporting requirements to ensure compliance with all current legislation and future re-enactments; and

	<ul style="list-style-type: none"> The Supplier shall deliver the Services in accordance with the Buyer's Radon Risk Assessments and specified requirements.
Service F13	SF13: PERMIT TO WORK
Standard	<ul style="list-style-type: none"> The Supplier shall deliver the Permit to Work systems on behalf of the Buyer. The Supplier be responsible for managing compliance of Permit to Work systems on behalf of the Buyer for all works being undertaken or managed by the Supplier, including hot works, confined spaces, live electrical working, working on or near high voltage, excavations, temporary disconnection of safety systems and working at height. The Supplier shall be responsible for the provision of all suitably qualified, skilled and accredited Staff to successfully deliver the Permit to Work system for the Buyer.
<ul style="list-style-type: none"> WORK PACKAGE G: LANDSCAPING SERVICES 	
Service G1	SG1: HARD LANDSCAPING SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> Health and Safety at Work Act 1974; Construction (Design and Management) Regulations 2015; Work at Height Regulations 2005; Control of Substances Hazardous to Health Regulations 2002; Management of Health and Safety at Work Regulations 1999; Lifting Operations and Lifting Equipment Regulations 1998; Electrical Equipment (Safety) Regulations 1994; Manual Handling Operations Regulations 1992;

	<ul style="list-style-type: none"> ● Personal Protective Equipment at Work Regulations 1992; and where required: <ul style="list-style-type: none"> ○ When required BS5837:2012. ○ Party Wall, etc Act 1996.
Standard	<ul style="list-style-type: none"> ● The Landscaping and Grounds Maintenance Service may be integrated with other external Services (such as cleaning and hard landscaping maintenance) so that there shall be no duplication of tasks in external areas. All external areas shall be maintained in order to ensure the maintenance of healthy and vigorous plants with a tidy weed free appearance. ● All plants in beds and containers shall be maintained to ensure a pleasing and tidy appearance. All plants and shrubs shall be maintained so that they are healthy. All plants and shrubs, which have died or appear to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement. Plants chosen shall be low maintenance plants that require common maintenance to remain healthy and attractive. ● Grassed areas shall be maintained to a good aesthetic standard at all times with grass cuttings either composted at the Buyer Premises and recycled or taken off-site and recycled. ● It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application. ● The use of chemicals specifically approved for the purpose for which it is intended shall be applied as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs. ● All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.

	<ul style="list-style-type: none"> ● A maintenance schedule shall be implemented to ensure: <ul style="list-style-type: none"> ○ All plant specimens shall be kept to a height and form which is safe and accords with good horticultural practice; ○ All pots/ containers are cleaned and replaced where necessary; ○ All external soft landscaped areas are kept safe, clean and tidy; ○ Planned and Reactive Maintenance activities maintain areas of soft landscaping and planting safe, free of defects and prevent any dangers or hazards to the Buyer, its staff and Building Users; ○ All areas are kept free of an accumulation of leaves, weeds and any other solid matter; ○ The Supplier is required to undertake pro-active reporting of damaging plant growth, i.e. ivy damaging property, Japanese knotweed etc.; ○ All external hard surfaces are kept reasonably free of weeds, moss, lichen or any other organic growth and litter so as to present a tidy appearance at all times; ○ All trees are maintained to ensure the safety of the Buyer, its staff and Building Users; and ○ In the first twelve (12) Months from the Call-Off Contract Commencement Date a tree survey is to be undertaken documenting as a minimum; species; height/diameter; age of the tree; location; condition; overall health of the tree (known diseases); Tree Preservation Order (TPO) in place, maintenance programme throughout the Call-Off Contract (to include any specific hazards); and life expectancy. Thereafter, and in agreement with the Buyer, only trees requiring regular maintenance or those at risk (location, disease, health etc.) will require subsequent annual tree surveys. ● The Service shall be delivered in line with Annex G - Property Classification.
Service G2	SG2: SOFT LANDSCAPING SERVICES

<p>Legislation, ACoP or similar industry or Government guidelines</p>	<ul style="list-style-type: none"> ● Health and Safety at Work Act 1974; ● Construction (Design and Management) Regulations 2015; ● Work at Height Regulations 2005; ● Control of Substances Hazardous to Health Regulations 2002; ● Management of Health and Safety at Work Regulations 1999; ● Lifting Operations and Lifting Equipment Regulations 1998; ● Electrical Equipment (Safety) Regulations 1994; ● Manual Handling Operations Regulations 1992; ● Personal Protective Equipment at Work Regulations 1992; and where required: <ul style="list-style-type: none"> ○ When required BS5837:2012. ○ Party Wall, etc Act 1996.
<p>Standard</p>	<ul style="list-style-type: none"> ● The Landscaping and Grounds Maintenance Service may be integrated with other external Services (such as cleaning and hard landscaping maintenance) so that there shall be no duplication of tasks in external areas. All external areas shall be maintained in order to ensure the maintenance of healthy and vigorous plants with a tidy weed free appearance. ● All plants in beds and containers shall be maintained to ensure a pleasing and tidy appearance. All plants and shrubs shall be maintained so that they are healthy. All plants and shrubs, which have died or appear to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement. Plants chosen shall be low maintenance plants that require common maintenance to remain healthy and attractive.

- | | |
|--|---|
| | <ul style="list-style-type: none">● Grassed areas shall be maintained to a good aesthetic standard at all times with grass cuttings either composted at the Buyer Premises and recycled or taken off-site and recycled.● It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application.● The use of chemicals specifically approved for the purpose for which it is intended shall be applied as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs.● All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.● A maintenance schedule shall be implemented to ensure:<ul style="list-style-type: none">○ All plant specimens shall be kept to a height and form which is safe and accords with good horticultural practice;○ All pots/ containers are cleaned and replaced where necessary;○ All external soft landscaped areas are kept safe, clean and tidy;○ Planned and Reactive Maintenance activities maintain areas of soft landscaping and planting safe, free of defects and prevent any dangers or hazards to the Buyer, its staff and Building Users;○ All areas are kept free of an accumulation of leaves, weeds and any other solid matter;○ The Supplier is required to undertake pro-active reporting of damaging plant growth, i.e. ivy damaging property, Japanese knotweed etc.;○ All external hard surfaces are kept reasonably free of weeds, moss, lichen or any other organic growth and litter so as to present a tidy appearance at all times;○ All trees are maintained to ensure the safety of the Buyer, its staff and Building Users; and |
|--|---|

	<ul style="list-style-type: none"> ○ In the first twelve (12) Months from the Call-Off Contract Commencement Date a tree survey is to be undertaken documenting as a minimum; species; height/diameter; age of the tree; location; condition; overall health of the tree (known diseases); Tree Preservation Order (TPO) in place, maintenance programme throughout the Call-Off Contract (to include any specific hazards); and life expectancy. Thereafter, and in agreement with the Buyer, only trees requiring regular maintenance or those at risk (location, disease, health etc.) will require subsequent annual tree surveys. ● The Service shall be delivered in line with Annex G - Property Classification.
Service G3	SG3: TREE SURGERY (ARBORICULTURE)
Standard	<ul style="list-style-type: none"> ● The Supplier shall ensure that staff carrying out Tree Surgery Services are National Proficiency Tests Council qualified in arboriculture, and that all work is carried out to the requirements of the relevant British Standard. ● Any Sub-Contractor used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association. ● The supplier is required to seek both Buyer and local Authority approval before trimming or felling any trees. ● The Supplier shall ensure that Supplier Staff carrying out Tree Surgery Services are National Proficiency Tests Council qualified in arboriculture, and that all work is carried out to BS 3998. Any Sub-Contractor used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association.

Service G4	SG4: PLANNED SNOW AND ICE CLEARANCE SERVICES
Standard	<ul style="list-style-type: none"> • Snow clearance and gritting responsibilities shall be fully outlined as to determine responsibility and extent of Service.
Service G5	SG5: REACTIVE SNOW AND ICE CLEARANCE SERVICES
Standard	<ul style="list-style-type: none"> • Snow clearance and gritting responsibilities shall be fully outlined as to determine responsibility and extent of Service.
Service G6	SG6: RESERVOIRS, PONDS, RIVER WALLS AND WATER FEATURE MAINTENANCE
Standard	<ul style="list-style-type: none"> • The Supplier shall manage the water levels in lakes and reservoirs in compliance with the Reservoir Act 1975 and subsequent amendments. • The Supplier shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir. • The Supplier shall ensure that the discharge of pollutants into waterways is managed in accordance with the energy management and Environmental Management requirements as required by the Buyer. • The Supplier shall ensure that water quality testing and reporting is in-line with environment agency best practise, including L8 (The control of legionella bacteria in water systems) testing of water features.
Service G7	SG7: INTERNAL PLANTING

<p>Standard</p>	<ul style="list-style-type: none"> • Internal planting shall only be provided in high traffic areas that are deemed absolutely necessary to decorate. This shall be agreed on an individual basis with the Buyer. • It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application. The use of chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs may be allowed. • All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes. • The Supplier shall ensure that all plant specimens are kept to a height and form which is safe, appropriate for an indoor plant, takes cognisance of its position within the premises and accords with good horticultural practice. • Soil improvers shall not contain peat or sewage sludge. • All products and services procured shall comply with the latest version of the Horticultural Code of Practice covering invasive non-native plants. • Growing media should meet quality Standards as set out in PAS100 and the Quality Protocol. • From 2015 plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant. • The Supplier shall consider in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application. The Supplier shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice
-----------------	---

	<p>issued by the Department for the Environment, Food and Rural Affairs. The Supplier shall ensure compliance with the Buyer's policy on Greening Government Commitments at all times.</p> <ul style="list-style-type: none"> • All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes. • All Supplier Staff delivering the Services must have clean working methods and must remove all debris around the displays prior to leaving site. • The Government Buying Standard for horticulture services shall be used. • Compliance with wider policy on Greening Government Commitments must also be ensured, including in relation to Waste and Water Management.
Service G8	SG8: CUT FLOWERS AND CHRISTMAS TREES
Standard	<ul style="list-style-type: none"> • There is no specific Service Standard for this Service. However, guidance shall be sought from the various trade and governing bodies for the sector including: <ul style="list-style-type: none"> ◦ Fair Flowers Fair Plants ◦ All Supplier Staff delivering this Service shall be fully trained, verified with certificates, within their horticultural speciality and shall have appropriate and approved attire. All Supplier Staff delivering this Service shall have clean working methods and must remove all debris around the displays prior to leaving the Buyer Premises. Supplier Staff shall liaise as required with the Helpdesk both during and outside Operational Working Hours (as and when required). ◦ The Supplier shall keep a full record of each visit to the Buyer Premises.

- WORK PACKAGE H – CATERING SERVICES

GENERAL REQUIREMENTS

Legislation, ACoP
or similar industry
or Government
guidelines

- The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:
 - Waste and Resources Action Programme's (WRAP) Hospitality and Food Service Voluntary Agreement;
 - Government Buying Standards;
 - Food Safety legislation;
 - Food labelling legislation;
 - Responsibility Deal;
 - Greening Government Commitments;
 - Food for Life – Catering Mark;
 - Hazard Analysis and Critical Control Point (HACCP);
 - Control of Substances Hazardous to Health (CoSHH);
 - Waste Scotland Regulations (2012) (for all sites within Scotland);
 - Food Safety (Temperature Control) Regulations 1995;
 - Food Safety Act 1990;
 - Manual Handling at Work; and
 - Health and Safety at Work Act.

▪

<p>Sustainability, Nutrition and Procurement</p>	<ul style="list-style-type: none"> • Appendix 1 - Government Buying Standards for food and catering shall be applied to Catering Services. The five broad areas are: <ul style="list-style-type: none"> ○ ○ Sustainable food production; meeting high standards of farming and food processing; ○ Nutrition, including food procurement, menu development and provision, food preparation and food service; ○ Resource efficiency; ensuring energy efficiency, efficient use of water, waste prevention and good management; ○ Social and economic value – achieving wider social benefits for the community; and <ul style="list-style-type: none"> • Quality of service provision. • Under the Greening Government Commitments, Buyer's will be open and transparent on the steps they are taking to address procurement of food and Catering Services: including action taken within the context of overarching priorities of value for money and streamlining procurement, to encourage the procurement of food that meets British or equivalent production Standards insofar as possible and to reduce the environmental impacts of food and Catering Services and support a healthy balanced diet. • Catering Procurement will be treated as a separate Project for identifying a standard procedure and aggregating requirements where possible. Where existing catering operations are in place the Government Buying Standard for food and catering shall be applied. The catering Standards will be incorporated into the FM Service Standards once they have been developed. <ul style="list-style-type: none"> ○
<p>Service H1</p>	<p>SH1: CHILLED POTABLE WATER</p>

Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ Drinking Water Directive 1998.
Standard	<ul style="list-style-type: none"> • It is Government policy not to provide bottled water as a method of supplying chilled water at Buyer Properties, and therefore should only be considered by the Supplier where no other system is possible. Where bottled water is to be provided, the Supplier shall provide a cost per bottle prior to order and an indication of expected usage.
Service H2	SH2: CONVENIENCE STORE / RETAIL SERVICES
Standard	<ul style="list-style-type: none"> • The General Requirements for Catering Management shall apply. • The Supplier shall be responsible for the provision of a fully stocked retail outlet located within the building or site as availability of accommodation or space allows. The Supplier shall consider product range to help promote access to products low in energy, fat, saturated fat, salt and sugar. Cash & card options to be available (as appropriate) in line with existing card capable systems. • The Supplier shall integrate payment methods with building passes where required to do so by the Buyer.
Service H3	SH3: DELI/COFFEE BAR
Standard	<ul style="list-style-type: none"> • The General Requirements for Catering Management shall apply.
Service H4	SH4: EVENTS AND FUNCTIONS

Standard	<ul style="list-style-type: none"> ○ • The General Requirements for Catering Management shall apply. • Compliance with Government hospitality policies is essential at all times. • The Supplier shall be responsible for the provision of all equipment to perform the Service. • The Supplier shall be aware of and adhere to the zero waste events guide produced by Waste and Resources Action Programme (WRAP), inspired by the Olympics. ○
Service H5	SH5: FULL SERVICE RESTAURANT
Standard	<ul style="list-style-type: none"> • The General Requirements for Catering Management shall apply. • The Supplier shall ensure that, as a minimum, a member of the management/supervisory team and/or senior chef is physically present in the serving and dining areas during main meal service periods and at other key times as appropriate. • Supplier Staff shall be well presented, wear clean and ironed uniforms and name badges in a style approved by the Buyer, have received appropriate training and undertake their duties in a professional, pleasant and attentive manner. • Re-cycle bins shall be regularly checked by the Supplier and refuse shall be removed to the refuse area when full. • The Supplier shall ensure that the restaurant is to be open, operational and ready to provide Catering Services between the hours specified in the Service Requirements on each Working Day.

Service H6	SH6: HOSPITALITY AND MEETINGS
Standard	<ul style="list-style-type: none"> • The General Requirements for Catering Management shall apply. • Compliance with Government hospitality policies shall be adhered to at all times. • Pricing shall be via a pass-through arrangement (food, labour & overhead). • The Supplier shall be responsible for the provision of all equipment to perform the Service.
Service H7	SH7: OUTSIDE CATERING
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> ○ • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ▪ ○ Food Safety (Temperature Control) Regulations 1995; and ○ Food Safety Act 1990. ▪
Standard	<ul style="list-style-type: none"> ○ • The General Requirements for Catering Management shall apply. • Compliance with Government hospitality policies is essential at all times. • The Supplier shall be responsible for the provision of all equipment to perform the Service.

	<ul style="list-style-type: none"> • If the food is produced offsite then this shall be undertaken from premises that have been fully vetted, registered and approved by the relevant Buyer prior to commencing the Service. • Pricing shall be via a pass through arrangement (food, labour & overhead).
Service H8	<ul style="list-style-type: none"> • SH8: Trolley Service
Standard	<ul style="list-style-type: none"> • The General Requirements for Catering Management shall apply. • The Supplier shall be responsible for the provision of all equipment to perform the Service. • Supplier Staff undertaking the Service should be trained in Manual Handling at Work and general Health and Safety awareness.
Service H9	<ul style="list-style-type: none"> • SH9: Vending Services (Food and Beverages)
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ◦ Regulation (EC) 852/2004
Standard	<ul style="list-style-type: none"> • The General Requirements for Catering Management shall apply. • Guidance should be sought from the various trade and governing bodies for the sector including: <ul style="list-style-type: none"> ◦ The Automatic Vending Association (AVA).

	<ul style="list-style-type: none"> • The Supplier shall be responsible for ensuring that vending activity complies with Government Buying Solutions guidance. • The Supplier shall be responsible for all maintenance of vending machines located at Buyer Properties. • Cash & card options to be available (as appropriate).
Service H10	<ul style="list-style-type: none"> • SH10: Residential Catering Services
	<ul style="list-style-type: none"> • The General Requirements for Catering Management shall apply. • The Supplier shall be responsible for the provision of all equipment to perform the Service. • Supplier Staff undertaking the Service should be trained in Manual Handling at Work and general Health and Safety awareness.
<ul style="list-style-type: none"> • WORK PACKAGE I – CLEANING SERVICES 	
GENERAL REQUIREMENTS	
Legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> • British Institute of Cleaning Science (BICS) Edition 6; • National Standards of Health Care Cleanliness 2021 (where applicable) • Control of Substances Hazardous to Health (CoSHH); • Health and Safety at Work Act1974;

	<ul style="list-style-type: none"> • The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations)); • The Environmental Protection Act 1990 (the "EPA"); • Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations); • NLRS – 0473 - national spec - cleanliness-NHS-2007-04-v1; • PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals; and • The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual.
Sustainability	<ul style="list-style-type: none"> • Compliance with Government Buying Standards for Cleaning Products and Services.
Standard	<ul style="list-style-type: none"> • Cleaning is to be carried out using cleaning methods which will achieve a good standard of cleaning, leaving the Asset free from dirt, marks and smears, and preserving the original condition and appearance of the Asset, given due consideration of its age and condition. • Supplier is to evidence that Supplier Staff are trained and accredited to deliver to BICS Standards and/or National Standards of Health Care Cleanliness 2021 (where applicable) and are competent in their duties. • The standard of cleaning as specified for each area is to be evident at the start of each Working Day or as specified by the Buyer. To enable the requirements of the Buyer to be met, as well as introducing an opportunity for the Supplier to use their skills and judgement to achieve cost effective and efficient Services in line with the four standards of cleaning outlined within Section 6 – Other standards of this document.

	<ul style="list-style-type: none"> • To ensure that the Supplier can deliver the required level and quality of Service, a clear desk policy should be considered (where appropriate) and where it can be enforced without undue impact on the daily operation(s) by the Buyer. • The Supplier shall develop and implement a resource management plan that will set targets and responsibilities for meeting or exceeding operational resource efficiency targets including energy and water consumption and waste production. The structure and format of the resource management plan shall be agreed by the Buyer at Call-Off Commencement Date. • These Standards will be applied across the Buyer Premises which is included in Framework Schedule 6 (Call-Off Contract) as the Standard to be applied to all cleaning activity. • Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned. • Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation. • The Service shall be delivered in line with Annex G - Property Classification.
Service I1	S11: ROUTINE CLEANING SERVICES
Standard	<ul style="list-style-type: none"> • The General Requirements for cleaning shall apply. • The Supplier shall ensure that environmentally preferable cleaning products and processes comply with the mandatory level of the Government Buying Standard for cleaning products and services: <ul style="list-style-type: none"> ○ Paper products; ○ Cleaning products;

	<ul style="list-style-type: none"> ○ Liquid Soap; ○ Air Fresh products; ○ Bin Liners; and ○ Sanitary vending consumables. <ul style="list-style-type: none"> ● Guidance should be sought from the various trade and governing bodies for the sector associated with telephone sanitisation services including: <ul style="list-style-type: none"> ○ The Cleaning and Support Services Association (CSSA). ● Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation. ● First aid rooms and medical facilities are to be cleaned to the Hygiene Standard as described within Section 6 - Other standards of this document or as otherwise detailed by the Buyer.
Service I2	SI2: INFECTION CONTROL / TOUCHPOINT CLEANING SERVICES
Standard	<ul style="list-style-type: none"> ● The General Requirements for cleaning shall apply. ● All cleaning Services will be fully compliant with the appropriate COVID-19 Risk Assessment/s. ● All cleaning Services will be delivered in compliance with all current guidance published by HM Government (and all Devolved Parliaments), to include but not be limited to: <ul style="list-style-type: none"> ○ UK Health Security Agency 2021 – COVID19: Cleaning in non-healthcare settings outside the home; ○ UK Health Security Agency 2021 – COVID19 guidance; ○ HSE 2021 – Cleaning, hygiene and hand-washing to reduce the coronavirus (COVID-19) transmission; and

	<ul style="list-style-type: none"> ○ BEIS and DCMS 2021 – Working safely during coronavirus (COVID-19). ● All personnel shall be fully trained in COVID-19 cleaning techniques to safely deliver the Services.
Service I3	SI3: CLEANING OF INTEGRAL BARRIER MATS
Standard	<ul style="list-style-type: none"> ● The General Requirements for cleaning shall apply. ● Maintenance and cleaning will be in line with Good Industry Practice. ● Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned. ● Current BICS (Edition 6) cleaning Standards for soft flooring are to be applied. ● National Standards of Health Care Cleanliness 2021 (where applicable)
Service I4	SI4: MOBILE CLEANING SERVICES
Standard	<ul style="list-style-type: none"> ● The General Requirements for cleaning shall apply. ● The Supplier shall ensure that environmentally preferable cleaning products and processes comply with the mandatory level of the Government Buying Standard for cleaning products and services: <ul style="list-style-type: none"> ○ Paper products; ○ Cleaning products; ○ Liquid Soap; ○ Air Fresh products; ○ Bin Liners; and ○ Sanitary vending consumables.

	<ul style="list-style-type: none"> • Guidance should be sought from the various trade and governing bodies for the sector associated with telephone sanitisation services including: <ul style="list-style-type: none"> ○ The Cleaning and Support Services Association (CSSA). • Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation. • First aid rooms and medical facilities are to be cleaned to the Hygiene Standard as described within Section 6 - Other standards of this document or as otherwise detailed by the Buyer.
Service I5	SI5: DEEP CLEANING (PERIODIC) SERVICES
Standard	<ul style="list-style-type: none"> • These Standards below will be carried out using the same principles to the General Requirements and for regular cleaning tasks but with a greater level of effort and application with the intention of re-generating the appearance of the item or product being cleaned whether a wall or floor finish or piece of equipment including a baking tray or oven. • Current BICS (Edition 6) cleaning Standards are to be applied. • National Standards of Health Care Cleanliness 2021 (where applicable) • Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned. • A periodic schedule for the following areas and items shall be drawn up with the agreed Standard applied: • Deep cleaning of hygiene areas (including First Aid rooms, laboratories etc.) and to include fridges, kettles (including water boilers) microwave ovens and soap dispensers;

	<ul style="list-style-type: none"> • Hard floors (including tiled, cast, wooden, laminate); • Carpets (including entry matting, barrier matting); • Soft Furnishings (including curtains, cushions); • Blinds/window dressings; • Desks; • Telephones and IT equipment; and • External areas such as bin sheds/compounds and publicly visible/used areas. • High level ledges and surfaces (generally above 1.8 metres – or as agreed in the Call-Off Contract with the Buyer) including edges, corners, folds and crevices will be cleaned a minimum of six times a Year (or as detailed by the Buyer in the Call-Off Contract to prevent the build-up of dust and debris using appropriate access equipment as necessary. The process shall render them free from ingrained dirt and dust, void of all stains and markings. • The Supplier shall ensure that Supplier Staff are trained in the use of industrial cleaning equipment including scrubber driers, rotary buffers, steam cleaners and pressure washers. • The Supplier shall ensure that Supplier Staff are trained and/or qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA). • Guidance should also be sought from the various trade and governing bodies for the sector including the following: • The Association of Approved Oven Cleaners.
Service I6	SI6: CLEANING OF EXTERNAL AREAS
Standard	<ul style="list-style-type: none"> • Supplier shall ensure that Supplier Staff are trained to undertake the tasks demanded of them.

	<ul style="list-style-type: none"> • The cleaning methods will comply with any manufacturer's recommendation for the cleaning of the external building fabric. • The Supplier shall ensure that Supplier Staff are trained in the use of industrial cleaning equipment including scrubber driers, rotary buffers, steam cleaners and pressure washers.
Service I7	SI7: WINDOW CLEANING (INTERNAL)
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ The Environmental Protection Act 1990 (the "EPA"); and ○ Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations).
Standard	<ul style="list-style-type: none"> • The General Requirements for cleaning shall apply. • All windows to be left free of any dirt, streaks, smears or runs, and window frames are to be clear of any dirty water marks resulting from the cleaning task. • Guidance should be sought from the various trade and governing bodies for the sector including: • The British Window Cleaning Academy. • The Supplier shall ensure that Supplier Staff are trained in the use of industrial cleaning equipment including high level clean and reach systems, steam cleaners and pressure washers. • Where appropriate, the Supplier shall ensure that all Supplier Staff are trained and qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA). • Maintenance procedures will be appropriate to the finish of the fixture or windowpane and will comply with manufacturer's requirements, in line with Good Industry Practice.

Service I8	SI8: WINDOW CLEANING (EXTERNAL)
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ The Environmental Protection Act 1990 (the “EPA”); and ○ Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations).
Standard	<ul style="list-style-type: none"> • The General Requirements for cleaning shall apply. • All windows to be left free of any dirt, streaks, smears or runs, and window frames are to be clear of any dirty water marks resulting from the cleaning task. • Guidance should be sought from the various trade and governing bodies for the sector including the following: <ul style="list-style-type: none"> ○ The British Window Cleaning Academy. • Supplier Staff should be trained in the use of industrial cleaning equipment such as, including high level clean and reach systems, steam cleaners and pressure washers. • Where appropriate Supplier Staff should be trained and qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA). • Maintenance procedures will be appropriate to the finish of the fixture or windowpane and will comply with manufacturer’s requirements, in line with Good Industry Practice.
Service I9	SI9: CLEANING OF COMMUNICATION AND EQUIPMENT ROOMS
Standard	<ul style="list-style-type: none"> • The General Requirements for cleaning shall apply. • THE SCOPE SHALL INCLUDE ‘COMMS’ ROOMS, DATA CENTRES AND ANY OTHER SPACE RELATED TO OR SUPPORTING IT EQUIPMENT

Service I10	SI10: REACTIVE CLEANING (OUTSIDE CLEANING OPERATIONAL HOURS)
Standard	<ul style="list-style-type: none"> • A Reactive Cleaning Service (outside of cleaning operational hours) shall be provided in order to maintain the full and safe use of the Buyer Premises. • The General standards for cleaning shall apply.
Service I11	SI11: HOUSEKEEPING SERVICES
Standard	<ul style="list-style-type: none"> • There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following: <ul style="list-style-type: none"> ○ The Guild of Cleaners & Launderers; ○ The National Association of the Launderette Industry (NALI); and ○ The Textile Services Association (TSA). ○ The linen used or required to carry out the Service shall, as a minimum, comply with the mandatory level of the Government Buying Standard for textiles. ○ Supplier shall ensure that the Dry Cleaning Service shall be delivered in line with the following: ○ The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations)); ○ The Environmental Protection Act 1990 (the "EPA"); and ○ Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations).
Service I12	SI12: IT EQUIPMENT CLEANING

Standard	<ul style="list-style-type: none"> • There is no specific Service Standard for this Service. However, guidance should be sought from the various trade and governing bodies for the sector including: • The Cleaning and Support Services Association (CSSA). • The Supplier shall ensure that none of the cleaning operations shall have any detrimental effect on the performance of the Buyer's IT systems or damage any of the equipment to be cleaned.
Service I13	S113: SPECIALIST CLEANING
Standard	<ul style="list-style-type: none"> • The General Requirements for cleaning shall apply. • Guidance should be sought from the various trade and governing bodies for the sector including the following: <ul style="list-style-type: none"> ○ The British Antique Furniture Restorers' Association. • Under no circumstances is the Supplier to authorise the cleaning of antique furniture, display items, mirrors or artefacts, unless the method of cleaning method has been agreed in writing and underwritten by the Buyer.
Service I14	S114: CLEANING OF CURTAINS AND WINDOW BLINDS
Standard	<ul style="list-style-type: none"> • Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned. • The frequency of cleaning shall be agreed with the Buyer.
Mobile I15	S115: MEDICAL AND CLINICAL CLEANING
Standard	<ul style="list-style-type: none"> • The General Requirements for cleaning shall apply.

	<ul style="list-style-type: none"> ● PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals. ● The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual.
Service I16	S116: PEST CONTROL SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> ● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ Prevention of Damage by Pests Act 1949; ○ The Control of Pesticides Regulations (COPR) 1986 (SI 1986/1510); and ○ Protection of Animals (as amended).
Standard	<ul style="list-style-type: none"> ● There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following: ● British Pest Control Association (BPCA); and ● The Royal Society for Public Health (RSPH). ● A risk assessment shall be carried out to determine what pest control methods are to be used. ● A Control of Substances Hazardous to Health (CoSHH) register shall be prepared and maintained for all substances used within the pest control function.
Service I17	S117: LINEN AND LAUNDRY SERVICES
Standard	

	<ul style="list-style-type: none"> There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following: <ul style="list-style-type: none"> The Guild of Cleaners & Launderers; The National Association of the Launderette Industry (NALI); and The Textile Services Association (TSA). The linen used or required to carry out the Service shall, as a minimum, comply with the mandatory level of the Government Buying Standard for textiles Supplier shall ensure that the Dry Cleaning Service shall be delivered in line with the following: <ul style="list-style-type: none"> The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations)); The Environmental Protection Act 1990 (the "EPA"); and Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations).
Service I18	S118: HOTEL SERVICES
Standard	<ul style="list-style-type: none"> The General Requirements for cleaning shall apply. There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector as / where appropriate.
<ul style="list-style-type: none"> WORKPACKAGE J: WORKPLACE FM SERVICES 	
Service J1	SJ1: MAIL SERVICES
Standard	<ul style="list-style-type: none"> See Internal Messenger Service.

Service J2	SJ2: INTERNAL MESSENGER SERVICE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: • HMG Infosec Standard 5 (IS5); • General Data Protection Regulation (GDPR); • Centre for Protection of National Infrastructure (CPNI); • Communications Electronic Security Group (CESG) – Good Practice Guide No. 53; • The Government Security Classifications Policy (2014); and • The Supplier shall ensure that the paper and paper products such as envelopes used in the delivery of the Service shall be compliant with the requirements of the Government Buying Standard on paper and paper products.
Standard	<ul style="list-style-type: none"> • The Supplier shall arrange for the Supplier's messenger staff to collect messages and other items from the main point of delivery and distribute this to the designated drop off points within each Buyer Premises. • The Supplier shall ensure that the collections and deliveries from collection and drop-off points shall take place at the relevant times determined by the Buyer during Operational Working Hours at all times.
Service J3	SJ3: COURIER BOOKING AND DISTRIBUTION SERVICE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: • HMG Infosec Standard 5 (IS5);

	<ul style="list-style-type: none"> • Centre for Protection of National Infrastructure (CPNI); • Communications Electronic Security Group (CESG) • Security Policy Framework; and • The Government Security Classifications Policy (2014).
Standard	<ul style="list-style-type: none"> • A national and international courier service shall be provided. • Couriers and parcel companies sub-contracted by the Supplier for delivering goods and services shall comply with the Government Buying Standard for transport in performance of the contract. • The Supplier shall support the Buyer's policy on Greening Government Commitments by using environmentally preferable forms of transport such as bicycle couriers and Liquid Petroleum Gas (LPG) cars in preference to those which use motor cycles or petrol powered cars.
Service J4	SJ4: REPAIRPERSON SERVICES
Standard	<ul style="list-style-type: none"> • A Service shall be provided on a site based or mobile basis and be delivered via a planned or ad hoc basis as defined and shall cover a range of duties to be agreed with the Buyer.
Service J5	SJ5: MOVE AND SPACE MANAGEMENT (INTERNAL MOVES)
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: Current legislation, Government Guidance and best practice (including High Performing Properties, Achieving Excellence, Revitalising Health and Safety, Sustainable Development, Design Quality, and Gateway reviews) shall be adhered to at all times; and

	<p>All space planning/management advice must comply with the above policies and with the current version of Appraisal and Evaluation in central Government and “The Green Book” Treasury Guidance.</p>
Standard	<ul style="list-style-type: none"> ● Where possible, space redesign must provide a working space of no more than eight (8) m² per workstation. ● The following areas shall be included in all move management exercises: <ul style="list-style-type: none"> ▪ Planning – documented preparation of move plans; ▪ Updating CAD drawings and Asset registers; ▪ Providing full CAD drawings where only paper versions are currently available; ▪ Stakeholder management; ▪ Movement of furniture, equipment and personal effects; ▪ Management of Supplier and Supplier Staff; ▪ Liaison with other relevant suppliers (e.g. IT and telecommunications, other specialist advisors; and ▪ Post occupancy evaluation. ● With regard to disposal of furniture, the relevant Government Buying Standard includes the statement that all Government departments and their agencies are encouraged to meet at least (five) 5 % of the office furniture and (ten) 10 % of the domestic/residential items through reuse/refurbish/re-upholster of their current furniture stock. ● This shall be embedded in the Authority’s and the Government Property Unit’s separate centralised commercial vehicle on office furniture.

	<ul style="list-style-type: none"> As ministerial office and residential accommodation may be involved, the Supplier shall recognize the special security implications affecting any alterations. The Buyer shall work with the Supplier as required in those eventualities to assist in space planning exercises/negotiations. The Service shall be delivered in line with Annex G - Property Classification.
Service J6	SJ6: PORTERAGE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: Manual Handling Operations Regulations 1992 (as amended); The Management of Health and Safety at Work Regulations 1999; Provision and Use of Work Equipment Regulations 1998; and Operations and Lifting Equipment Regulations 1998 (LOLER).
Standard	<ul style="list-style-type: none"> In delivering the Porterage Service, the Supplier shall at all times, seek to optimise staffing arrangements of Supplier Staff, to take advantage of any synergies between other Services delivered at each Buyer Premises for example: Repairperson Services and Flag Flying, therefore demonstrating value for money to the Buyer. The Porterage Service shall be controlled entirely by the Helpdesk and shall be subject to the relevant performance measures. All Supplier Staff shall have undertaken appropriate training including manual handling course and Buyer service skills and be otherwise appropriately professionally trained for their duties.

Service J7	SJ7: CLOCKS
Standard	<ul style="list-style-type: none"> • The Supplier shall ensure that clocks are in working order and display the correct time (taking into account British Summer Time (BST) and Greenwich Mean Time (GMT) variations). <ul style="list-style-type: none"> ○ Clocks shall be maintained in line with manufacturer's recommendations and common Good Industry Practices.
Service J8	SJ8: SIGNAGE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ The Health and Safety (Safety Signs and Signals) Regulations 1996; ○ BS5499-1:1990; ○ BS5499-4:2000; and ○ The Traffic Signs Regulations and General Directions (TSRGD) 2002.
Standard	<ul style="list-style-type: none"> • Guidance shall be sought from the various trade and governing bodies for the sector including: <ul style="list-style-type: none"> ○ British Approvals for Fire Equipment (BAFE); ○ Driving Standards Agency (DSA); ○ British Parking Association; ○ All timber signage shall comply with the requirements of the Government's Timber Procurement Policy (see: www.cpet.org.uk); and ○ All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from: <ul style="list-style-type: none"> ○ a legal source; and ○ a sustainable source, which can include a Forest Law Enforcement, Governance and Trade (FLEGT) licensed or equivalent source.

	<ul style="list-style-type: none"> • The Buyer may reject any Tender that cannot offer to provide independent verification that all timber and wood-derived products used in the contract meets this requirement. • All signage shall be clean and clearly readable up to an acceptable distance. • External signage should not show signs of discolouration due to mould or verdi gris or like deposits.
Service J9	SJ9: ARCHIVING (ON SITE)
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ HMG Infosec Standard 5 (IS5); ○ Centre for Protection of National Infrastructure (CPNI); ○ Communications Electronic Security Group (CESG) ○ Security Policy Framework; and ○ The Government Security Classifications Policy (2014).
Standard	<ul style="list-style-type: none"> • Guidance shall be sought from the various trade and governing bodies for the sector including: <ul style="list-style-type: none"> ○ The National Archives; ○ The Archives and Records Association (ARA); ○ Association of Records Managers and Administrators (ARMA International); and ○ The International Council on Archives.
Service J10	SJ10: FURNITURE MANAGEMENT
Standard	<ul style="list-style-type: none"> • The Government Buying Standards for the sustainable procurement of furniture. • With regard to disposal of furniture, the Government Buying Standard to be published in 2014 requires that furniture is advertised to other Government Authorities for reuse in the first instance

	<ul style="list-style-type: none"> • Where furniture cannot be reused or refurbished, general Waste Hierarchy principles should apply to its disposal. • Furniture can be disposed of through the Disposal Services Authority • Buyer Mobile Asset Management Planning for Furniture items. • Maintenance shall be in line with manufacturers' recommendations and common Good Industry Practices. Furniture shall be recycled where possible. • With regard to disposal of furniture, the Government Buying Standard published in 2013 requires that furniture is advertised to other Central Government Bodies for reuse in the first instance. • Maintenance is to be in line with manufacturers' recommendations and common Good Industry Practices.
Service J11	SJ11: SPACE MANAGEMENT
Standard	<ul style="list-style-type: none"> • See Move and Space Management.
Service J12	SJ12: CABLE MANAGEMENT
Standard	<ul style="list-style-type: none"> • The General Requirements for Security Management shall apply. • Install and maintain in line with manufacturers recommendations and common Good Industry Practices.
Service J13	SJ13: REPROGRAPHICS SERVICE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:

	<ul style="list-style-type: none"> ○ The Supplier shall ensure that the paper and paper products such as envelopes used in the delivery of the Reprographics Services shall be compliant with the requirements of the Government Buying Standard on paper and paper products.
Standard	<ul style="list-style-type: none"> ● A central Reprographics Service shall be provided which meets all operational requirements and optimises the potential for synergies with other Services, takes full cognisance of environmental strategies as set out in sustainability policies. The Service shall be regularly reviewed, with proposals made for the introduction of relevant developing technology. ● The following services shall be provided: <ul style="list-style-type: none"> ○ Bulk copying; and ○ Finishing and binding of documents. ● Service requirements are detailed in Annex E – Service Delivery and Rectification Times (tables A & B).
Service J14	SJ14: STORES AND GOODS MANAGEMENT SERVICE
Standard	<ul style="list-style-type: none"> ● The General Requirements for Contract Management shall apply. ● The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
Service J15	SJ15: PORTABLE WASHROOM SOLUTIONS
Standard	<ul style="list-style-type: none"> ● The General Requirements for Contract Management shall apply. ● The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
Service J16	SJ16: ADDITIONAL SUPPORT SERVICES

Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
• WORK PACKAGE K – VISITOR SUPPORT SERVICES	
Service K1	SK1: RECEPTION SERVICE
Standard	<ul style="list-style-type: none"> • The reception area shall be fully staffed by designated and fully competent Supplier Staff at all times during the agreed Operational Working Hours. • The Supplier shall be responsible for providing a seamless and integrated Service within Reception areas in order to receive and manage Supplier Staff, Buyer staff and visitors efficiently and in a professional and friendly manner. The Supplier shall ensure that all enquiries to the Buyer are dealt with professionally and promptly. • Have a good comprehension and understanding of the English language.
Service K2	SK2: TAXI BOOKING SERVICE
Standard	<ul style="list-style-type: none"> • Guidance shall be sought from the various trade and governing bodies for the sector including: <ul style="list-style-type: none"> ○ The National Taxi Association.
Service K3	SK3: CAR PARK MANAGEMENT AND BOOKING SERVICE

Standard	<ul style="list-style-type: none"> All designated Buyer and visitor car parking spaces shall be managed and booked entirely by a central system. This includes the facility to accept electronic bookings and confirmations. This Service could be incorporated into either the reception or security regime at the Buyer Premises.
Service K4	SK4: VOICE ANNOUNCEMENT SYSTEM OPERATION
Standard	<ul style="list-style-type: none"> The Supplier shall ensure that Supplier Staff providing this Service have received training and are suitably skilled to operate the voice alarm systems at the Buyer Premises. Supplier Staff shall operate the voice alarm systems effectively and in accordance with Buyer requirements during emergency and security events. Supplier staff shall have good comprehension and understanding of the English Language.
Service K5	SK5: CONCIERGE SERVICES
Standard	<ul style="list-style-type: none"> The General Requirements for Contract Management shall apply. The Supplier shall develop the Service with the Buyer and deliver the agreed Services in accordance with the specific Buyer requirements.
<ul style="list-style-type: none"> WORK PACKAGE L: SECURITY SERVICES 	
SL: GENERAL REQUIREMENTS	
Legislation, ACoP or similar industry	<ul style="list-style-type: none"> The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:

<p>or Government guidelines</p>	<ul style="list-style-type: none"> ○ BS EN ISO 9001; ○ BS 7799 - Information Security Management; ○ Centre for the Protection of the National Infrastructure (CPNI) PAS 97:2009 A Specification for Mail Screening and Security; ○ ISO 22301:2013 – Business Continuity Management Systems (BCMS); ○ BS 7984-3:2020 – Key-holding and Response services. Provision of mobile security services. Code of practice; ○ BS 10800:2020 – Provision of security services – Code of practice; ○ BS 7499:2020 – Provision of static guarding security services; ○ HMG Infosec Standard 5 (IS5); ○ Centre for Protection of National Infrastructure (CPNI); ○ Communications Electronic Security Group (CESG) ○ Security Policy Framework; ○ The Government Security Classifications Policy (2014); ○ General Data Protection Regulation (GDPR); ○ Data Protection Act 1998 (DPA); ○ BS 7958:2015 -CCTV Management and Operation; and
---------------------------------	---

	<ul style="list-style-type: none"> ○ BS 7858:2019 -Security Screening.
Standard	<ul style="list-style-type: none"> ● The General Requirements for Security Services shall apply. ● The Supplier shall provide a professionally managed, high quality Security and Guarding Services using Security Industry Buyer (SIA) or equivalent licensed staff. ● The recommendations from the policy development initiatives being carried out by the Government Security Secretariat, led by the Cabinet Office, will be adopted as the Standard for the delivery of Security Services across the Government and public estate. This will include a common pass system for the Civil Services, opportunities for sharing guarding contracts and other shared security services. ● Compliance with Data Protection Legislation and other relevant legislation shall be maintained throughout the throughout the Call-Off Contract. ● Guidance should be sought from the various trade and governing bodies for the sector including: <ul style="list-style-type: none"> ○ Security Systems and Alarms Inspection Board (SSAIB); ● All Supplier Staff delivering Security Services must have SIA or equivalent accreditation. ● All Supplier Staff delivering Security Services shall have a good comprehension of the English language and be able to follow direction and orders as necessary. Adequate written abilities shall also be expected (important when making reports in the daily occurrence book). ● The Service shall be delivered in line with Annex G - Property Classification. ● Screening measures should reflect the risks the Buyer faces and consistent with other security measures in place.

	<ul style="list-style-type: none">● In relation to vehicle screening, similar principles to screening Supplier Staff should be applied when deciding whether, and at what level, to screen vehicles at entrances to Buyer Properties, though processes and equipment will differ from those used for personnel screening.● In relation to screening mail, screening measures should be proportionate to the risks the Buyer faces and consistent with other security measures in place. Processes and equipment will likely differ from those used for personnel and vehicle screening.● Clear procedures and processes shall be in place for responding to incidents.● The Supplier shall agree the Standards (7.1.15 & 7.1.16) with the Buyer and/or the Departmental Security Officer as there will be specific requirements for each Buyer Premises.● The Supplier shall ensure that the Services are delivered in line with BS 25999 – Business Continuity Management. This is as an integral part of any Service offering and will need to be considered and fully scoped by each Buyer Representative.● The Supplier shall conform to the Buyer's Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer's Business Continuity and Disaster Recovery planning for each Business Unit and as described in the relevant BDCR Plan.● The Supplier shall ensure that regular reporting of the Service shall be captured as part of the Monthly reporting requirements. Incidents should be notified to the Buyer Security Representative within 24 hours or as soon as practicable. The daily occurrence book is to be available for inspection at any time by the Buyer.● The Buyer shall agree the form of dress to be worn by Supplier Staff in each situation.
--	--

	<ul style="list-style-type: none"> • Supplier may choose to have its own corporate uniform. Uniforms to cater for all seasons, e.g. winter patrols as agreed with the Buyer. Other styles will be by agreement with the Buyer. • Purchase of uniforms for staff shall comply with relevant Government Buying Standards.
Health and Safety (Buyer Properties that have static guarding)	<ul style="list-style-type: none"> • All Supplier Staff delivering Security Services shall have successfully attended and possession of a first aid responder qualification. All and any relief staff must carry current certification in this first aid qualification. • All Supplier Staff delivering Security Services shall be competent and trained in the response to and use of the fire alarm system and the procedures to be followed in the event of an alarm sounding.
Service L1	SL1: STATIC GUARDING SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ BS 7499-Static Guarding and Mobile Patrols
Standard	<ul style="list-style-type: none"> • The General Requirements for Security Services shall apply. • The Supplier shall provide a professionally managed, high quality Security and Guarding Service that has BS EN ISO 9001 or equivalent accreditation and complies with all legislation governing the security industry (BS 7799 - Information Security Management). • The Supplier shall carry out and complete a Baseline Standard Check, and National Security Vetting check if appropriate, of Supplier Staff delivering Guarding Services prior to deployment within each Buyer Premises. • The Supplier shall ensure that Supplier Staff delivering Guarding Services are SIA licensed (or subsequent approved industry or legal Standard) prior to deployment within each Buyer Premises.

	<ul style="list-style-type: none"> The Supplier shall keep a record on all areas of the Buyer Premises covered by this Service, showing times of inspections, any incidents noted by the Supplier security staff, thefts and any faults to the premises requiring further attention by the Supplier. Problems or faults shall be reported to the Helpdesk on identification.
Service L2	SL2: CCTV / ALARM MONITORING
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> BS 7958-CCTV Management and Operation; HMG Infosec Standard 5 (IS5); Centre for Protection of National Infrastructure (CPNI); Communications Electronic Security Group (CESG); Security Policy Framework; The Government Security Classifications Policy (2014).
Standard	<ul style="list-style-type: none"> Compliance with the Data Protection Act and other relevant legislation shall be maintained throughout the duration of any Call-Off Contract. The Supplier shall operate the Buyer's Closed Circuit Television (CCTV) systems, ensuring a SIA (CCTV Public Space Surveillance) license (or equal approved equivalent) held covering all guards operating CCTV systems. This Service shall be exclusively used at each Buyer Premises where Guarding Services are provided. Where no such Service is specified the Supplier shall ensure that any panic alarm system remains in operation at all times and should a failure of one of these systems occur, this shall be rectified as an emergency repair item.

	<ul style="list-style-type: none"> Guidance should be sought from the various trade and governing bodies for the sector including: <ul style="list-style-type: none"> Security Systems and Alarms Inspection Board (SSAIB).
Service L3	SL3: CONTROL OF ACCESS – STAFF AND VISITORS
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> BS 7958:2015 – Closed circuit television (CCTV). Management and operation. Code of practice. BS 10800:2020 – Provision of security services. Code pf practice. Data Protection Act 1998 (DPA); Surveillance Camera Code of Practice 2013; General Data Protection Regulation (GDPR); HMG Infosec Standard 5 (IS5); Centre for Protection of National Infrastructure (CPNI); Communications Electronic Security Group (CESG) Security Policy Framework; and The Government Security Classifications Policy (2014).
Standard	<ul style="list-style-type: none"> The General Requirements for Security Management shall apply.
Service L4	SL4: CONTROL OF ACCESS – VEHICLES

Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ BS 7958:2015 – Closed circuit television (CCTV). Management and operation. Code of practice. ○ BS 10800:2020 – Provision of security services. Code pf practice. ○ Data Protection Act 1998 (DPA); ○ Surveillance Camera Code of Practice 2013; ○ General Data Protection Regulation (GDPR); ○ HMG Infosec Standard 5 (IS5); ○ Centre for Protection of National Infrastructure (CPNI) – Screening Vehicles Guidance (2021) ○ Communications Electronic Security Group (CESG) ○ Security Policy Framework; and ○ The Government Security Classifications Policy (2014).
Standard	<ul style="list-style-type: none"> • The General Requirements for Security Management shall apply.
Service L5	SL5: EMERGENCY RESPONSE
Standard	<ul style="list-style-type: none"> ○ The General Requirements for Security Management shall apply. ○ Management and supervision of the Security Guarding Service shall form an essential component of the Buyer's emergency procedures and Supplier Staff delivering Security Services shall familiarise

	themselves fully with all the Buyer's emergency procedures and related equipment and participate fully in their testing..
Service L6	SL6: PATROLS (FIXED OR STATIC GUARDING)
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> i.BS 7984-3:2020 - Key Holding and Response Services; and ii.BS 7499:2020 - Static Guarding and Mobile Patrols.
Standard	<ul style="list-style-type: none"> ○ The General Requirements for Security Management shall apply. ○ The Supplier shall provide and utilise an auditable patrol monitoring system, which shall monitor frequency and location of patrolling. The Supplier shall report as required in relation to patrolling frequency and patterns. ○ Patrols shall be recorded in the individual record for each Buyer Premises, including details of areas inspected (time/date) any weaknesses/hazards identified and actions taken to address, as shall identification of any malfunctioning of plant/equipment and potential breaches of security. The Supplier shall regularly check locks and visually scan each area identified to ensure that no unauthorised personnel are on the Buyer Premises.
Service L7	SL7: MANAGEMENT OF VISITORS AND PASSES
Standard	<ul style="list-style-type: none"> ○ The General Requirements for Security Management shall apply.

	<ul style="list-style-type: none"> ○ See Standard SL3: “Control of Access – Staff and Visitors”.
Service L8	SL8: REACTIVE GUARDING
Standard	<ul style="list-style-type: none"> ○ The General Requirements for Security Management shall apply. ○ The Supplier shall ensure the appropriate rotation of Supplier Staff to deliver this Service, as required by the length of the reactive guarding requirements.
Service L9	SL9: ADDITIONAL SECURITY SERVICES
Standard	<ul style="list-style-type: none"> ○ The General Requirements for Security Services shall apply. ○ The Supplier will provide Specialist Security Officer requirements, to be defined by the Buyer at Call Off, these will include: <ul style="list-style-type: none"> i.Court Security Officers as defined in Courts Act 2003 Section 1 (1); and ii.Prisoner Custody Officers as defined in The Criminal Justice Act 1991.
Service L10	SL10: ENHANCED SECURITY REQUIREMENTS
Standard	<ul style="list-style-type: none"> ● The General Requirements for Security Management shall apply. ● The Supplier shall comply with all of the Buyer’s policies and procedures on security and act upon the instructions of the Buyer Security Representative, should there be a change in the Response Level. ● There are currently 5 levels of threat (Response Levels): <ul style="list-style-type: none"> ○ low - an attack is unlikely; ○ moderate - an attack is possible but not likely; ○ substantial - an attack is a strong possibility;

	<ul style="list-style-type: none"> ○ severe - an attack is highly likely; and ○ critical - an attack is expected imminently. ○ The Supplier shall be required to implement and enforce all extra security measures that may be required during a major security alert including following a strict procedure as designated by the Buyer on receipt of bomb warning calls, or to search baggage and vehicles on arrival.
Service L11	SL11: KEY HOLDING
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> ○ The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> i.BS 7984-3:2020 - Key Holding and Response Services; and ii.BS 7499:2020 - Static Guarding and Mobile Patrols.
Standard	<ul style="list-style-type: none"> ○ The General Requirements for Security Management shall apply. ○ Keys to general and secure areas, managed by the Supplier Personal delivering Security Services, shall be in accordance with the Buyer's key management policy. This shall include: <ul style="list-style-type: none"> ○ Key numbering; ○ Key audits; and ○ Key logs maintained.
Service L12	SL12: LOCK UP / OPEN UP OF BUYER PREMISES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> ○ The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> i.BS 7984-Key Holding and Response Services; and ii.BS 7499-Static Guarding and Mobile Patrols.

Standard	<ul style="list-style-type: none"> ○ The General Requirements for Security Management shall apply. ○ Security installations and measures recommended by the Supplier shall generally need to be CPNI accredited (Security Equipment Assessment Panel) unless otherwise advised by the Buyer Security Representative. ○ The Supplier shall ensure that staff attending the Buyer Property as a key holder are aware of the location of alarm control panels and sensors, the operation of alarm systems, the alarm codes and entry and exit routes once the alarm is set.
Service L13	SL13: PATROLS (MOBILE VIA A SPECIFIC VISITING VEHICLE)
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> ○ The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> i.BS 7984-3:2020 - Key Holding and Response Services; and ii.BS 7499:2020 - Static Guarding and Mobile Patrols.
Standard	<ul style="list-style-type: none"> ○ The General Requirements for Security Management shall apply. ○ The requirement and frequency will be determined by the Buyer and will be building specific and risk based. Mobile patrols could be required out of hours. ○ Prior to commencement of the Mobile Security Patrol Service, the Supplier shall ensure that each Buyer Property is fitted with electronic tagging systems adjacent to the identified weak points identified in the security assessment to ensure that these are checked and the Supplier can readily demonstrate that the checks have been carried out at the correct frequencies and within the required monitoring periods.

Service L14	SL14: REMOTE CCTV / ALARM MONITORING
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> ● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ BS 8591:2014 - Remote centres receiving signals from alarm systems - Code of practice (Superseded but remains current until July 2022); ○ BS 9518:2021 - Processing of alarm signals by an alarm receiving centre. Code of practice; ○ BS EN 50518:2019 - Monitoring and Alarm Receiving Centre; ○ BS 4737-3.30:2015 - Intruder alarm systems - Specifications for components - Specification for PVC insulated cables for interconnecting wiring; ○ BS EN 50131-1:2018+A3:2020 - Alarm systems – Intrusion and hold-up systems – System requirements; ○ EN 50131 - Intruder and Hold-up Alarm Systems; ○ EN 50136 - Alarm Transmission Systems (ATS) also known as 'Notification' or 'Signalling'; ○ BS 7984-3:2020 - Key Holding and Response Services; and ○ BS 7499:2020 - Static Guarding and Mobile Patrols.
Standard	<ul style="list-style-type: none"> ● The General Requirements for Security Management shall apply. ● The Supplier shall provide and utilise an auditable patrol monitoring system which shall monitor frequency and location of patrolling. The Supplier shall report as required in relation to patrolling frequency and patterns.

	<ul style="list-style-type: none"> Patrols shall be recorded in the individual record for each Buyer Premises, including details of areas inspected (time/date) any weaknesses/hazards identified and actions taken to address, as shall identification of any malfunctioning of plant/equipment and potential breaches of security. The Supplier shall regularly check locks and visually scan each area identified to ensure that no unauthorised personnel are on the Buyer Premises.
Service L15	SL15: BLENDED STATIC GUARDING SERVICE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> BS 7984-3:2020 - Key Holding and Response Services; and BS 7499:2020 - Static Guarding and Mobile Patrols.
Standard	<ul style="list-style-type: none"> The General Requirements for Security Management shall apply plus standards SL1 to SL7. The Supplier shall provide and utilise an auditable patrol monitoring system, which shall monitor frequency and location of patrolling. The Supplier shall report as required in relation to patrolling frequency and patterns. Patrols shall be recorded in the individual record for each Buyer Premises, including details of areas inspected (time/date) any weaknesses/hazards identified and actions taken to address, as shall identification of any malfunctioning of plant/equipment and potential breaches of security. The Supplier shall regularly check locks and visually scan each area identified to ensure that no unauthorised personnel are on the Buyer Premises.
<ul style="list-style-type: none"> WORK PACKAGE M - WASTE SERVICE 	
GENERAL REQUIREMENTS	

<p>Legislation, ACoP or similar industry or Government guidelines</p>	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: • Waste (England and Wales) Regulations 2011; • The Controlled Waste (England and Wales) Regulations 2012; • The Waste (Miscellaneous Provisions) (Wales) Regulations 2011; • The Waste (Scotland) Regulations 2011; • The Special Waste Regulations 1996; • Hazardous Waste Regulations (Northern Ireland) 2005; • The Hazardous Waste (England and Wales) Regulations 2005; • The Environmental Protection Act 1990 (the “EPA”); • Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations); • 2007 Standard Industrial Classification (SIC); • Waste Electrical and Electronic Equipment (WEEE) Regulations 2006; and • The Government Security Classifications Policy (2014). • Data Protection Act 2018; • UK GDPR; • Health Technical Memorandum 07/01 (Management and disposal of healthcare waste); and • The Environmental Permitting (England and Wales) Regulations 2010 and Landfill Allowance Scheme (Wales)
<p>Health & Safety</p>	<ul style="list-style-type: none"> • Dangerous Goods Regulations on labelling, containment and security for transport shall be adhered to. • Control of Substances Hazardous to Health Regulations shall be adhered to.

Sustainability	<ul style="list-style-type: none"> ● In fulfilment of its statutory duty of care, the Supplier and the Buyer shall prevent the escape of waste and provide an accurate description of the waste being stored. The Buyer will require the Supplier to provide full information on the methods of treatment and disposal of waste, showing clear evidence of where the waste is being taken and that consideration has been given to applying the Waste Hierarchy. As much of the waste as possible will be prepared for re-use (especially IT equipment and furniture), recycled or used for energy recovery, rather than sent to landfill. ● All waste initiatives must at least meet the agreed Greening Government Commitments and any successor framework and including the edict that: <ul style="list-style-type: none"> ▪ Government is to reduce the amount of waste it generates by 25% from a 2009/10 baseline; ▪ Government to ensure that redundant IT equipment is re-used (within Government, the public; sector or wider society) or responsibly recycled; and ▪ Food waste shall be source segregated, separately collected and treated according to the best practice level of the Government Buying Standard for Catering Services. ● The Supplier shall develop and implement a waste prevention and management plan to commence at handover, which will outline how the waste management service will be provided in accordance with the Waste Hierarchy to reduce the quantity and hazardousness of waste produced, increase re-use and recycling, minimising the amount of waste going to landfill and robustly capture data on waste creation and disposal. ● Regular reporting of waste and waste disposal will be captured as part of the Monthly Report. ● Waste transfer information stored in the electronic duty of care (edoc) online system is available for inspection at any time by the Buyer. (The electronic duty of care (edoc) online system is an online system to record waste transfers; the use of edoc eliminates the requirement for paper waste transfer notes).
----------------	---

Service M1	SM1: ON-SITE / MOBILE CLASSIFIED WASTE SHREDDING SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ BS EN 15713:2009; ○ Data Protection Act 2018; ○ UK GDPR; ○ HMG Infosec Standard 5 (IS5); ○ Centre for Protection of National Infrastructure (CPNI); ○ Communications Electronic Security Group (CESG); ○ Security Policy Framework; and ○ The Government Security Classifications Policy (2014).
Standard	<ul style="list-style-type: none"> • All Classified waste shall be disposed of as per the HMG Security Policy Framework. • The secure collection, storage, removal and disposal of all classified materials shall be done so that at no time are these materials out of the possession of the Supplier or the Buyer and capable of being deciphered once disposed of. • The Supplier shall provide a confidential waste service in line with the requirements of the Closed Loop requirements as set out by the Buyer where practical and appropriate. • The Supplier shall ensure that all personnel involved in the delivery of the Services possess the appropriate level of security clearance and wear photographic ID passes at all times whilst in attendance at Buyer Premises.

	<ul style="list-style-type: none"> • All waste shall be treated in line with the current guidance as held in the revised Government Security Classifications 2014. • The Service shall be delivered in line with Annex G - Property Classification. • Reactive waste services will comply with the response times as detailed within the Call-Off contract. • The Supplier shall respond with a Reactive Waste Disposal Service as per the requirements defined by the Buyer. This will be an ad hoc service rather than regular or routine and will therefore be treated as such by the Buyer. • Waste reduction strategies shall be included through a waste minimisation plan to include monitoring of the reduction of waste and to reuse products and materials where possible.
Service M2	SM2: OFF-SITE / MOBILE CLASSIFIED WASTE SHREDDING SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ BS EN 15713:2009; ○ Data Protection Act 2018; ○ UK GDPR; ○ HMG Infosec Standard 5 (IS5); ○ Centre for Protection of National Infrastructure (CPNI); ○ Communications Electronic Security Group (CESG); ○ Security Policy Framework; and ○ The Government Security Classifications Policy (2014).

Standard	<ul style="list-style-type: none"> • All Classified waste shall be disposed of as per the HMG Security Policy Framework. • The secure collection, storage, removal and disposal of all classified materials shall be done so that at no time are these materials out of the possession of the Supplier or the Buyer and capable of being deciphered once disposed of. • The Supplier shall provide a confidential waste service in line with the requirements of the Closed Loop requirements as set out by the Buyer where practical and appropriate. • The Supplier shall ensure that all personnel involved in the delivery of the Services possess the appropriate level of security clearance and wear photographic ID passes at all times whilst in attendance at Buyer Premises. • All waste shall be treated in line with the current guidance as held in the revised Government Security Classifications 2014. • The Service shall be delivered in line with Annex G - Property Classification. • Reactive waste services will comply with the response times as detailed within the Call-Off contract. • The Supplier shall respond with a Reactive Waste Disposal Service as per the requirements defined by the Buyer. This will be an ad hoc service rather than regular or routine and will therefore be treated as such by the Buyer. • Waste reduction strategies shall be included through a waste minimisation plan to include monitoring of the reduction of waste and to reuse products and materials where possible.
----------	--

Service M3	SM3: GENERAL WASTE
Standard	<ul style="list-style-type: none"> • The General Requirements for waste management shall apply. • Guidance should be sought from the various trade and governing bodies for the sector including the following: • Chartered Institution of Wastes Management (CIWM). • This Service shall consist of the collection, transport, treatment, recovery and disposal of all non-classified waste materials, including foodstuffs and cooking oil. • Government targets on waste shall be adhered to with performance reports against these targets included in all Monthly reporting. The Service may be integrated with the general Cleaning Services so that by agreed times all areas are clear of all waste. • Waste reduction strategies shall be included through a waste minimisation plan to include monitoring of the reduction of waste and to reuse products and materials where possible.
Service M4	SM4: RECYCLED WASTE AND WASTE FOR RE-USE
Standard	<ul style="list-style-type: none"> • The General Requirements for waste management shall apply. • Items that shall be recycled include: <ul style="list-style-type: none"> ○ Paper; ○ Cardboard; ○ Glass; ○ Plastic; ○ Metals; ○ Furniture;

	<ul style="list-style-type: none"> ○ Wood; ○ Textiles; ○ Toner Cartridges; ○ Organic materials/food waste; and ○ Inert materials and timber (if applicable). <ul style="list-style-type: none"> ● Weights of all materials recycled on a Monthly basis shall be recorded and made available during normal reporting sessions or upon request and meet current diversion from landfill initiatives. ● Guidance should be sought from the various trade and governing bodies for the sector including the following: <ul style="list-style-type: none"> ○ The Recycling Association; ○ British Metals Recycling Association (BMRA); ○ Textile Recycling Association; and ○ UK Cartridge Remanufacturers Association.
Service M5	SM5: HAZARDOUS WASTE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> ● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: ● Dangerous Goods Regulations; and ● Hazardous Waste (England and Wales) Regulations 2005.

Standard	<ul style="list-style-type: none"> • The General Requirements for waste management shall apply. • All hazardous waste(s) shall be handled, transported, treated and/or disposed of in order to protect human health and the environment and taken to suitably authorised sites acting in compliance with the and taking account of labelling containment and security for transport. • The Supplier shall provide a discrete, practical and hygienic disposal service that meets with the expected and demonstrated demand at each site. • Guidance should be sought from the various trade and governing bodies for the sector including: <ul style="list-style-type: none"> ○ The Oil Recycling Association; and ○ The Motor Vehicle Dismantlers Association.
Service M6	SM6: SPECIALIST WASTE DESTRUCTION SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: • Dangerous Goods Regulations; • Hazardous Waste (England and Wales) Regulations 2005; and • Data Protection Act 2018.
Standard	<ul style="list-style-type: none"> • The General Requirements for waste management shall apply. • Guidance should be sought from the various trade and governing bodies for the sector including the following: <ul style="list-style-type: none"> ○ Chartered Institution of Wastes Management (CIWM).

	<ul style="list-style-type: none"> • This Service shall consist of the collection, transport, treatment, recovery and disposal of all non-classified waste materials, including pharmaceuticals, organic produce, vehicles, clothing, paper, currency, weapons, foodstuffs, plastics and liquid waste. • Government targets on waste shall be adhered to with performance reports against these targets included in all Monthly reporting.
Service M7	SM7: CLINICAL WASTE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • Health Technical Memorandum 07/01 (Management and disposal of healthcare waste); • Hazardous Waste (England and Wales) Regulations 2005; • The Environmental Protection Act 1990 (the “EPA”); and • Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations).
Standard	<ul style="list-style-type: none"> • The General Requirements for Waste Services and Contract Management shall apply. • The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
Service M8	SM8: FEMININE HYGIENE WASTE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The Workplace (Health, Safety and Welfare) Regulations 1992; • The Water Industries Act 1991; and • The Environmental Protection Act 1990.
Standard	<ul style="list-style-type: none"> • The General Requirements for Waste Services and Contract Management shall apply.

	<ul style="list-style-type: none"> The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
<ul style="list-style-type: none"> WORK PACKAGE N – MISCELLANEOUS FM SERVICES 	
Service N1	SN1: CHILDCARE FACILITY
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> The Children Act 1989; The Education Act 2002; Protection of Children Act 1999; Sexual Offences Act 2003; United Nations Convention on the Rights of the Child (UNCRC); Other Laws that Affect Children; Data Protection Act 1984; Equality Act 2010; Health and Safety at Work Act 1974; Human Rights Act 1989; Mental Health Act 1983; Race Relations Act 1976; Special Educational Needs and Disability Act 2001;

	<ul style="list-style-type: none"> ○ OfSTED operate a registration and inspection system for the following services: ○ Childminders; ○ Crèches; ○ Day Nurseries; ○ Out of School Clubs / Holiday Play schemes; ○ Playgroups; and ○ Private Nursery Schools. ○ Nutritional guidelines commissioned by DfE and available via the Children's Food Trust website.
Standard	<ul style="list-style-type: none"> ● The Supplier shall provide a Child Care Nursery Service to care for children aged between three (3) months and an age suitable for first entry to school. With the express permission of the Buyer the Supplier may care for children aged between six (6) weeks and three (3) months. ● As a minimum, Standard 2 of the National Standards apply in the recruitment of Supplier Staff delivering this Service. ● The Supplier must ensure that the different areas of the nursery are appropriately staffed to meet the needs of the relevant age groups and to comply with all OfSTED National Standards. ● The Supplier must ensure that all refreshments will be prepared on the nursery premises, in accordance with Food Hygiene Regulations. ● The Supplier shall: <ul style="list-style-type: none"> ○ Undertake to supply information and attain OfSTED registration of the nursery prior to the NEC3 Call-Off Commencement Date and each Year thereafter for the Call-Off Contract (NEC3 Contract used with the consent of Thomas Telford Ltd);

	<ul style="list-style-type: none"> ○ Ensure that the nursery building, equipment and grounds are kept in good order and liaise with the Buyer Representative for fault reporting where appropriate. Ground maintenance, grass cutting and plant upkeep, is the responsibility of the landlord; and ○ All Supplier Staff with direct contact with children (or vulnerable adults) must pass a Disclosure Barring Service DBS check (formerly CRB) before commencing duty.
Service N2	SN2: SPORTS AND LEISURE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> ● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ The Provision and Use of Work Equipment Regulations 1998; ○ British Standard 1892 Part 1 & 2:1986; ○ British Standard 5696 Part 3:1979; ○ British Standards 7188 and 7044; and ○ Guidance shall be sought from the various trade and governing bodies for the sector including; and British Association of Advisors and Lecturers in Physical Education (BAALPE).
Standard	<ul style="list-style-type: none"> ● The Supplier shall ensure that the care and maintenance of all gym, keep fit equipment and floor surfaces will be in line with manufacturer's recommendations and common Good Industry Practices.
Service N3	SN3: TRANSPORT, DRIVER AND VEHICLE SERVICE

Standard	<ul style="list-style-type: none"> • The Supplier shall provide this Service in line with the Buyer's policy on sustainable development. • The Supplier shall provide and maintenance vehicles in line with the Government Buying Standards: <ul style="list-style-type: none"> ○ See: The GBS for Transport (vehicles).
Service N4	SN4: FIRST AID AND MEDICAL SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: <ul style="list-style-type: none"> ○ First Aid Regulations 2013; ○ The Health and Safety (First-Aid) Regulations 1981; and ○ Diving at Work Regulations 1997.
Standard	<ul style="list-style-type: none"> • The Supplier shall ensure that Supplier Staff providing this Service are suitably qualified in order to deliver basic First Aid (First Response) and competent to refer casualties to a doctor or dentist if the injury / condition is more serious.
Service N5	SN5: FLAG FLYING SERVICE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • The DCMS website indicates the times, dates and types of flags that need to be flown for specific occasions: • Health and Safety at Work Act 1974. • The Work at Height Regulations 2005.

	<ul style="list-style-type: none"> Where appropriate, staff shall be trained and/or qualified under the International Powered Access Federation (IPAF).
Standard	<ul style="list-style-type: none"> The DCMS website indicates the times, dates and types of flags that need to be flown for specific occasions. Certain sensitive sites will raise and lower flags at alternative times due to the presence of media. The Supplier may explore the synergies between all other services when considering resourcing this Service i.e. Security. The Supplier shall ensure that the appropriate Personal Protective Equipment (PPE) is utilised in every instance of Flag Flying to ensure the safety of Supplier Staff, Buyer staff and Building Users and members of the public at all times.
Service N6	SN6: JOURNAL, MAGAZINE AND NEWSPAPER SUPPLY
Standard	<ul style="list-style-type: none"> The General Requirements for Contract Management shall apply. Compliance with Government hospitality policies shall be adhered to at all times. Payment shall be via a pass-through basis (unit cost, labour & overhead). The Supplier shall be responsible for the provision of all equipment to perform the Service.
Service N7	SN7: HAIRDRESSING SERVICE
Standard	<ul style="list-style-type: none"> There is no recognised Standard for this service. The General Requirements for Contract Management shall apply.

	<ul style="list-style-type: none"> • The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
Service N8	SN8: FOOTWEAR COBBLING SERVICE
Standard	<ul style="list-style-type: none"> • There is no recognised Standard for this service. • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
Service N9	SN9: PROVISION OF CHAPLAINCY SUPPORT SERVICES
Standard	<ul style="list-style-type: none"> • There is no recognised Standard for this service. • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
Service N10	SN10: HOUSING AND RESIDENTIAL ACCOMMODATION MANAGEMENT
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.

Service N11	SN11: ENERGY AND UTILITIES MANAGEMENT BUREAU SERVICES
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
Service N12	SN12: - JANITOR SERVICES
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The specific requirements for all in-scope Services listed elsewhere within this Annex shall apply as appropriate. • The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
Service N13	SN13: SPECIALIST HEALTH FM SERVICES
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The specific requirements for all in-scope Services listed elsewhere within this Annex shall apply as appropriate. • The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.

- WORK PACKAGE O - Specialist (Defence) FM Services

Service O1	SO1: END-USER ACCOMMODATION SERVICES
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service O2	SO2: MANAGEMENT AND CONTROL OF RANGES AND TRAINING AREAS (“MCRT”) (INCLUDING THE OPERATION OF A BIDDING AND ALLOCATION MANAGEMENT (BAMS) SYSTEM)
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service O3	S03: TRAINING AREAS AND RANGES OPERATION AND MANAGEMENT (“TAROM”) SERVICES AND THE PROVISION OF A SERVICE FOR TARGETS DEPLOYED OVERSEAS
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service O4	S04: RURAL ESTATE MAINTENANCE (REM) SERVICES

Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service O5	S05: LAND MANAGEMENT SERVICE (“LMS”)
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Work Package P - Occupancy and Property Management Services	
Service P1	SP1: APPLICATIONS AND ALLOCATIONS SERVICES
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service P2	SP2: OCCUPANCY MANAGEMENT
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.

Service P3	SP3: RENTAL SERVICES
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service P4	SP4: EMERGENCY ACCOMMODATION
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service P5	SP5: OCCUPATION MANAGEMENT
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service P6	SP6: OCCUPANCY MANAGEMENT
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply.

	<ul style="list-style-type: none"> • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service P7	SP7: HOUSING STOCK MANAGEMENT
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service P8	SP8: ACCOMMODATION STORES SERVICE
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service P9	SP9: SPECIAL NEED OR DISABILITY ADAPTIONS
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service P10	SP10: THIRD PARTY CLAIMS

Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service P11	SP11: CUSTOMER SERVICE CENTRE
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service P12	SP12: FUTURE ACCOMMODATION MODEL (FAM)
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service P13	SP13: PROPERTY MAINTENANCE SUPPORT DESK SERVICES
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.

Service P14	SP14: ACCOMMODATION COMPLIANCE SERVICES
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
Service P15	SP15: ACCOMMODATION MAINTENANCE SERVICES
Standard	<ul style="list-style-type: none"> • The General Requirements for Contract Management shall apply. • The Supplier shall develop the Service with the Buyer incorporating the Buyer Specific standards and operating procedures and shall deliver it in accordance with the specific Buyer requirements.
<ul style="list-style-type: none"> • WORK PACKAGE Q – CAFM 	
Service Q1	SQ1: SOFT FM CAFM SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • Centre for the Protection of the National Infrastructure (CPNI). • BS 25999: Business Continuity Management. • ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition). • ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).

	<ul style="list-style-type: none"> • ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems- Security controls (second edition). • ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems- Guidance. • ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition). • ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security. • PAS 1192:2 relates to project delivery within the suite of BIM standards and PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001. • National Rules of Measurement (NRM3). • Waste and Resources Action Programme’s (WRAP) Mobile Asset Management Planning • The UK Government Functional Standard GovS004
Standard	<ul style="list-style-type: none"> • The CAFM System will be bespoke by the very nature in relation to the Buyer activity. The Supplier shall automate the collection of Data and thereby manage the Services delivered at Buyer Premises. Typically, they track and maintain the following core facilities activities: <ul style="list-style-type: none"> ○ Strategic planning - real estate, business operations, headcount requirements, forecasting future space; ○ Space planning & management - allocations, inventory, churn; ○ Planned works programme;

- People management – occupancy rates, staff;
- Emergency management – business continuity;
- Disaster planning – business recovery;
- Health and safety information – CDM, asbestos;
- Asset management – equipment holdings, furniture, telecommunications, cabling management, depreciation of Assets;
- Building information management – integration and interaction with other programs;
- Sustainability – energy, water and waste performance, building certifications; and
- Building information.
 - While CAFM Systems have delivered real benefits and their use has grown, their value has been limited by their ability to distribute information to those beyond facility management. As a result, many CAFM System solutions are relegated to personal productivity or at best, a departmental tool.
 - The Buyer should have real time live access to the Supplier's CAFM System.
 - Business Continuity and Disaster Recovery:
 - The CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance;
 - In line with common industry practice the CAFM System facilities will have its own Business Continuity contingency plan in place to enable continuity of the Services without degradation;
 - The Supplier shall ensure that the CAFM System can support the Buyer during any disaster or emergency situation and be able to assist in the resumption of a business as usual (BAU) service as soon as practicable; and

	<ul style="list-style-type: none">○ The CAFM System shall have as a minimum the following functional capability to support delivery of the Service provided to the Buyer:○ Helpdesk including:○ Room Booking;○ Car Parking;○ Catering;○ IT Support; and○ Other services as required and defined by the Buyer. <ul style="list-style-type: none">● The Helpdesk shall also:<ul style="list-style-type: none">○ Record and report by each Buyer Property or region;○ Review work assignment to both maintenance staff and Subcontractors. Track maintenance activity, status updates and the provision of on-screen alerts automate email notifications of work requests;○ automated status updates to the Buyer;○ easily search and ensure visibility of calls/activities;○ automate associated hazard warnings, including asbestos alerts;○ allow cost allocation;○ Ensure clear and proactive management of Service Level Agreements;○ Log all Calls via intranet/internet; and○ Automate prioritisation of work and job escalation when appropriate.● Asset Management:<ul style="list-style-type: none">○ Asset labelling is required either as a bar code or unique number linked into CAFM System;○ Integration with other facilities Data provides detailed financial and ownership details;
--	--

- Movement and tracking of Assets within existing or external systems;
- Association of Assets to personnel departments or locations;
- Asset contract association for automatic issue of related Service Requests to maintaining Supplier;
- Easy export of Asset Data to third party applications or generation of an Asset register;
- Full Asset reporting available for automatic distribution to interested parties;
- Ability for two-way communication, import data from third party financial software or export to a data file; and
- Identify Assets that are replaced or retired so that the Buyer can track against its financial records.
- Costs:
 - Costs tracked through multi-level hierarchy of budgets, contracts and projects;
 - Transparent views of full facilities spend and generation of single or multi-line purchase orders;
 - Ability to discount purchase orders or individual line items;
 - Purchase order receipt acknowledgement;
 - Easy to navigate, search and view all budget information;;
 - Projects functionality enables tracking of project spend, key dates and stakeholders;
 - Easy distribution of information to stakeholders;
 - Financial reports available for ad hoc reporting or scheduled generation;
 - Easy to navigate Data tree to ensure simple management and retrieval of all facilities information;
 - Management of Health and Safety equipment and Service Requests; and
 - Consider applying a purchase threshold over which the Buyer needs to authorise.
- Property Management:
 - Dynamic link to property related planned maintenance activities;

- | | |
|--|--|
| | <ul style="list-style-type: none">○ Storage and maintenance of hazardous element Data such as asbestos;○ Ability to track condition of building elements including structure, fabric and mechanical;○ Monitoring of building lifecycle costs and energy efficiency;○ Storage of all property related documents such as contracts, lease agreements and Health and Safety documents;○ Easy to navigate storage of all company and building contact information;○ Generation of property management reports; and○ Easy movement and tracking of Assets. <ul style="list-style-type: none">● Management Information:<ul style="list-style-type: none">○ Helpdesk performance management;○ Automatic generation of reports;○ Direct email distribution to stakeholders;○ Specific corporate reporting requirements easily created;○ Analyse the Data using reporting functionality;○ Extensive reports provided as standard;○ Measured performance benchmarking;○ Cost Control and monitoring;○ Ensure there is the capability to link 'parent' & 'child' Service Requests and track Service Requests through the various stages to completion; and○ Have the capability to produce alerts as reactive or planned works are about to breach their Service Level Agreement, rather than waiting for Service Requests to fail, this will enable proactive management of Service Requests. |
|--|--|

	<ul style="list-style-type: none"> ● Reporting: <ul style="list-style-type: none"> ○ The Supplier shall develop the format standard and frequency of reporting with the Buyer and shall deliver it in accordance with the specific Buyer requirements. ○ Room Booking / Workplace Allocation: ○ All bookable spaces including meeting rooms, conference rooms, community lettings, event spaces and workplace hubs shall be booked and managed by a room booking system to optimise as far as is practicable the use of space; ○ The Service shall include the facility to accept electronic online bookings and confirmations; ○ The system shall ensure no double bookings; ○ The system shall have the capability to provide a holistic range of ancillary Services such as hospitality, room set-up and Audio Visual support; and ○ Provide reporting on trends on meeting room utilisation and lettings usage and any income shall be managed through the system hospitality, room set-up and audio visual (AV) support.
Service Q2	SQ2: HARD FM / TFM CAFM SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> ● Centre for the Protection of the National Infrastructure (CPNI). ● BS 25999: Business Continuity Management. ● ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition). ● ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).

	<ul style="list-style-type: none"> • ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems- Security controls (second edition). • ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems- Guidance. • ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition). • ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security. • The CAFM system shall have the capability to meet the requirements of Government Soft Landings (GSL). • The CAFM system shall have the capability to meet the requirements of Business Information Modelling (BIM) mandated requirements across Central Government (currently BIM Level 2). • PAS 1192:2 relates to project delivery within the suite of BIM standards and PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001. • The CAFM system shall have the capability to codify Asset to Uniclass 2015, NRM3 and SFG20 coding. • Uniclass Classification Tables. • National Rules of Measurement (NRM3). • Waste and Resources Action Programme’s (WRAP) Mobile Asset Management Planning • The UK Government Functional Standard GovS004
--	--

Standard	<ul style="list-style-type: none"> ● The CAFM System will be bespoke by the very nature in relation to the Buyer activity. The Supplier shall automate the collection of Data and thereby influence the maintenance of the built environment and the delivery of facilities management Services. Typically, they track and maintain the following core facilities activities: <ul style="list-style-type: none"> ○ Strategic planning - real estate, business operations, headcount requirements, forecasting future space; ○ Space planning & management - allocations, inventory, churn; ○ Planned Preventative Maintenance Programme; ○ Asset data hierarchy data storage; ○ Forward maintenance register; ○ People management – occupancy rates, staff; ○ Maintenance management - demand (reactive) and scheduled (preventive maintenance); ○ Emergency management – business continuity; ○ Disaster planning – business recovery; ○ Health and safety information – CDM, asbestos; ○ Capital project management - construction/renovation, large scale move management; ○ Lease management - property financial data (rentals and insurances); ○ Asset management – equipment holdings, furniture, telecommunications, cabling management, depreciation of Assets; ○ Building information management – integration and interaction with other programs; ○ Sustainability – energy, water and waste performance, building certifications; and ● Building information.
----------	--

- While CAFM Systems have delivered real benefits and their use has grown, their value has been limited by their ability to distribute information to those beyond facility management. As a result, many CAFM System solutions are relegated to personal productivity or at best, a departmental tool.
- The Buyer should have real time live access to the Supplier's CAFM System.
- Business Continuity and Disaster Recovery:
 - The CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance;
 - The Supplier shall ensure that the CAFM System can support the Buyer during any disaster or emergency situation and be able to assist in the resumption of a business as usual (BAU) service as soon as practicable; and
 - In line with common industry practice the CAFM System will have its own Business Continuity and Disaster Recovery Plan in place to enable continuity of Service without degradation.
- The CAFM System shall have as a minimum the following functional capability to support delivery of the Service provided to the Buyer:
 - Helpdesk including:
 - Room Booking;
 - Car Parking;
 - Catering;
 - IT Support; and
 - Other services as required and defined by the Buyer.
- The Helpdesk shall also:
 - Record and report by each Buyer Property or region;

- | | |
|--|--|
| | <ul style="list-style-type: none"> ○ Review work assignment to both maintenance staff and Subcontractors. Track maintenance activity, status updates and the provision of on-screen alerts automate email notifications of work requests; ○ automated status updates to the Buyer; ○ easily search and ensure visibility of calls/activities; ○ automate associated hazard warnings, including asbestos alerts; ○ allow cost allocation; ○ Ensure clear and proactive management of Service Level Agreements; ○ Log all Calls via intranet/internet; and ○ Automate prioritisation of work and job escalation when appropriate. <ul style="list-style-type: none"> ● Asset Management: <ul style="list-style-type: none"> ○ Asset labelling is required either as a bar code or unique number linked into CAFM System; ○ Relevant Assets shall be included in the forward maintenance register, which must then be updated during the life of the contract as Assets are added or deleted; ○ Numerous elements of data storage against Assets including location, warranty, parts and maintenance records; ○ Asset data to be coded to be compliant with the requirements of SFG20, Uniclass:2015 and NRM3; ○ Link between facilities Helpdesk and planned maintenance enables full visibility of an Asset's service history; ○ Future actions and maintenance requirements will generate alerts at the appropriate time; ○ Integration with other facilities Data provides detailed financial and ownership details; ○ Movement and tracking of Assets within existing or external systems; ○ Association of Assets to personnel departments or locations; |
|--|--|

- Asset contract association for automatic issue of related Service Requests to maintaining Supplier;
- Easy export of Asset Data to third party applications or generation of an Asset register;
- Full Asset reporting available for automatic distribution to interested parties;
- Ability for two-way communication, import data from third party financial software or export to a data file;
- Asset lifecycle reporting including repair details and costs per Asset;
- Update of Assets with Condition Survey details to feed into an annual life cycle report for the Buyer consideration; and
- Identify Assets that are replaced or retired so that the Buyer can track against its financial records.
- Costs:
 - Costs tracked through multi-level hierarchy of budgets, contracts and projects;
 - Transparent views of full facilities spend and generation of single or multi-line purchase orders;
 - Ability to discount purchase orders or individual line items;
 - Purchase order receipt acknowledgement;
 - Easy to navigate, search and view all budget information;;
 - Projects functionality enables tracking of project spend, key dates and stakeholders;
 - Easy distribution of information to stakeholders;
 - Financial reports available for ad hoc reporting or scheduled generation;
 - Easy to navigate Data tree to ensure simple management and retrieval of all facilities information;
 - Management of Health and Safety equipment and Service Requests; and
 - Consider applying a purchase threshold over which the Buyer needs to authorise.
- Property Management:

- | | |
|--|---|
| | <ul style="list-style-type: none">○ Dynamic link to property related planned maintenance activities;○ Storage and maintenance of hazardous element Data such as asbestos;○ Ability to track condition of building elements including structure, fabric and mechanical;○ Monitoring of building lifecycle costs and energy efficiency;○ Storage of all property related documents such as contracts, lease agreements and Health and Safety documents;○ Easy to navigate storage of all company and building contact information;○ Generation of property management reports;○ Use of familiar AutoCAD tools to detail and manage space allocation;○ Map spaces, Assets and assign attributes;○ Two-way communication between facilities drawings and the Database; and○ Easy movement and tracking of Assets. <ul style="list-style-type: none">● Management Information:<ul style="list-style-type: none">○ Helpdesk performance management;○ Automatic generation of reports;○ Direct email distribution to stakeholders;○ Specific corporate reporting requirements easily created;○ Analyse the Data using reporting functionality;○ Extensive reports provided as standard;○ Measured performance benchmarking;○ Cost Control and monitoring; |
|--|---|

	<ul style="list-style-type: none"> ○ Ensure there is the capability to link 'parent' & 'child' Service Requests and track Service Requests through the various stages to completion; and ○ Have the capability to produce alerts as reactive or planned works are about to breach their Service Level Agreement, rather than waiting for Service Requests to fail, this will enable proactive management of Service Requests. ● Reporting: <ul style="list-style-type: none"> ○ The Supplier shall develop the format standard and frequency of reporting with the Buyer and shall deliver it in accordance with the specific Buyer requirements. ○ Room Booking / Workplace Allocation: ○ All bookable spaces including meeting rooms, conference rooms, community lettings, event spaces and workplace hubs shall be booked and managed by a room booking system to optimise as far as is practicable the use of space; ○ The Service shall include the facility to accept electronic online bookings and confirmations; ○ The system shall ensure no double bookings; ○ The system shall have the capability to provide a holistic range of ancillary Services such as hospitality, room set-up and Audio Visual support; and ○ Provide reporting on trends on meeting room utilisation and lettings usage and any income shall be managed through the system hospitality, room set-up and audio visual (AV) support.
● WORK PACKAGE R – HELPDESK SERVICES	
Service R1	SR1: HELPDESK SERVICES

<p>Legislation, ACoP or similar industry or Government guidelines</p>	<ul style="list-style-type: none"> • The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: • Waste and Resources Action Programme's (WRAP) Mobile Asset Management Planning.
<p>Standard</p>	<ul style="list-style-type: none"> • The Supplier shall ensure that Supplier Staff operating the Helpdesk, irrespective of the time of day, are capable of handling all Service Requests across all Services likely to be required under the Framework Agreement. • The Supplier shall ensure that all Supplier Staff operating the Helpdesk are provided with documented training, to including: <ul style="list-style-type: none"> ○ Extensive training on the CAFM System package; ○ Buyer service skills; ○ Service call management; ○ Listening skills; ○ Escalation Procedures; ○ Supplier site inductions; ○ Knowledge of Access and Permit to Work procedures; ○ Buyer BCDR and Emergency procedures; ○ Training in respect of all operational areas of the Buyer's premises; and ○ Helpdesk Response Times are detailed in Annex D – Helpdesk Response Times.

	<ul style="list-style-type: none"> • The Helpdesk shall also: <ul style="list-style-type: none"> ○ Provide a Freephone number from UK landlines to the Buyer; ○ Record and report by each Buyer Property or region across all Service lines; ○ Review work assignment to both maintenance staff and Subcontractors; ○ Track all logged work orders, provide status updates and the provision of on-screen alerts automate email notifications of work requests and provide status updates to the Buyer; and ○ Record and manage customer satisfaction processes and complaints.
<ul style="list-style-type: none"> • WORK PACKAGE S – MANAGEMENT OF BILLABLE WORKS 	
Service S1	SS1: Management of Billable Works; Small Works, Projects, Installation Works and Reactive Maintenance Works
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> • Call-Off Schedule 25 – Billable Works and Projects. • For all minor refurbishments (as defined in BREEAM guidelines, and typically those over £500k) an appropriate environmental assessment process such as BREEAM or an equivalent (e.g. CEEQUAL, DREAM etc.) appropriate to the size, nature and impact of the project shall be carried out on all projects. Where BREEAM is used, all refurbishment projects are to achieve at least “very good” rating, unless site constraints or project

	<p>objectives mean that this requirement conflicts with the obligation to achieve value for money. Where an alternative environmental assessment methodology is used, projects must seek to achieve equivalent ratings.</p> <ul style="list-style-type: none"> ● RIBA Plan of Work 2013. ● Further Government Buying Standards also apply to the design and installation of equipment including air conditioning units, boilers, central heating systems, condensing units, lighting, paints and varnishes, showers, taps, toilets, urinal controls, and windows. ● In addition, there are Government Buying Standards for a range of electrical goods. ● All Defra guidelines where mandatory shall be adhered to. Non mandatory requirements shall be adopted where practicable: ● The Service shall be delivered in line with Annex G - Property Classification.
Standard	<ul style="list-style-type: none"> ● The General Requirements for Management Services shall apply. ● The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements. ● Compliance with external pricing metrics, for example the National Schedule of Rates (NSR) and RICs BCIS (Building Maintenance Pricing Data) where requested by the Buyer at Call Off.

ANNEX B: LEGISLATIVE STANDARDS

- 1.1. This list of legislative requirements and any codes of practice listed is not exhaustive. All legislative standards that apply to the in-scope Services delivered must be complied with (under the “comply with applicable laws” Framework Agreement provision) in any event and nothing in the Service Requirement or Standards absolve the Supplier from doing so.
- 1.2. From the current issue of maintenance procedures the Authority has identified the Mechanical and Electrical Maintenance procedures and also the Building Fabric Maintenance procedures that have a mandatory, statutory and legislative requirement to undertake. The legislation, Codes of Practice, Standards etc. used as the basis of this identification are identified below:

Table 1: UK Legislation Standards

No.	Title
1	Workplace (Health, Safety and Welfare) Regulations 1992 (WHSWR)
2	Health and Safety at Work Act 1974 (HSW)
3	Management of Health and Safety at Work Regulations 1999 (MHSWR)
4	Reporting of Injuries, Diseases and Dangerous Occurrences 2013 (RIDDOR)
5	Provision and Use of Work Equipment Regulations 1998 (PUWER)
6	Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
7	Work at Height Regulations 2005 (WAHR)
8	Waste Electrical and Electronic Equipment Regulations 2006 (WEEE)
9	Construction (Design and Management) Regulations 2015 (CDM)
10	Personal Protective Equipment Regulations 2002 (PPE)
11	Control of Substances Hazardous to Health Regulations 2002 (COSHH)
12	Pollution Prevention and Control (England and Wales) Regulations 2000
13	Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017
14	Modern Slavery Act 2015
15	Energy Act 1983
16	The Regulatory Reform (Fire Safety) Order 2015
17	The Wildlife and Countryside Act 1981
18	Boiler (Efficiency) Regulations 1993

19	Clean Air Act 1993
20	The Air Quality Standards Regulations 2010
21	The Air Quality Standards (Amendment) Regulations 2016
22	The Air Quality Standards (Wales) Regulations 2010
23	The Air Quality Standards (Scotland) Regulations 2010
24	The Air Quality Standards (Northern Ireland) Regulations 2010
25	The Air Quality Standards (Amendment) Regulations (Scotland) 2016
26	The Air Quality Standards (Amendment) Regulations (Northern Ireland) 2017
27	Construction (Design and Management) Regulations (CDM) 2015
28	Control of Asbestos at Work 2012
29	Confined Spaces Regulations 1997 (Including L101 (Third edition) Safe Work in Confined Spaces ACOP
30	L8 Approved Code of Practice: The Control of Legionella Bacteria in Water Systems.
31	HSG 274: Legionella Technical Guidance
32	Water Supply (Water Fittings) Regulations 1999
33	Control of Noise at Work Regulations 2005
34	Control of Pollution (Oil Storage) Regulations 2001
35	Electricity at Work Regulations 1989
36	Electrical Equipment (Safety) Regulations 1994
37	EU product regulation - guidelines on the appointment of UK notified bodies: 2016
38	Electrical Equipment (Safety) Regulations 2016

39	Electromagnetic Compatibility Regulations 2005
40	Energy Performance of Buildings (Certificates and Inspections) Regulations 2007
41	Energy Performance of Buildings (Certificates and Inspections) (England and Wales) (Amendment) Regulations 2012
42	Pollution Prevention and Control Act 1999
43	The Energy Performance of Buildings (Certificates and Inspection) (Amendment) Regulations 2014
44	The Environment Act 1995
45	The Environment (Wales) Act 2016
46	The Environmental Protection Act 1990
47	European F-Gas Regulation
48	F Gas Regulations 2015
49	Factories Act 1961
50	Food Safety Act 1990
51	The Food Safety and Hygiene (England) Regulations 2013
52	Fuel and Electrical (Heating) (Control) (Amendment) Order 1980
53	The Food Information (Amendment) (England) Regulations 2020
54	Gas Safety (Management) Regulations 1996 (as amended)
55	Gas Appliances (Safety) Regulations 1995
56	Gas Safety (Installation and Use) Regulations 1998 (GSIUR)
57	Pipelines Safety Regulations 1996 (PSR)
58	Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended:2018 - Approved Code of Practice and guidance

59	Pressure Systems Safety Regulations 2000 (PSSR)
60	Pressure Equipment Regulations 1999
61	Pressure Equipment (Safety) Regulations 2016
62	Health and Safety (Safety Signs and Signals) Regulations 1996 (SSR)
63	Dangerous Substances Explosive Atmospheres Regulations 2002 (DSEAR)
64	Sustainable and Secure Buildings Act 2004
65	Lift Regulations 1997
66	Notification of Cooling Towers and Evaporative Condensers Regulations 1992
67	Ozone Depleting Substances Regulations 2015
68	Energy Performance of Buildings (England and Wales) Regulations 2012 (plus future re-enactments)
69	Private Security Industry Act 2001
70	Courts Act 2003 Section 1 (1)
71	The Criminal Justice Act 1991
72	Waste (England and Wales) Regulations 2011
73	Controlled Waste (England & Wales) Regulations 2012
74	The Carriage of Dangerous Goods Regulations
75	The Safe Management of Healthcare Waste Memorandum (HTM 07-01)
76	Directive 2008/98/EC on Waste (Waste Framework Directive 2008)
77	Waste list Decision 2000/532/EC
78	The Hazardous Waste (England & Wales) Regulations 2005

79	The List of Wastes (England) Regulations 2005
80	The List of Wastes (Wales) Regulations 2005
81	The Hazardous Waste (Wales) (Amendment) Regulations 2009 SI 2861
82	The Hazardous Waste (England & Wales) (Amendment) Regulations 2009 SI 507
83	The Waste (England & Wales) (Amendment) Regulations 2012
84	Health & Safety Guideline (HSG) – HSG 33 (4 th Edition 2012) – Health & Safety in Roof Work
85	The Waste (Scotland) Regulations 2011
86	The Waste (Miscellaneous Provisions) (Wales) Regulations 2011
87	The Special Waste Regulations 1996
88	Hazardous Waste Regulations (Northern Ireland) 2005
89	The Environmental Protection Act 1990 (the “EPA”)
90	Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations)
91	The Environmental Permitting (England and Wales) Regulations 2010 and Landfill Allowance Scheme (Wales)
92	Waste Electrical and Electronic Equipment (WEEE) Regulations 2006
93	Health & Safety Guideline (HSG) – HSG 258 (3 rd Edition 2017) – Controlling airborne contaminants at work. A guide to LEV.
94	Data Protection Act 2018

Table 2: Guidance Notes and Codes of Practice:

No.	Title
-----	-------

1	HSE INDG 436 “Safe Management of Industrial Steam and Hot Water Boilers”
2	BG01 “Guidance on Safe Operation of Boilers”
3	Legionnaires' disease. The control of legionella bacteria in water systems. HSE Approved Code of Practice and guidance 2013.
4	HSG274 - Legionnaires' Disease – Technical Guidance (HSE)
5	L9 - Safe Use of Pesticides for Non-Agricultural Purposes: Control of Substances Hazardous to Health Regulations 1994, Approved Code of Practice, Revised
6	ACOP L22 (Fourth Edition) & L33 - Safe use of work equipment. Provision and Use of Work Equipment Regulations 1998
7	ACOP L122 (Second edition) Published 2014
8	Statutory Instrument 2002 No. 2980, The Waste Incineration (England and Wales) Regulations 2002
9	NFPA25 (2020 Edition) – Standard for the Inspection, Testing and Maintenance of water-based fire protection systems
10	The Food Safety and Hygiene (England) Regulations 2013 (As Amended)
11	HSG 250 Guidance on Permit to Work Systems
12	Crown Premises Inspection Group [and their Scottish equivalent CIFRA (HM Chief Inspector of Fire and Rescue Authorities)] – responsible for fire safety on Crown property
13	HVCA Internal Cleanliness of Ventilation Systems TR/19 (2002 Edition)
14	HSG 253 The Safe Isolation of Plant and Equipment (2 nd Edition)
15	ACOP L101 Confined Space Regulations 2014
16	ACOP L122 Pressure System Safety Systems (PSSR) 2000
17	ACOP L8 The Control of Legionella Bacteria in Water Systems 2013
18	ACOP L56 Safety in the installation and use of gas systems and appliances – 5 th Edition: 2018

19	UKPLG Code of Practice No. 7 (2004)
20	The Horticulture Code of Practice 2011 / Horticultural Code for Scotland
21	Wildlife and Natural Environment Act (Scotland) 2011
22	Wildlife and Countryside Act (1981)

Table 3: Health Technical Memorandums (HTMs):

The following list of Health related standards and any introduced during the Framework period shall apply where requested at Call-Off:

No.	Title	Description
1	HTM 00	Policy and principles of healthcare engineering
2	HTM 01-01: A	Decontamination of reusable medical devices, Part A - Management and environment (English edition)
3	HTM 01-05	Decontamination in primary care dental practices
4	HTM 02-01 A	Medical gas pipeline systems, Part A - Design, installation, validation and verification
5	HTM 02-01 B	Medical gas pipeline systems, Part B - Operational management
6	HTM 03-01 A	Specialised ventilation for healthcare premises: Design and validation
8	HTM 03-01 B	Specialised ventilation for healthcare premises: Operational management and performance verification
8	HTM 04-01 A	Safe water in healthcare premises - Design, installation and commissioning

		The control of Legionella, hygiene, "safe" hot water, cold water and drinking water systems - Design, installation and testing
9	HTM 04-01 B	Safe water in healthcare premises - operational management
		The control of Legionella, hygiene, "safe" hot water, cold water and drinking water systems - Operational management
10	HTM 04-01 C	Safe water in healthcare premises - Pseudomonas aeruginosa - advice for augmented care units (formerly an addendum)
11	HTM 05-01	Managing healthcare fire safety
12	HTM 05-02	Guidance in support of functional provisions (Fire safety in the design of healthcare premises)
		Guidance in support of functional provisions for healthcare premises
13	HTM 05-03: A	Operational provisions, Part A - General fire safety
14	HTM 05-03: B	Operational provisions, Part B - Fire detection and alarm systems
15	HTM 05-03: C	Operational provisions, Part C - Textiles and furnishings
16	HTM 05-03: D	Operational provisions, Part D - Commercial enterprises on hospital premises
		Operational provisions, Part D - Commercial enterprises on healthcare premises (2006 edition)
17	HTM 05-03: E	Operational provisions, Part E - Escape lifts in healthcare premises
18	HTM 05-03: F	Operational provisions, Part F - Arson prevention in NHS premises
19	HTM 05-03: G	Operational provisions, Part G - Laboratories on healthcare premises

20	HTM 05-03: H	Operational provisions, Part H - Reducing false alarms in hospital premises
21	HTM 05-03: J	Operational provisions, Part J - Guidance on fire engineering of healthcare premises
22	HTM 05-03: K	Operational provisions, Part K - Guidance on fire risk assessments in complex healthcare premises
		Operational provisions, Part K - Guidance on fire risk assessments in complex healthcare premises - Template
23	HTM 05-03: L	Operational provisions, Part L - NHS fire statistics 1994/95 & 2004/05
24	HTM 05-03: M	Operational provisions, Part M - Fire Safety in Atria
25	HTM 06-01	Electrical services supply and distribution, Part A - Design considerations
		Electrical services supply and distribution, Part B - Operational management
26	HTM 06-02	Electrical safety guidance for low voltage systems
		Electrical safety handbook
27	HTM 06-03	Electrical safety guidance for high voltage systems
		Electrical safety guidance for high voltage systems - Authorised person's logbook
		Electrical safety guidance for high voltage systems - Safety guidance poster
28	HTM 07-01	Safe management of healthcare waste
29	HTM 07-02	Encode 2015 - making energy work in healthcare
30	HTM 07-03	NHS car-parking management: environment and sustainability
		NHS car-parking management: environment and sustainability

		Transport management and car-parking
		Transport management and car-parking - Car Parking Assessment Tool
31	HTM 07-04	Water management and water efficiency - best practice advice for the healthcare sector
32	HTM 07-05	The treatment, recovery, recycling and safe disposal of waste electrical and electronic equipment
33	HTM 07-06	Disposal of pharmaceutical waste in community pharmacies
34	HTM 07-07	Sustainable health and social care buildings
35	HTM 08-01	Acoustics
36	HTM 08-02	Lifts
37	HTM 08-03	Bedhead services
38	HTM 08-06	Pathology laboratory gas systems
39	HTM 54	User Manual
40	HTM 55	Windows
41	HTM 56	Partitions
42	HTM 57	Internal glazing
43	HTM 58	Internal door sets
44	HTM 59	Ironmongery
45	HTM 60	Ceilings

46	HTM 61	Flooring
47	HTM 62	Demountable storage system
48	HTM 63	Fitted storage system
49	HTM 64	Sanitary assemblies
50	HTM 66	Cubicle curtain track
51	HTM 67	Laboratory fitting out system
52	HTM 68	Duct and panel assemblies
53	HTM 69	Protection
54	HTM 70	Fixings
55	HTM 71	Materials management modular storage
56	HTM 81	Fire precautions in new hospitals
57	HTM 82	Alarm and detection systems
58	HTM 83	Fire safety in healthcare premises - General fire precautions
59	HTM 85	Fire precautions in existing hospitals
60	HTM 86	Fire risk assessment in hospitals
61	HTM 87	Textiles and furniture
62	HTM 88	Fire precautions in housing providing NHS-supported living in the community

63	HTM 2005	Building management systems - Design considerations
		Building management systems - Management policy
		Building management systems - Operational management
		Building management systems - Validation and verification
64	HTM 2007	Electrical services supply and distribution - Design considerations
		Electrical services supply and distribution - Management policy
		Electrical services supply and distribution - Operational management
		Electrical services supply and distribution - Validation and verification
65	HTM 2009	Pneumatic air tube transport systems - Design considerations and Good practice guide
		Pneumatic air tube transport systems - Management policy
66	HTM 2010	Sterilization, Part 1 - Management policy
		Sterilization, Part 2 - Design considerations
		Sterilization, Part 3 - Validation and verification
		Sterilization, Part 4 - Operational management and Part 6, Testing and validation protocols
		Sterilization, Part 5 - Good Practice Guide
67	HTM 2011	Emergency electrical services - Design considerations
		Emergency electrical services - Management policy

		Emergency electrical services - Operational management
		Emergency electrical services - Validation and verification
68	HTM 2014	Abatement of electrical interference - Design considerations
		Abatement of electrical interference - Management policy
		Abatement of electrical interference - Operational management
		Abatement of electrical interference - Validation and verification
69	HTM 2015	Bedhead services - Design considerations
		Bedhead services - Management Policy
		Bedhead services - Validation and verification and Operational management
70	HTM 2020	Electrical safety code for low voltage systems (Escore - LV), Vol 1 - Operational management
		Electrical safety code for low voltage systems (Escore - LV), Vol 2 - Electrical safety rulebook
71	HTM 2021	Electrical safety code for high voltage systems (Escore - HV) - Management policy
		Electrical safety code for high voltage systems (Escore - HV) - Operational management
72	HTM 2022	Medical gas pipeline systems - Operational management
		Medical gas pipeline systems, Supplement 1 update - Dental compressed air and vacuum systems
		Medical gas pipeline systems, Supplement 2 - Piped medical gases in ambulance vehicles
		Medical gas pipeline systems: Design, installation, validation and verification

		Supplement 1, Dental compressed air and vacuum systems
73	HTM 2023	Access and accommodation for engineering services - Good practice guide
		Access and accommodation for engineering services - Management Policy
74	HTM 2024	Lifts - Design considerations
		Lifts - Management policy
		Lifts - Operational management
		Lifts - Validation and verification
75	HTM 2025	Ventilation in healthcare premises - Design considerations
		Ventilation in healthcare premises - Management policy
		Ventilation in healthcare premises - Operational management
		Ventilation in healthcare premises - Validation and verification
76	HTM 2027	Hot and cold water supply, storage and mains services - Design considerations
		Hot and cold water supply, storage and mains services - Management policy
		Hot and cold water supply, storage and mains services - Operational management
		Hot and cold water supply, storage and mains services - Validation and verification
77	HTM 2030	Washer-disinfectors - Design considerations
		Washer-disinfectors - Operational management

		Washer-disinfectors - Validation and verification
78	HTM 2031	Clean steam for sterilization
79	HTM 2035	Mains signalling - Management policy
		Mains signalling - Design considerations
		Mains signalling - Validation and verification/Operational management
80	HTM 2040	The control of legionellae in healthcare premises - A code of practice - Design considerations
		The control of legionellae in healthcare premises - A code of practice - Good practice guide
		The control of legionellae in healthcare premises - A code of practice - Management policy
		The control of legionellae in healthcare premises - A code of practice - Operational management
		The control of legionellae in healthcare premises - A code of practice - Validation and verification
81	HTM 2045	Acoustics – Audiology
		Acoustics - Design considerations
		Acoustics - Management policy
		Acoustics - Validation and verification/Operational management
82	HTM 2050	Risk management in the NHS estate - Design considerations
		Risk management in the NHS estate - Management policy
		Risk management in the NHS estate - Operational management

		Risk management in the NHS estate - Validation and verification
83	HTM 2055	Telecommunications (telephone exchanges) Design considerations
		Telecommunications (telephone exchanges) Management policy
		Telecommunications (telephone exchanges) Operational management
		Telecommunications (telephone exchanges) Validation and verification
84	HTM 2065	Healthcare waste management - segregation of waste streams in clinical areas
85	HTM 2070	Estates emergency and contingency planning
86	HTM 2075	Clinical waste disposal: treatment technologies (alternatives to incineration)

Table 4: Framework Mandatory BS / ISO / EN / Standards:

All Framework suppliers across all Lots must be fully accredited to the following Standards to be awarded a place on the Framework:

No.	Title
1	ISO 9001 - Quality Management (*)
2	ISO 14001 - Environmental Management (*)
3	ISO 27001 - Information Security Management (**)
4	Cyber Essentials Accreditation (*)

Note:

(*) Applicable to all Lots.

() Applicable to lots 1C, 2C & 3C only.**

Table 5: Framework Non-Mandatory BS / ISO / EN / Standards:

The Standards listed below are not mandatory but may be required by the Buyer at Call-Off and where applicable, will be specified within the Call-Off Procedure as appropriate.

No.	Title
1	ISO 27000:2018 - Information Security Management Systems (ISMS)
2	ISO 27001:2013 - Information Security Management
3	ISO 27002:2013 - Information Technology. Security techniques – Code of practice for IT security controls.
4	ISO 22301:2019 - Security and resilience — Business continuity management systems — Requirements
5	ISO 22000 – Food safety management systems
6	ISO 31000:2018 – Risk management systems

7	ISO26000 – Guidance on Social Responsibility
8	ISO 44001 - Collaborative business relationship management systems – Requirements and framework
9	ISO 31000:2018 – Risk Management
10	ISO 45001:2018 - Occupational health and safety management
11	ISO 5001:2011 – Energy management systems (EMS)
12	Cyber Essentials “Plus” Accreditation

Table 6: BS / EN Standards:

The Standards listed below shall apply to all procurements where they apply to the in-scope Services:

No.	Title
1	BS 5266 Part 1:2016 Emergency Lighting. Code of Practice for the Emergency Lighting of Premises Other than Cinemas and Certain Other Specified Premises used for Entertainment 2005
2	BS 5839-1:2013 Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises
3	BS 9999:2017 - Code of practice for fire safety in the design, management and use of buildings
4	BS 9991:2015 Fire safety in the design, management and use of residential buildings. Code of practice

5	BS EN ISO 9999:2016 – Assistive products for persons with disability. Classification and Terminology.
6	BS 7974:2019 – Fire Safety
7	BS 6173:2020 - Installation and maintenance of gas fired catering appliances for use in all types of catering establishments (2nd and 3rd family gases). Specification
8	BS 8558:2015 Guide to the design, installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages - complementary guidance to BS EN 806
9	BS 7671:2018 - Requirements For Electrical Installations. IET Wiring Regulations (British Standard) – 18 th Edition
10	BS 7430:2011+A1:2015 - Code of practice for protective earthing of electrical installations
11	BS EN 62305 (parts 1-5) Protection against lightning
12	BS EN 15004-1:2019 - Fixed firefighting systems. Gas extinguishing systems - Design, installation and maintenance
13	BS 5306 Part 3: Fire extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers 2009
14	BS EN 3-7 - Portable Extinguishers
15	BS 5839 Part 1: Fire Detection and Alarm Systems for Buildings 2017
16	BS EN 15004-1:2019 - Fixed firefighting systems. Gas extinguishing systems - Design, installation and maintenance
17	BS EN 131 / BS 2037 / BS 1129 / BS EN 14183 / BS EN 1004 / PAS 250 Ladder and Access Equipment
18	BS 476 Fire Tests
19	BS EN 795:2012 - Personal Fall Protection Equipment
20	BS 7883:2019 - Personal fall protection equipment. Anchor systems. System design, installation and inspection. Code of practice.
21	BS 12094: Fixed Fire Fighting Systems 2003-2006
22	BS 9251:2021 Fire sprinkler systems for domestic and residential occupancies.

23	BS 750, 12th Edition, August 9, 2017 - Specification for underground fire hydrants and surface box frames and covers
24	BS EN ISO/IEC 17020: 2012 General criteria for the operation of various types of bodies performing inspections
25	BS EN 16005 - Power operated pedestrian door-sets – Safety in use – Requirements and test methods
26	BS 5871: parts 1-4 2005-2007 Specification for the installation and maintenance of gas fires, convector heaters, fire/back boilers and decorative fuel effect gas appliances. Inset live fuel effect gas fires of heat input not exceeding 15 kW, and fire/back boilers (2nd and 3rd family gases)
27	BS 6891:2015+A1:2019 - Specification for the installation and maintenance of low pressure gas installation pipework of up to 35 mm on premises
28	BS 5837: 2012 Trees in relation to design, demolition and construction – Recommendations
29	BS 6571 Part 4: Vehicle Parking Control Equipment 1989
30	BS 5925: 1991 Code of Practice – Ventilation Principles and Designs for Natural Ventilation
31	BS EN 14175-2: 2003 – Fume Cupboards
32	BS 5726:2005 Microbiological safety cabinets. Information to be supplied by the purchaser to the vendor and to the installer, and siting and use of cabinets. Recommendations and guidance
33	BS 5726: 2005 & BS EN 12469: 2000 – Microbiological Safety Cabinets.
34	HVCA - TR19: Internal Cleanliness of Ventilation Systems - Guide to Good Practice
35	TM46:2008 – CIBSE Energy Benchmarks
36	TM44 – Air Conditioning Inspections
37	BS7858:2019 Security Vetting
38	BS 7499:2020 - Code of Practice for Static Site Guarding and Mobile Patrol Services
39	BS 7984-3:2020 - Code of Practice for Key-holding and Response Services
40	BS 7958:2015 - Code of Practice for CCTV Management and Operation

41	BS 7960:2016 Door supervision. Code of practice
42	BS 8406:2020 - Event stewarding. Code of practice
43	BS 7872 - Code of Practice for Operation of Cash-in-Transit Services (collection & delivery)
44	BS EN 16636:2015 – Pest management Services

Table 7: Building Regulations (England & Wales Only):

No.	Title
1	Building Act 1984
2	Building Regulations Act 1991 2000 Part B, Approved Document B (2006)
3	Building Regulations Act 2000 Approved Document F (2010)
4	Building Regulations Act 2000 Approved Document G (1992) incorp 2000 amendments
5	Building Regulations Act 2000 Approved Document H (2002)
6	Building Regulations Act 1991 2000 Approved Document J (2010)
7	Building Regulations Act 1991, 2000 Approved Part M (2004)
8	Building Regulations Act 2000 Approved Part L (2010)
9	Building Regulations Act 2000 Approved Document P (2006)

Table 8: Miscellaneous Standards:

No.	Title
-----	-------

1	At request of Fire Officer
2	Local Act
3	SFG 20 Guidelines
4	Buyer specific work practices and standards
5	RIBA (Royal Institute of British Architects) Plan of Work: 2013
6	Government Functional Standard GovS004

Note:

Regulations are continually being updated and amended and as such can only be considered valid prior to the day of issue.

ANNEX C: CLASSIFICATION OF WASTE DISPOSAL

Classified Waste Classifications for on and off-site shredding services.

The following table provides for the destruction baseline for protectively marked documents.

Level	Information Assets	Physical Assets
OFFICIAL	<ul style="list-style-type: none">•• Make retrieval and reconstitution unlikely.• Make actual or attempted compromise likely to be detected.	<ul style="list-style-type: none">•• Dispose of with care or destroy to make reconstitution unlikely.• Make actual or attempted compromise likely to be detected.
SECRET	<ul style="list-style-type: none">• Destroy / sanitise to make reconstitution and / or identification of constituent parts highly unlikely.• Detect actual or attempted compromise and help identify those responsible.	<ul style="list-style-type: none">• Destroy / sanitise to make reconstitution and / or identification of constituent parts highly unlikely.• Prevent identification of constituent parts.• Detect actual or attempted compromise and help identify those responsible.
TOP SECRET	<ul style="list-style-type: none">• Do everything necessary to prevent retrieval or reconstitution.• Ensure that there are robust measures in place to prevent compromise from sustained attack.• Detect actual or attempted compromise and make it likely that those responsible will be identified.	<ul style="list-style-type: none">• Do everything necessary to: prevent retrieval.• Prevent identification of constituent parts.• Ensure that there are robust measures in place to prevent compromise from sustained attack.• Detect actual or attempted compromise and make it likely that those responsible will be identified.

ANNEX D: HELPDESK RESPONSE TIMES

Helpdesk response times

1. Service requests of any nature shall be acknowledged within fifteen (15) minutes and the caller informed of the action to be taken. The response times for activities managed through the central helpdesk for all Services shall be as follows:
 - a. Each Category 'A' work request to be available to both the appropriate Supplier and Buyer Authorised Representative within five (5) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.
 - b. Oral escalation to the Buyer Authorised Representative (within twenty (20) minutes of allocation to the Supplier) of those Category 'A' work requests unacknowledged by the Supplier ten (10) minutes after such allocation.
 - c. All Category B reactive work requests and any elective work requests to be available on the Systems to the appropriate Buyer Authorised Representative within fifteen (15) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.
 - d. All Category C reactive work requests and any elective work requests to be available on the Systems to the appropriate Buyer Authorised Representative within thirty (30) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.

ANNEX E: SERVICE DELIVERY RESPONSE AND RECTIFICATION TIMES (Tables A & B)

1. Over-arching response requirements

- a. It is required when sending a person/engineer to attend a reactive event, at the time of despatch, the person/engineer despatched is suitably qualified and has the appropriate spares and materials required to ensure a first-time fix of the repair is achieved.
- b. For activities detailed in Tables 1 and 2 below, the activity is defined to be closed or concluded when the helpdesk/CAFM System receives confirmation from the person/engineer that the event is completed, thereby creating an electronic record of the completion.
- c. When the activity in 5.1.2 above is closed or concluded, within fifteen (15) minutes, an email/text/electronic communication is sent to the originator of the event advising that the job be closed and asking via a simple graphical user interface whether the person agrees. Challenges need to be investigated in a timely fashion and appropriate action taken.

2. On-site FM service delivery response times

- a. The following Table A describes the reactive response time(s) for Service calls raised or made to the helpdesk where the Service required is supported and Delivered by the Supplier from an on-site facility at the Buyer Premises.
- b. The Supplier shall meet these reactive response times in relation to the Buyer requirements.

3. Off-site FM service delivery response times

- a. The following Table B describes the response time(s) for Service calls raised or made to the helpdesk where the Service required is supported and Delivered by the Supplier via an off-site facility.
- b. The Supplier shall meet these reactive response times in relation to the Buyer requirements.

Table A – Response and Rectification Times – On-Site

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
A	Critical	Matters giving rise to an immediate health and safety, business critical or security risk.	[15] minutes	[1] Hour	Permanent solutions to health and safety issues to be achieved within [12] hours of notification. Security measures must be permanently rectified within [6] hours.
B	Emergency	Matters that prevent or severely restrict the Authority from conducting normal operations.	[30] minutes	[2] hours	[1] Working Day
C	Urgent	Matters that impinge upon the proper working of the facilities in relation to all users.	[2] hours	[Next Working Day]	[2] Working Days
D	Routine	Matters of a routine nature.	[5] Working Days	n/a	[10] Working Days
E	Billable Works	New Work, change or cosmetic requests.	n/a	n/a	Initial attend and schedule completion date within [10] Working Days of request (actual completion has no SLA)
F	Consumables	Requests for restocking of toilet or other consumables.	[30] minutes	n/a	Toilet to be restocked within [30] minutes of notification to the Help Desk.
G	Equipment	All requests for assistance with equipment which is in-	[15] minutes	n/a	Capable assistance to be in attendance within [15] minutes of notification to the Help Desk.

		scope or problems at conferences, meetings etc.			
H	Small Moves	Requests for the booking of porters or drivers.	n/a	n/a	[30] minutes of receipt of call.
I	Messengers	Requests for Messengers or Couriers to provide a Service.	n/a	n/a	[10] minutes of booking.
J	Complaint	A failure in delivery of any Service, at any time.	Acknowledgment [2 hrs]	Update [24 hrs]	Written Report (findings & recommendations) [3 working days]
K	Ad hoc	Matters of an Ad hoc or unplanned nature; by the virtue of its category DO NOT require an enhanced response above that of Routine.	[5] Working Days	n/a	[15] Working Days
L	Uncompleted task	A Scheduled task not completed as announced / described requiring a higher than Routine response.	[3] Working Days	n/a	[5] Working Days
M	Call Back	A failure in delivery of any Service, at any time, which requires a re-attendance of the technician / operative to complete the task satisfactorily.	[2] hours	n/a	[4] hours
N		A request for Service; allocated a Call Category	[2] / [72] hours	n/a	[2] / [72] hours

	Reprographics request	dependent on the time frame requested (between [2] & [72] hours).			
--	--------------------------	---	--	--	--

Table B – Response and Rectification Times – Off-Site

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
A	Critical	Matters giving rise to an immediate health and safety, business critical or security risk.	[45] minutes	[2] Hour	Permanent solutions to health and safety issues to be achieved within [24] hours of notification. Security measures must be permanently rectified within [18] hours.
B	Emergency	Matters that prevent or severely restrict the Authority from conducting normal operations.	[2] hours	[4] hours	[Next Working Day]
C	Urgent	Matters that impinge upon the proper working of the facilities in relation to all users.	[4] hours	[Next Working Day]	[5] Working Days
D	Routine	Matters of a routine nature.	[10] Working Days	n/a	[15] Working Days
E	Billable Works	New Work, change or cosmetic requests.	n/a	n/a	Initial attend and schedule completion date within [10] Working Days of request (actual completion has no SLA)

F	Consumables	Requests for restocking of toilet or other consumables.	[2] hours	n/a	Toilet to be restocked within [2] hours of notification to the Helpdesk.
G	Equipment	All requests for assistance with equipment which is in-scope or problems at conferences, meetings etc.	[15] minutes	n/a	Capable assistance to be in attendance within [15] minutes of notification to the Helpdesk.
H	Small Moves	Requests for the booking of porters or drivers.	n/a	n/a	[30] minutes of receipt of call
I	Messengers	Requests for Messengers or Couriers to provide a Service.	n/a	n/a	[30] Minutes of booking
J	Complaint	A failure in delivery of any Service, at any time.	Acknowledgement [2 hours]	Update [24 hrs]	Written Report (findings & recommendations) [3 working days]
K	Ad hoc	Matters of an Ad hoc or unplanned nature by the virtue of its category DO NOT require an enhanced response above that of Routine.	[10] Working Days	n/a	[15] Working Days
L	Uncompleted task	A Scheduled task not completed as announced / described requiring a higher than Routine response.	[3] Working Days	n/a	[10] Working Days

M	Call Back	A failure in delivery of any Service, at any time, which requires a re-attendance of the technician / operative to complete the task.	[4] hours	n/a	[1] Working Day
N	Reprographics request	A request for Service, allocated a Call Category depend on the time frame requested – between [2] & [72] hours.	[2] / [72] hours	n/a	[2] / [72] hours

Please note – For the purposes of this procurement, potential providers should review both Table A and Table B Response Times. The buyer may amend figures in square brackets [] to suit their individual requirements at Call-Off stage.

ANNEX F: MAINTENANCE AND CLEANING STANDARDS

Table 1 - Planned Preventative Maintenance (PPM) Services			
Standard	Synergy with SFG20	Description	
A	Red (Statutory tasks which must be carried out at the recommended frequency to ensure legal / statutory compliance).	The general or normal Service Level.	This Standard includes a fully planned preventative maintenance regime ensuring compliance with all associated statutory, mandatory or regulatory requirements together with sector / organisation compliance needs and will include business critical maintenance activities.
	Pink (Mandatory tasks which must be carried out to ensure regulatory and sector/organisation compliance, mandatory, regulatory and sector compliance).		
	Amber (Function critical tasks which must be carried out to maintain business critical assets. By carrying them out at the recommended level of frequency, it will avoid the over or under-maintenance of functional / critical assets).		
B	Red (Statutory tasks which must be carried out at the recommended frequency to ensure legal / statutory compliance).	This is the minimum level of services required.	This includes a fully planned preventative maintenance regime ensuring compliance with all associated statutory and mandatory requirements.

	Pink (Mandatory tasks which must be carried out to ensure regulatory and sector/organisation compliance, mandatory, regulatory and sector compliance).		
C	Green (Discretionary tasks which must be carried out in order to maintain non-critical assets).	A bespoke or very specific or demanding Service Level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc. Alternatively, this can also be applied to areas or properties or buildings that require a lesser Service Level than the standard Service Level due to the nature of the environment of activity undertaken within the area (e.g. mothballed buildings, garages warehouses, etc.). To include elements of Red (statutory), Pink (mandatory, regulatory, sector and organisational compliance) and Amber (discretionary) as defined by the Buyer.	Whilst maintaining the core requirements of Standard B, this Standard provides for a bespoke maintenance regime which may include discretionary or non-critical maintenance for specialised properties or circumstances as detailed in the Service Requirements by the Buyer at Call Off. Consequently it will reflect either an enhanced or reduced planned maintenance requirement.

Table 2 - Internal and External Building Fabric Maintenance Services

Standard	Description
----------	-------------

A	<p>The general or normal Service Level. Typical for all occupied or generally accessed areas including public access spaces and general office areas.</p>	<p>This level of maintenance Service this includes a regularly planned maintenance regime which aims to keep all elements of the structure, fabric and finishes and overall appearance of the Property at an acceptable performance level. This includes both internal and external elements. This would include any statutory requirements including any health and safety activities not already captured as part of the planned maintenance regime.</p>
B	<p>The highest Service Level. Typical for prestige and high visibility areas. This is classed as exceptional and should only be required in very rare circumstances.</p>	<p>This level of Service, which is discretionary, will provide for an enhanced maintenance approach whereby certain elements of fabric require a higher level of attention due to the environment or circumstances in which it is situated.</p>
C	<p>A bespoke or very specific or demanding Service Level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc. Alternatively, this can also be applied to areas or properties or buildings that require a lesser Service Level than the standard Service Level due to the nature of the environment of activity undertaken within the area (e.g. mothballed buildings, garages warehouses, etc.).</p>	<p>This level of Service will be bespoke and site or area specific. It is likely to offer unique challenges to the Supplier and require a deviation from the normal or expected approach or regime. This deviation will reflect either an enhanced or reduced fabric maintenance requirement (an example could be the maintenance of the front door for No 10, Downing Street which is constantly in the public eye).</p>

Table 3 - Cleaning Services

Standard	Description	Description
A	The general or normal Service Level. Typical for all occupied or generally accessed areas including public access spaces and general office areas.	All areas subject to regular routine cleaning activities should be free from loose debris, dust, fluff and lint on completion of the cleaning task for that area. There should be an overall even appearance and be odour free.
B	The highest Service Level. Typical for prestige and high visibility areas. This is classed as exceptional and should only be required in very rare circumstances.	All areas subject to regular routine cleaning activities should be free from loose debris, dust, fluff and lint on completion of the cleaning task for that area. There should be an overall even appearance and be odour free. This standard would be above and beyond the norm expected for general office spaces and public accessible areas.

C	<p>A bespoke or very specific or demanding Service Level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc. Alternatively, this can also be applied to areas or properties or buildings that require a lesser Service Level than the standard Service Level due to the nature of the environment of activity undertaken within the area e.g. mothballed buildings, garages warehouses, etc.</p>	<p>Areas subject to this standard will be specified as requiring a bespoke or unique approach to cleanliness. This deviation from the normal or expected approach or regime will reflect either an enhanced or reduced cleaning requirement. The standard will be specified as will frequency of Service. This standard could apply to, for example, a laboratory or healthcare environment where specialist procedures are required to limit infection and cross contamination. The standard could also be used to describe activities to be undertaken in buildings or areas that are mothballed or not in use and requiring a very limited Service. Likewise, areas such as warehouses, storage areas and garages may also require a very limited Service and these would also be specifically described.</p>
---	---	--

ANNEX G: PROPERTY CLASSIFICATIONS.

Table 1 – Properties categorised as Standard:

Building Category	Business & Occupational Profile	Description
1	General office - Customer Facing	General office areas and customer facing areas.
2	General office - Non Customer Facing	General office areas and non-customer facing areas.
3	Call Centre Operations	Call centre operations.
4	Warehouses	Large storage facility with limited office space and low density occupation by Supplier Personnel.
5	Restaurant and Catering Facilities	Areas including restaurants, deli-bars and coffee lounges areas used exclusively for consuming food and beverages.
6	Pre-School	Pre-school, including crèche, nursery and after-school facilities.

7	Primary School	Primary school facilities.
8	Secondary School	Secondary school facilities.
9	Special Education Needs (SEN) Schools	Special school facilities.
10	Universities and Colleges	University and college, including on and off site campus facilities but excluding student residential accommodation facilities.
11	Doctors, Dentists and Health Clinics	Community led facilities including doctors, dentists and health clinics.
12	Nursery and Care Homes	Nursery and care home facilities.
13	Hospitals	Areas including mainstream medical, healthcare facilities such as hospitals and medical centres.

Table 2 – Properties categorised as Non-Standard:

Building Category	Business & Occupational Profile	Description
1	Data Centre Operations	Data centre operation.
2	External parks, grounds and car parks	External car parks and grounds including externally fixed Assets - such as fences, gates, fountains etc.
3	Laboratory	Includes all Government facilities where the standard of cleanliness is high, access is restricted and is not public facing.
4	Heritage Buildings	Buildings of historical or cultural significance.
5	Nuclear Facilities	Areas associated with Nuclear activities.
6	Animal Facilities	Areas associated with the housing of animals such as dog kennels and stables.

7	Custodial Facilities	Facilities relating to the detention of personnel such as prisons and detention centres.
8	Fire and Police Stations	Areas associated with emergency services.
9	Production Facilities	An environment centred around a fabrication or production facility, typically with restricted access.
10	Workshops	Areas where works are undertaken such as joinery or metal working facilities
11	Garages	Areas where motor vehicles are cleaned, serviced, repaired and maintained.
12	Shopping Centres	Areas where retail services are delivered to the Public.
13	Museums /Galleries	Areas are generally open to the public with some restrictions in place from time to time. Some facilities have no public access.
14	Fitness / Training Establishments	Areas associated with fitness and leisure such as swimming pools, gymnasia, fitness centres and internal / external sports facilities.
15	Residential Buildings	Residential accommodation / areas.
16	Port and Airport buildings	Areas associated with air and sea transportation and supporting facilities, such as airports, aerodromes and dock areas.
17	List X Property	A commercial site (i.e. non-Government) on UK soil that is approved to hold UK government protectively marked information marked as 'confidential' and above. It is applied to a company's specific site and not a company as a whole.
18	Mothballed / Vacant / Disposal	Areas which are vacant or awaiting disposal where no services are being undertaken.

Appendix 1 – Government Buying Standards ("GBS") for Food and Catering

Department for Environment, Food and Rural Affairs

THE GOVERNMENT BUYING STANDARD FOR FOOD AND CATERING SERVICES¹

¹ Updated March 2015 to clarify wording regarding sweetened beverages

Central government procurers directly or through their catering contractors are required to apply this GBS. Others are encouraged to follow it. It includes a set of minimum mandatory standards for inclusion in tender specifications and contract performance conditions. It also includes some best practice standards which are recommended but not required.

The Balanced Scorecard is a supporting tool to use in order to procure food and catering services. It goes beyond production standards, resource efficiency and nutrition helping provide a comprehensive tool for setting technical specifications and evaluating bids. It includes award criteria to reward good practice, and to further stimulate investment and innovation.

IMPACT AREA	MANDATORY STANDARDS
A. Production, Processing and Distribution	
1. Production Standards	<p>All food served must be produced in a way that meets</p> <p>UK legislative standards for food production, or equivalent standards. Please refer to Section 2 - Legislative standards of this document for a list of relevant legislation.</p> <p>If in any particular circumstances, this leads to a significant increase in costs which cannot reasonably be compensated for by savings elsewhere, the procuring authority shall agree with the catering contractor or supplier to depart from this requirement and the reasons for doing so shall be noted and recorded. This decision shall be signed off by the Head of Procurement or equivalent senior official of the government department or other public body.</p> <p>Procurers or catering contractors must ensure that food is verifiable as meeting these standards by either checking that farm inspection systems meet UK standards of inspection or their equivalent, or if not, that they are subject to an independent assurance system.</p>

2. Traceability of fresh, chilled and frozen produce	<p>Catering contractors or food suppliers shall ensure the traceability of fresh, chilled and frozen produce in accordance with current UK legislation or equivalent.²</p> <p>²Traceability and labelling of beef ,eggs, fish, shellfish, most fruit and vegetables, honey, olive oil, wine and imported poultry is covered by EU regulations. Regulations covering sheep meat, goat meat, swine meat and poultry will come into force in 2015. See here for details.</p>
3. Authenticity	<p>The catering contractor or supplier must have systems in place to enable it to check and ensure authenticity of products.</p>
4. Origin of meat and dairy	<p>In line with the industry principles on country of origin information³, food and catering service suppliers shall indicate the origin of the meat, meat products and dairy products either on the menu or accompanying literature. If this is not practicable, then at minimum the information must be available and be provided on request to the procuring authority or end consumer.</p> <p>³http://www.fdf.org.uk/publicgeneral/principles_on_country_of_orig_in_information.pdf</p>
Animal Welfare	
5. Animal welfare	<p>All food served must be produced in a way that meets UK legislative standards for animal welfare, or equivalent standards. Please refer to: https://www.gov.uk/animal-welfare</p> <p>UK standards are generally similar to EU standards for food production. There are, however, differences in animal welfare standards for some aspects of pig meat and broiler chicken production. Broiler chicken, pork and pork products must be compliant with UK standards, as set out in the Welfare of Farmed Animals Regulations 2007 (as amended).</p> <p>If in any particular circumstances, this leads to a significant increase in costs which cannot reasonably be compensated for by savings elsewhere, the procuring authority shall agree with the catering contractor or supplier to depart from this requirement and the reasons for doing so shall be noted and recorded. This decision shall be signed off by the Head of Procurement or equivalent senior official of the government department or other public body. In such an eventuality, EU standards shall be met at minimum.</p>

6. Eggs	All eggs, including fresh in-shell, liquid and powdered eggs, are sourced from systems that do not use conventional cages. If from a caged system, enriched cages must be used.
Environment	
7. Higher environmental Production standards	<p>At least 10% of the total monetary value of primary commodity (i.e. raw ingredient) food and drink procured shall be inspected and certified to:</p> <p>i) Publicly available Integrated Production (IP) or Integrated Farm Management (IFM) standards that require the systematic and integrated management, at farm level, of:</p> <ul style="list-style-type: none"> - natural habitats & biodiversity; - prevention and control of pollution; - energy, water and waste; - management of soils, landscape and watercourses; <p>and contain within their scope requirements that are consistent with the definition of Integrated Pest Management (IPM) contained in European Council Directive 2009/128/EC</p> <p>OR</p> <p>ii) Publicly available organic standards compliant with European Council Regulation 834/2007 on organic production and labelling of organic products.</p> <p>NOTE: The 10% is of the total monetary value and can be made up of any combination of commodities allowing the procurer flexibility to find the best solutions for their circumstances.</p>
8. Palm oil	<p>From the end of 2015 all palm oil (including palm kernel oil and products derived from palm oil) used for cooking and as an ingredient in food must be sustainably produced.⁴</p> <p>⁴ Support and advice on procuring sustainable palm oil is available from http://www.cpet.org.uk/ (e-mail cpet@efeca.com, telephone 01305 236 100).</p>

9. Fish	<p>All fish⁵ are demonstrably sustainable with all wild-caught fish meeting the FAO Code of Conduct for Responsible Fisheries (includes Marine Stewardship Council certification and Marine Conservation Society 'fish to eat', or equivalent).</p> <p>No 'red list' or endangered species of farmed or wild fish shall be used (Marine Conservation Society 'fish to avoid').</p> <p>⁵ Fish includes all fish including where it is an ingredient in a composite product.</p>
Variety and seasonality	
10. Seasonal produce	In respect of the use of fresh produce, menus shall be designed to reflect the natural growing or production period for the UK, and in-season produce shall be highlighted on menus.
B. Nutrition	
11. Reducing Salt	Vegetables and boiled starchy foods such as rice, pasta and potatoes, are cooked without salt.
	Salt is not available on tables.
	At least 50% of meat and meat products, breads, breakfast cereals, soups and cooking sauces, ready meals and pre-packed sandwiches (procured by volume) meet Responsibility Deal salt targets and all stock preparations are lower salt varieties (i.e. below 0.6g/100mls).
12. Increasing Fruit and Vegetable Consumption	At least 50% of the volume of desserts available is based on fruit – which can be fresh, canned in fruit juice, dried or frozen.
	A portion of fruit is cheaper than a portion of hot or cold dessert.
	Meal deals include a starchy carbohydrate, vegetables and 1 portion of fruit.
13. Reducing Saturated Fat	Meat and meat products, biscuits, cakes and pastries (procured by volume) are lower in saturated fat where available. At least 50% of hard yellow cheese has a maximum total fat content of 25g/100g; at least 75% of ready meals contain less than 6g saturated fat per portion; at least 75% of milk is reduced fat; and at least 75% of oils and spreads are based on unsaturated fats.

14. Cereals	At least 50% of breakfast cereals (procured by volume) are higher in fibre (i.e. more than 6g/100g) and do not exceed 22.5g/100g total sugars.
15. Fish	If caterers serve lunch and an evening meal, fish is provided twice a week, one of which is oily. If caterers only serve lunch or an evening meal, an oily fish is available at least once every 3 weeks.
C. Resource Efficiency	
16. Water	Tap water is visible and freely available and such provision is promoted.
	Pre-bottled water (mineral or spring) is not included in the hospitality menu.
17. Reducing Landfill	Where waste management is included in the contract, facilities shall be available to staff and customers for recycling cans, bottles, cardboard and plastics.
18. Food waste	<p>Food and catering supplier with off-site meal preparation operations shall provide evidence of a systematic approach to managing and minimising the impacts of waste throughout their direct operations i.e. those operations over which they have direct financial and/or operational control. This shall include evidence of a continual improvement cycle of objective setting, measurement, analysis, review and the implementation of improvements actions.</p> <p>Catering service suppliers which will supply on-site catering services shall:</p> <ul style="list-style-type: none"> • Take steps to minimise food waste in their on-site operations by creating a food waste minimisation plan, describing what actions they will undertake⁶ • Review and revise the actions they are taking with suitable regularity so as to continue to reduce food waste wherever possible; and • Feed back to clients on progress and results with suitable regularity. <p>⁶ A list of potential aspects and actions is provided in the guidance for implementing the Government Buying Standard for Food & Catering. See the 'indicative checklist' in section 19: http://sd.defra.gov.uk/documents/GBS-guidance-food.pdf</p>

	<p>The contracting authority shall check whether a separate food waste collection service can be provided. If the service can be provided, while achieving value for money, then it shall meet the best practice standard.</p>
--	--

19. Energy Management	<p>Energy management policy (off-site catering operations)</p> <p>Catering service contractors with off-site preparation kitchen operations shall have in place an energy management policy appropriate to the nature and scale of their energy use and consumption. Their policy shall commit the organisation to the continual improvement of its energy performance</p> <p>Energy management policy (on-site catering operations)</p> <p>On-site catering operations shall be run in accordance with the host building's overall energy management policy.</p>
20. Catering equipment	<p>The minimum mandatory Government Buying Standards for catering equipment apply as well as the duty under Article 6 of the Energy Efficiency Directive.</p> <p>Kitchen taps shall have flow rates of not less than 5l/min delivered through either automatic shut off, screw down/lever, or spray taps; and non-flow rate elements shall meet the Enhanced Capital Allowance Scheme (ECA) Water Technology List criteria.</p>
21. Paper products	<p>The minimum mandatory Government Buying Standards for paper products shall apply where relevant: e.g. kitchen paper, napkins and cardboard cups.</p>
D. Social-economic	
22. Ethical trading	<p>At least 50% of tea and coffee is fairly traded</p>
23. Inclusion of SMEs	<p>Provide opportunity for separate contracts for supply and distribution; and advertise all food-related tenders to SMEs.</p>
24. Equality and diversity	<p>The catering contractor or food supplier shall have a written equality and diversity policy to help ensure it and its sub-contractors are compliant with employment law provisions in the UK Equality Act (2010). In addition, to ensure the procuring authority meets its public sector equality duty, the contractor or food supplier shall have a policy in place as to carrying out its business, such as in terms of awarding sub- contracts or procuring goods, in a</p>

	way that is fair, open and transparent.
--	---

IMPACT AREA	BEST PRACTICE
A. Production, Processing and Distribution	
25. Environmental production standards	<p>At least 40% of the total monetary value of primary commodity (i.e. raw ingredient) food and drink procured shall be inspected and certified to:</p> <ul style="list-style-type: none"> Publicly available Integrated Production standards or Integrated Farm Management standards; or Publicly available organic standards compliant with European Council Regulation (EC) No 834/2007 on organic production and labelling of organic products.
B. Nutrition	
26. Snacks	Savoury snacks are only available in packet sizes of 30g or less.
27. Confectionery	Confectionery and packet sweet snacks are in the smallest standard single serve portion size available within the market and not to exceed 250kcal.
28. Sugar Sweetened Beverages	All sugar sweetened beverages to be no more than 330ml pack size and no more than 20% of beverages (procured by volume) may be sugar sweetened. No less than 80% of beverages (procured by volume) may be low calorie/no added sugar beverages (including fruit juice and water)
29. Menu analysis	Menu cycles are analysed to meet stated nutrient based standards relevant to the major population subgroup of the catering provision.
30. Calorie and allergen labelling	Menus (for food and beverages) include calorie and allergen labelling.
C. Resource Efficiency	
31. Environmental Management Systems	The contractor must prove its technical and professional capability to perform the environmental aspects of the contract through: an environmental management system (EMS) for catering services (such as EMAS, ISO 14001 or equivalent).

32. Packaging waste	<p>Packaging waste in delivering food for the catering service is minimised.</p> <p>i. tertiary and secondary packaging consists of at least 70% recycled cardboard; and</p> <p>ii. where other materials are used, the tertiary packaging must either be reusable or all materials contain some recycled content.</p>
---------------------	--

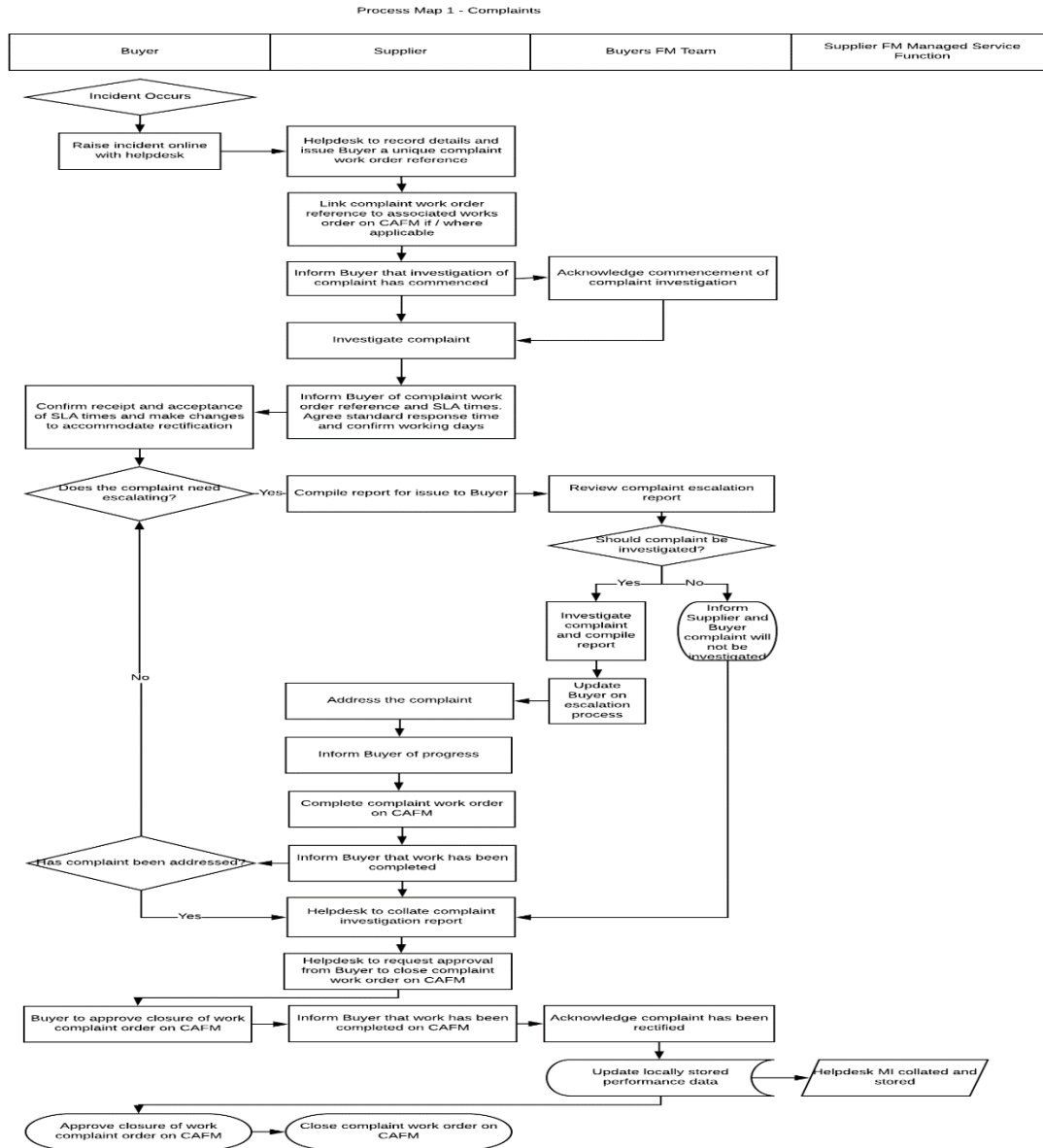
33. Food waste	<p>The food waste minimisation plan includes actions and estimated quantifiable reductions.</p> <p>The supplier ensures that appropriate training is given to staff to ensure best practice in terms of food waste minimisation.</p> <p>Surplus food that is fit for consumption is distributed for consumption rather than sent for disposal as waste</p> <p>E.g. gifted to charities / food banks.</p>
34. Energy efficiency	The on-site catering operation is run in accordance with the Carbon Trust food preparation and sector guide (CTV035).
35. Waste minimisation	Food and drink to be consumed in restaurants and canteens must be served using cutlery, glassware, and crockery which are reusable and washable.
36. Catering equipment	<p>The best practice Government Buying Standards for catering equipment apply where relevant:</p> <ul style="list-style-type: none"> • Domestic Dishwashers • Commercial cooking equipment, including ovens, fryers and steam cookers • Domestic fridge freezers
37. Paper products	Disposable paper products (e.g. napkins, kitchen tissue, and take-away food containers) meet the requirements of the EU Ecolabel, or equivalent.
D. Social-economic	
38. Ethical trading	All tea, coffee, cocoa and bananas are certified as fairly traded.

	<p>Where food is sourced from states that have not ratified the International Labour Organization Declaration on Fundamental Principles and Rights at Work (1998), or are not covered by the OECD Guidelines for Multinational Enterprise, the supplier of catering and food services shall carry out due diligence against ILO Declaration on Fundamental Principles and Rights at Work (1998).</p> <p>Risk based audits have been conducted against social / ethical supply chain standards e.g. SA8000 compliance, audit evidence for Ethical Trade Initiative (ETI) Base Code compliance, or equivalent.</p> <p>Working with suppliers to improve conditions through pro-active, direct engagement programmes.</p>
	<p>Dairy products meet the Voluntary Code of Practice on Best Practice on Contractual Relationships: http://www.dairyuk.org/2014-04-23-11-00-42/vcop-home.</p> <p>Measures are taken to ensure fair dealing with farmers through, for example, the guidance contained in the Groceries Supply Code of Practice: https://www.gov.uk/government/publications/groceries-supply-code-of-practice/groceries-supply-code-of-practice</p>

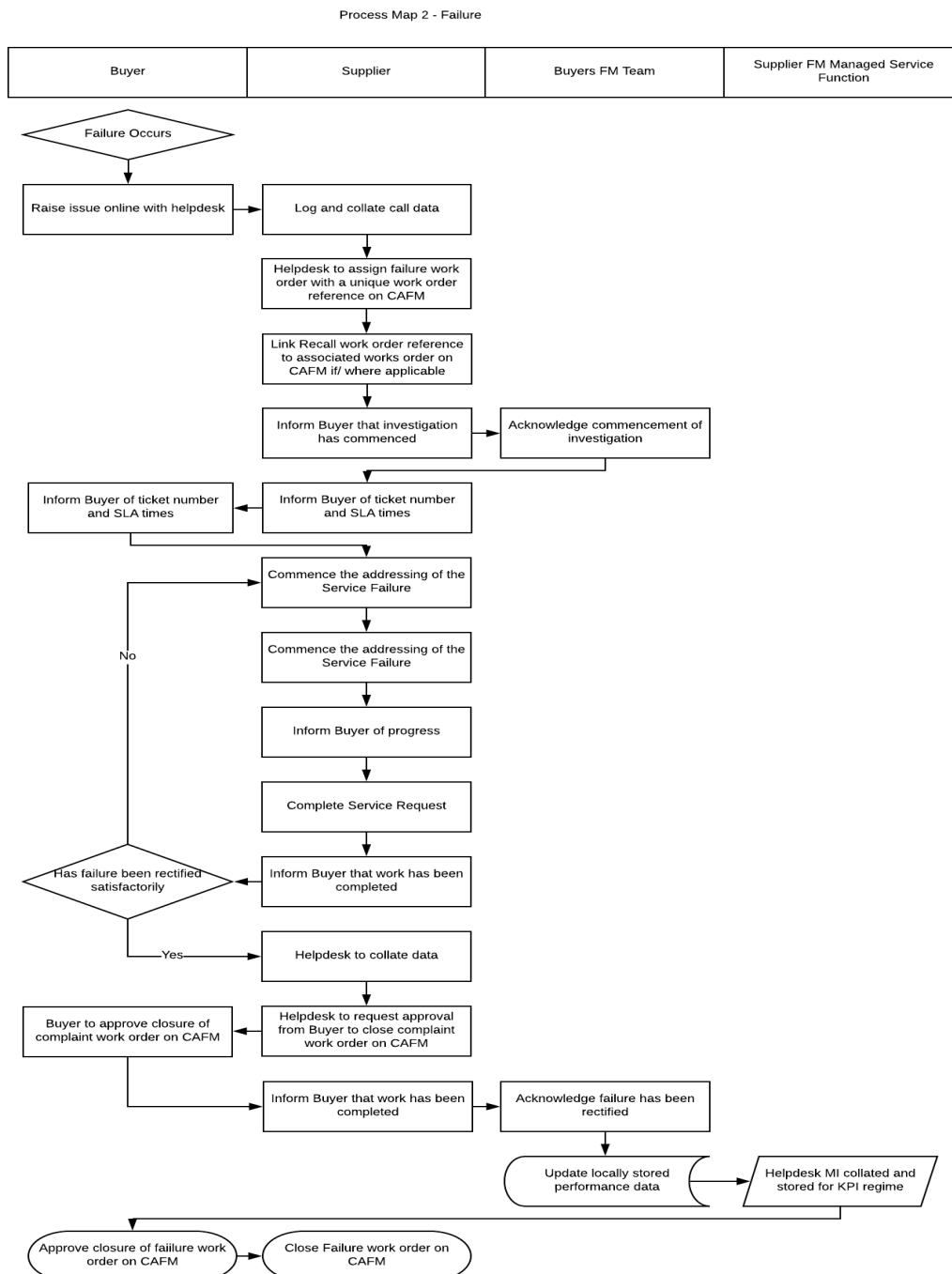
<p>39. Inclusion of SMEs</p>	<ul style="list-style-type: none"> i) Contracts are broken into “lots” to facilitate bids from small producers; ii) Contract documents are simplified, with a degree of standardisation. Requirements are clearly stated, up front; iii) Contract lengths are geared to achieve the best combination of price and product; iv) Longer-term contracts are offered to provide stability; v) Tenders are widely advertised; vi) Potential bidders are advised on how to tender for contracts; vii) Projects to help small producers do business are undertaken; viii) Social enterprises are encouraged to compete for contracts; ix) Small producers and suppliers are made aware of sub-contractors/suppliers, so that they know who to do business with; x) Competition on quality rather than brand <p>Fair treatment of suppliers</p> <ul style="list-style-type: none"> xi) Suppliers of food and catering services provide fair and prompt payment terms for their supply chain E.g. 30 days maximum. xii) Length of contracts and notice period are agreed fairly with suppliers.
------------------------------	---

Appendix 2 – Complaints, Failure and Recall Process

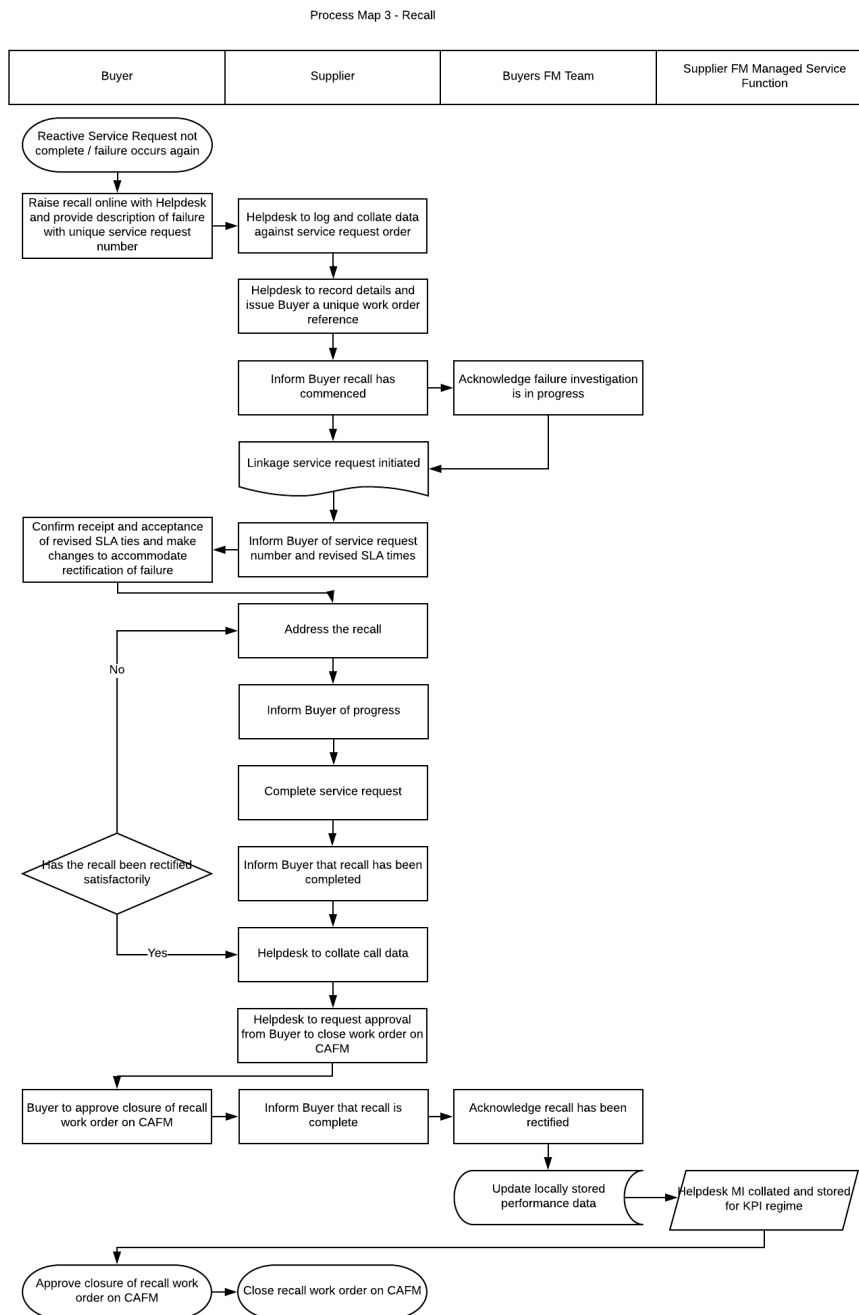
Appendix 2.1 – Process Map 1: Complaints



Appendix 2.2 – Process Map 2: Failure

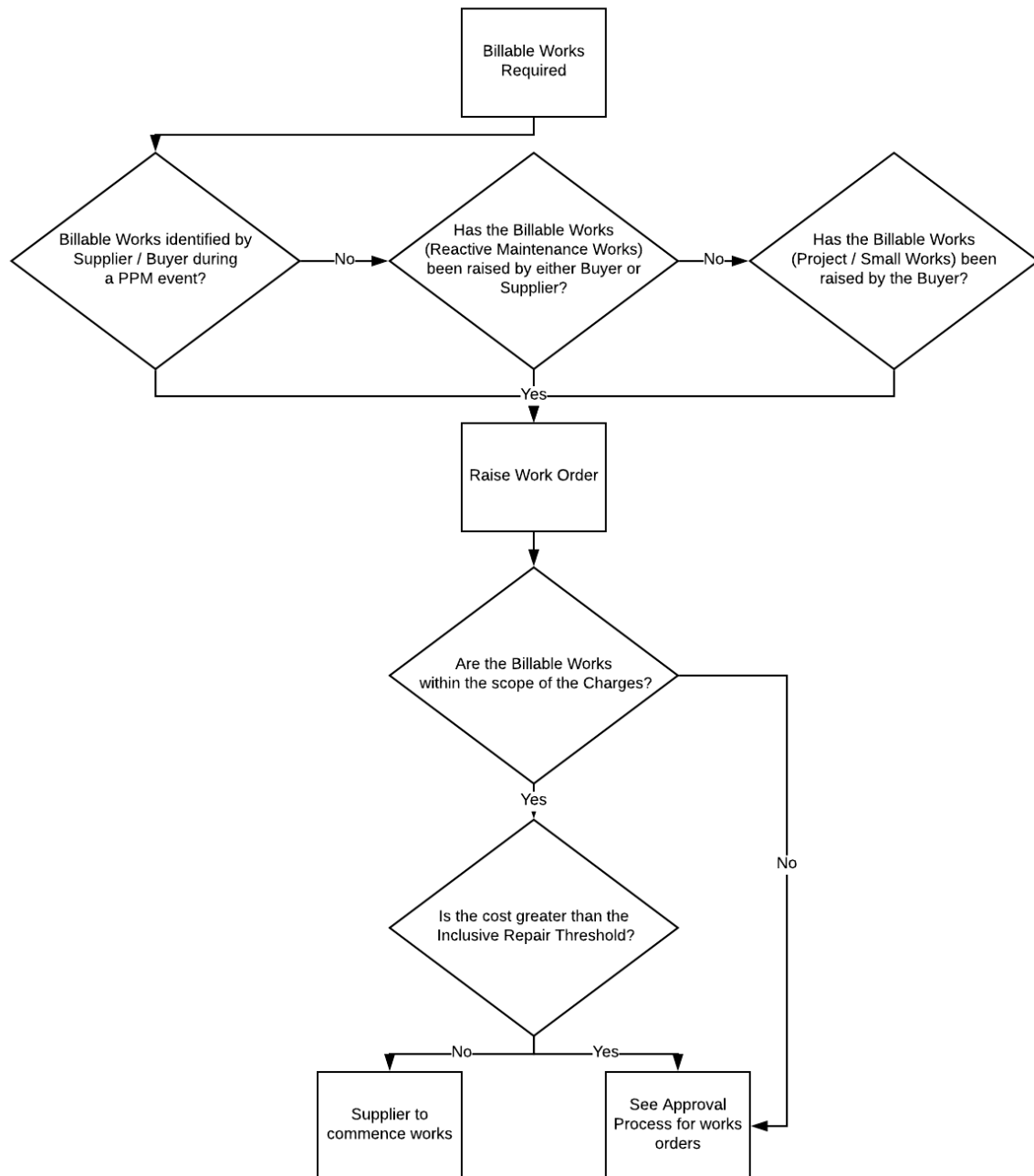


Appendix 2.3 – Process Map 3: Recall

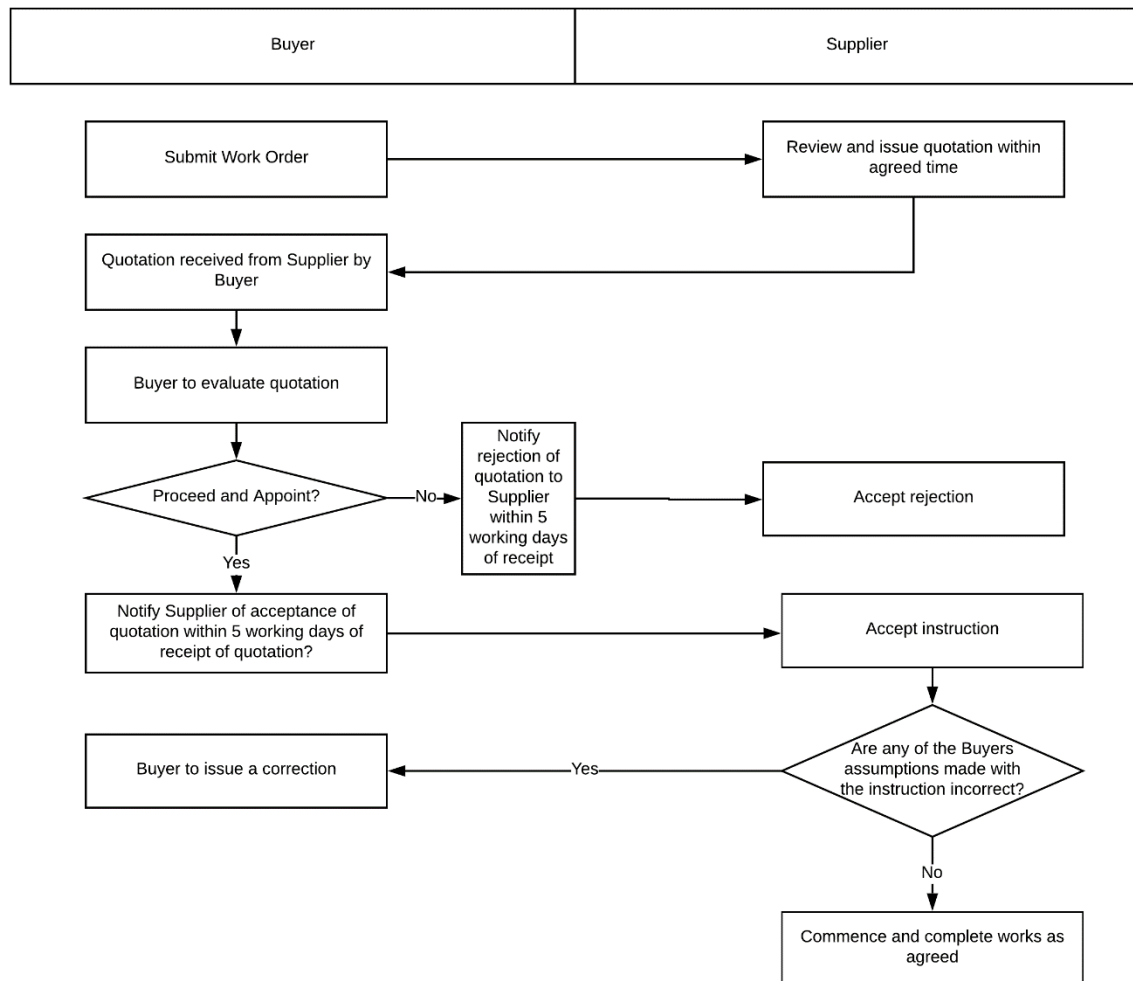


Appendix 3 – Billable Works and Approval Process

Appendix 3.1 – Process Map 1: Billable Works and Approval Process



Appendix 3.2 – Process Map 2: Issuing Quotation by Supplier Process



Appendix 3.3 – Process Map 3: Issuing Instruction for Quotation for Approved Work Order Process

