

# **Call-Off Schedule 20 (Call-Off Specification)**

## **INTRODUCTION**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyer under this Call-Off Contract.

The Deliverables and any Standards set out may be adapted by a Buyer during a Competitive Selection Process to reflect its Deliverables requirements for entering a particular Call-Off Contract.

**[Buyer Guidance:** Buyers should note that where there are requirements in square brackets with a yellow highlight, such as durations and frequencies, Suppliers will have submitted Framework Prices (where applicable) based on what is set in the bracket, and a more onerous amendment to these may mean that the service would need to be deemed non-standard by the Buyer.

Where there is text in square brackets in a green highlight, Buyers are advised to provide additional information if applicable or follow the guidance contained within each section.

Following completion of this schedule, Buyers should remove any guidance notes, highlighting and square brackets]

## **CONTENTS**

Statutory and Mandated Requirements	9
1.1. Legislation & regulations	9
1.2. Guidance Notes and Codes of Practice	9
1.3. Health Technical Memorandums (HTMs)	9
1.4. ISO Mandatory Standards	9
1.5. Additional ISO Standards	10
1.6. Cyber Accreditation	10
1.7. BS / EN Standards	10
1.8. Government Guidelines and Policies	10
1.9. Security Industry Authority	11
Work Package A - Management Services	12
2. Service A1 - Integration	12
3. Service A2 - Health and Safety	13
4. Service A3 - Management Services	17
5. Service A4 - Service Delivery Plans (SDP)	20

## **Call-Off Schedule 20 (Call-Off Specification)**

Crown Copyright 2025

6.	Service A5 - Fire Safety Advice	21
7.	Service A6 - Accessibility Services	22
8.	Service A7 - Risk Management	22
9.	Service A8 - Customer Satisfaction	23
10.	Service A9 - Reporting	25
11.	Service A10 - Performance Self-Monitoring	31
12.	Service A11 - Business Continuity and Disaster Recovery (BCDR) Plan	33
13.	Service A12 - Quality Management Systems	34
14.	Service A13 – Staff Management, Recruitment and Training	35
15.	Service A14 - Selection and Management of Subcontractors	39
16.	Service A15 - Compliance	40
17.	Service A16 - Sustainability	43
18.	Service A17 - Social Value	56
19.	Service A18 - Carbon Net Zero	58
	Work Package B - Mobilisation Services	60
20.	Service B1 - Contract Mobilisation	60
	Work Package C - Maintenance Services	70
21.	Service C - Maintenance Services Generic Requirements	70
22.	Service C1 - Mechanical and Electrical Engineering Maintenance	75
23.	Service C2 - Ventilation and Air Conditioning Systems Maintenance	77
24.	Service C3 - Environmental Cleaning Service	78
25.	Service C4 - Fire Detection and Firefighting Systems Maintenance	79
26.	Service C5 - Lifts Maintenance	80
27.	Service C6 - Hoists and Conveyance Systems Maintenance	81
28.	Service C7 - Security, Access and Intruder Systems Maintenance	82
29.	Service C8 - Internal and External Building Fabric Maintenance	82
30.	Service C9 - Reactive Maintenance Service	88
31.	Service C10 - Planned / Group Re-Lamping Service	90
32.	Service C11 - Automated Barrier Control System Maintenance	91
33.	Service C12 - Building Management System (BMS) Maintenance	91
34.	Service C13 - Standby Power System Maintenance	92
35.	Service C14 - High Voltage (HV) and Switchgear Maintenance	92
36.	Service C15 - Catering Equipment Maintenance	93

## **Call-Off Schedule 20 (Call-Off Specification)**

Crown Copyright 2025

37.	Service C16 - Audio Visual (AV) Equipment Maintenance	94
38.	Service C17 - Television Cabling Maintenance	94
39.	Service C18 - Mail Room Equipment Maintenance	94
40.	Service C19 - Office Machinery Servicing and Maintenance	95
41.	Service C20 - Voice Announcement System Maintenance	95
42.	Service C21 - Locksmith Services	96
43.	Service C22 - Specialist Maintenance Services	96
	Work Package D - Statutory Compliance	99
44.	Generic Statutory Compliance Requirements	99
45.	Service D1 - Asbestos Management	99
46.	Service D2 - Water Hygiene Maintenance	101
47.	Service D3 - Statutory Inspections	102
48.	Service D4 - Portable Appliance Testing (PAT)	103
49.	Service D5 - Miscellaneous Surveys , Audits and Testing Services	104
50.	Service D6 - Condition Surveys	105
51.	Service D7 - Electrical Testing	106
52.	Service D8 - Fire Risk Assessments	106
53.	Service D9 - Building Information Modelling (BIM) and Government Soft Landings (GSL)	106
54.	Service D10 - Display Energy Certificates (DECs)	108
55.	Service D11 - Energy Performance Certificates (EPCs)	108
56.	Service D12 - Radon Gas Management Services	109
57.	Service D13 - Permit to Work (PtW)	110
	Work Package E - Landscaping / Horticultural Services	112
58.	Service E1 - Hard Landscaping Services	112
59.	Service E2 - Soft Landscaping Services	113
60.	Service E3 - Tree Surgery (Arboriculture)	116
61.	Service E4 - Planned Snow and Ice Clearance	116
62.	Service E5 - Reactive Snow and Ice Clearance	117
63.	Service E6 - Reservoirs, Ponds, River Walls and Water Features Maintenance	118
64.	Service E7 - Internal Planting	119
65.	Service E8 - Cut Flowers and Christmas Trees	120

## **Call-Off Schedule 20 (Call-Off Specification)**

Crown Copyright 2025

Work Package F - Catering Services	122
66. Service F - General Catering Requirements	122
67. Service F1 - Chilled Potable Water	126
68. Service F2 - Kiosk	126
69. Service F3 - Deli / Coffee bar	127
70. Service F4 - Events and Functions	128
71. Service F5 - Full Service Restaurant	128
72. Service F6 - Hospitality and Meetings	130
73. Service F7 - Outside Catering	130
74. Service F8 - Trolley Service	131
75. Service F9 - Vending Services (Food and Beverages)	131
76. Service F10 - Residential Catering Services	132
Work Package G - Cleaning Services	134
77. Service G - Generic Cleaning Requirements	134
78. Service G1 - Routine Cleaning	136
79. Service G2 - Infection Prevention and Control / Touchpoint Cleaning	139
80. Service G3 - Deep (Periodic) Cleaning	140
81. Service G4 - Window Cleaning (Internal)	142
82. Service G5 - Window Cleaning (External)	143
83. Service G6 - Cleaning of External Areas	145
84. Service G7 - Pest Control Services	146
85. Service G8 - Cleaning of Integral Barrier Mats	148
86. Service G9 - Reactive Cleaning (Outside Operational Working Hours)	148
87. Service G10 - Additional Cleaning Services	149
88. Service G11 - Housekeeping	151
89. Service G12 - Standard Wash Linen and Laundry Services	153
Work Package H - Miscellaneous FM Services	155
90. Service H1 - Mail Services	155
91. Service H2 - Internal Messenger Service	156
92. Service H3 - Courier Booking and Distribution Services	156
93. Service H4 - Repairperson Services	157
94. Service H5 - Move and Space Management (Internal Moves)	159
95. Service H6 - Porterage	160

## **Call-Off Schedule 20 (Call-Off Specification)**

Crown Copyright 2025

96.	Service H7 - Signage	161
97.	Service H8 - Archiving (On-Site)	162
98.	Service H9 - Furniture Management	162
99.	Service H10 - Space Management	165
100.	Service H11 - Cable Management	167
101.	Service H12 - Reprographics Service	167
102.	Service H13 - Stores and Goods Management Services	168
103.	Service H14 - Portable Washroom Solutions	169
104.	Service H15 - Childcare Facility	170
105.	Service H16 - Sports and Leisure Service	171
106.	Service H17 - Transport, Driver and Vehicle Service	172
107.	Service H18 - First Aid and Medical Service	174
108.	Service H19 - Housing and Residential Accommodation Management	175
109.	Service H20 - Energy and Utilities Management Bureau Services	177
110.	Service H21 - Additional Support Services	178
	Work Package I - Visitor Support Services	180
111.	Service I1 - Reception Service	180
112.	Service I2 - Taxi Booking Service	181
113.	Service I3 - Car Park Management and Booking Service	181
114.	Service I4 - Voice Announcement System Operation	182
115.	Service I5 - Concierge Services	182
	Work Package J - Waste Management	184
116.	Service J - Generic Waste Management Service Requirements	184
117.	Service J1 - On-Site / Mobile Classified Waste Shredding Services	187
118.	Service J2 - Off-Site Classified Waste Shredding Services	189
119.	Service J3 - General Waste	190
120.	Service J4 - Recycled Waste and Waste for Re-use	192
121.	Service J5 - Sanitary Waste	193
122.	Service J6 - Hazardous Waste	194
123.	Service J7 - Additional Waste Services	195
	Work Package K - Specialist FM Services	198
124.	Service K1 - End-User Accommodation Services	198

## **Call-Off Schedule 20 (Call-Off Specification)**

Crown Copyright 2025

125. Service K2 - Management and Control of Ranges and Training Areas (MCRT) and specialist FM services (including the Operation of a Bidding and Allocation Management (BAMS) system)	199
126. Service K3 - Training Areas and Ranges Operation and Management (TAROM) Services and the provision of a service for Targets deployed overseas	
203	
127. Service K4 - Rural Estate Maintenance (REM) Services	205
128. Service K5 - Land Management Service (LMS)	209
Work Package L - Occupancy and Property Management Services	211
129. Service L1 - Applications and Allocations Services	211
130. Service L2 - Occupancy Management	211
131. Service L3 - Rental Services	211
132. Service L4 - Emergency Accommodation	212
133. Service L5 - Occupation Management	213
134. Service L6 - Housing Stock Management	214
135. Service L7 - Accommodation Stores Service	215
136. Service L8 - Special Need or Disability Adaptons	216
137. Service L9 - Third Party Claims	216
138. Service L10 - Customer Service Centre	217
139. Service L11 - Professional Property Advice and Management Service	220
140. Service L12 - Property Maintenance Support Desk Services	221
141. Service L13 - Accommodation Compliance Services	224
142. Service L14 - Accommodation Maintenance Services	225
Work Package M - CAFM Services	227
143. Service M1 - Soft FM CAFM Requirements	227
144. Service M2 - Hard / Soft FM CAFM Requirements	233
Work Package N - Helpdesk Services	245
145. Service N1 - Helpdesk Services	245
Work Package O - Security Officer Services	250
146. Service O - Generic Requirements	250
147. Service O1 - Security Officer Services	251
148. Service O2 - Video Surveillance Systems (VSS) and Alarm Monitoring	252
149. Service O3 - Control of Access and Security Passes	254
150. Service O4 - Control of Access - Vehicles	255

## **Call-Off Schedule 20 (Call-Off Specification)**

Crown Copyright 2025

151. Service O5 - Patrolling Services	256
152. Service O6 - Management of Visitors and Passes	258
153. Service O7 - Additional Security Officer Services	259
154. Service O8 - Key Holding	260
Work Package P - Design, Supply, Install and Commission of Physical and Electronic Security Systems and Services	262
155. Service P - Generic Requirements	262
156. Service P1 - Design, Supply, Install and Commission of Physical and Electronic Security Systems and Services	262
Work Package Q - Maintenance of Security Systems	265
157. Service Q - Generic requirements	265
158. Service Q1 - Planned Preventative Maintenance (PPM) Services	267
159. Service Q2 - Reactive Maintenance Services	269
Work Package R - Security Operations Centre	271
160. Service R1 - Security Operations Centre	271
Work Package S - Security Advisory Services	273
161. Service S1 - Security Advisory Services	273
Work Package T - Security and Risk Assessments	274
162. Service T1 - Security Assessments	274
163. Service T2 - Risk Assessments	274
Work Package U - Security Awareness / Training	276
164. Service U1 - Security Awareness / Training	276
APPENDIX A - Core and Additional Service Table;	277
APPENDIX B - Helpdesk Response Times;	292
APPENDIX C - Service Delivery Response and Rectification Times;	293
Table A – Response and Rectification Times – On-Site	294
Table B – Response and Rectification Times – Off-Site	297
APPENDIX D - Property Classifications;	300
APPENDIX E - Estate Information;	303
E.1 - Building Overview and Building Specific Information	303
E.2 - Asset Data	303
E.3 - Historic Reactive Works (For Information Only)	303
APPENDIX F - Complaints, Failure and Recall Process;	304

## **Call-Off Schedule 20 (Call-Off Specification)**

Crown Copyright 2025

F.1 - Process Map 1: Complaints	304
F.2 - Process Map 2: Failure	304
F.3 - Process Map 3: Recall	304

[The Buyer is to list additional appendices here and add the documentation and/or details within the appendices section. If no further appendices are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **Statutory and Mandated Requirements**

1. The Supplier shall comply with all relevant schedules within RM6378 Facilities Management and Security Services, any current and future appropriate UK legislation, guidance notes, Approved Codes of Practices (ACoP), Manufacturers Recommendations, Industry Standards, Government guidelines and policies, Government Buying Standards, Commercial Playbooks and appropriate Public Procurement Notices (PPN).

### **1.1. Legislation & regulations**

1.1.1. All current and future legislative Standards and regulations that apply to the in-scope Services must be complied with and nothing in the Specification absolves the Supplier from doing so.

### **1.2. Guidance Notes and Codes of Practice**

1.2.1. All current and future relevant guidance notes and codes of practice that apply to in scope Services must be complied with and nothing in the Specification absolves the Supplier from doing so.

### **1.3. Health Technical Memorandums (HTMs)**

1.3.1. Any health related Standards (HTMs or otherwise) may be required by the Buyer at Call-Off and where applicable, shall be specified as part of a Call-Off Procedure as appropriate. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly. This adaptation of the standard Specification would deem relevant services as non-standard and thereby permit relevant Framework Prices to be exceeded as part of a Call-Off Procedure, if necessary.]

### **1.4. ISO Mandatory Standards**

1.4.1. All Suppliers must be fully certified to the following Standards:

- 1.4.1.1. ISO 9001 - Quality Management
- 1.4.1.2. ISO 14001 - Environmental Management (\*)

## **Call-Off Schedule 20 (Call-Off Specification)**

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### 1.4.1.3. ISO 27001 - Information Security Management (\*)

(\*) Applicable to Lots 1b, 1c, 2b, 3b only

## **1.5. Additional ISO Standards**

1.5.1. Additional ISO standards may be required by the Buyer as part of the Call-Off Procedure;

1.5.1.1. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **1.6. Cyber Accreditation**

1.6.1. All Suppliers must be fully accredited to the following Standard:

1.6.1.1. Cyber Essentials Basic Certificate

1.6.2. [Cyber Essentials Plus Certificate or alternatives, may be required by the Buyer as part of a Call-Off Procedure and where required the Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly. This adaptation of the Specification would deem this as a non-standard overhead, and whilst Suppliers would be expected to price in accordance with the Framework Prices they would be permitted to exceed the relevant Framework Price for Overhead as part of a Call-Off Procedure, if necessary.]

## **1.7. BS / EN Standards**

1.7.1. All current and future relevant BS/EN Standards that apply to in scope Services must be complied with and nothing in the Specification absolves the Supplier from doing so.

## **1.8. Government Guidelines and Policies**

1.8.1. All current and future relevant Government guidelines, policies, Government Buying Standards, Greening

## **Call-Off Schedule 20 (Call-Off Specification)**

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Government Commitments, Government Functional Standards, Commercial Playbooks and appropriate Public Procurement Notices (PPN) that apply to in scope Services must be complied with and nothing in the Specification absolves the Supplier from doing so.

- 1.8.2. Any Defence related Standards (Joint Service Publications (JSPs) or otherwise) may be required by the Buyer at Call-Off and where applicable, shall be specified as part of a Call-Off Procedure as appropriate. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly. This adaptation of the standard Specification would deem the service as non-standard and thereby permit relevant Framework Prices to be exceeded as part of a Call-Off Procedure, if necessary.]

## **1.9. Security Industry Authority**

- 1.9.1. The Supplier shall be an approved contractor accredited by the Security Industry Authority (SIA). This applies to Lots 1a, 1b, 1c, 3a, 3b, 4a and 4b only.

**Work Package A - Management Services**

**2. Service A1 - Integration**

- 2.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 2.2. The Supplier shall provide an integrated Service ensuring a seamless and coordinated Delivery and effective synergies with Buyer Third Parties and other 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.
- 2.3. The Supplier shall be aware that Services shall be Delivered across all Buyer Premises as highlighted within Appendix D - Property Classifications.
- 2.4. The Supplier shall 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.
- 2.5. The Supplier shall:
  - 2.5.1. Consider cross / multi-skilling of Supplier Staff to allow for efficiencies when delivering the required Services;
  - 2.5.2. Share more efficient ways of working with the Buyer that will ensure better working practices in delivering the Services;
  - 2.5.3. Work collaboratively with the Buyer and identify opportunities in relation to delivering the Services;
- 2.6. The Supplier shall 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.
- 2.7. The Supplier shall work collaboratively with the Buyer when establishing their Service Delivery Plan and shall focus on the use of technology, data, insights and analytics to develop, maintain and maximise the workplace experience, value-for-money for the Buyer and to allow both the Supplier and the Buyer to make better decisions on matters, including but not limited to, estate use, maintenance, Additional Works and capital projects. These continuous improvement initiatives shall include but not be limited to:

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 2.7.1. Use of intelligent software to monitor working conditions (e.g. lighting levels, office temperatures);
  - 2.7.2. Use of intelligent systems to aid with the Delivery of smarter cleaning, energy usage and maintenance solutions;
  - 2.7.3. More effective use of existing software and systems (e.g. Building Management Systems (BMS), sensor technology and Computer Aided Facilities Management (CAFM) systems);
  - 2.7.4. Use of new technology, to include artificial intelligence (AI), closed-circuit television (CCTV), movement sensors, drones and robotic solutions, to support the Delivery of Services where appropriate; and
  - 2.7.5. Use of automated room booking systems and technology to maximise efficient use of facilities at the Buyer Premises and to monitor space utilisation.
- 2.8. 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.
  - 2.9. The Supplier shall ensure that the initiatives agreed with the Buyer are:
    - 2.9.1. Captured within the Service Delivery Plan (SDP),
    - 2.9.2. Recorded within the CAFM System; and
    - 2.9.3. Reported upon as part of the agreed Contract reporting regime.

### **3. Service A2 - Health and Safety**

- 3.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 3.2. The Supplier shall prepare and as appropriate, revise a written safety policy statement. The Supplier's Managing Director or appropriate senior manager must sign this safety policy.
- 3.3. As a minimum, the Supplier shall produce and comply with the following documents:
  - 3.3.1. A Forward Maintenance Register;
  - 3.3.2. Planned Preventative Maintenance (PPM) schedule;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 3.3.3. Accident/Incident reports (Reporting of Injuries, Diseases and Dangerous Occurrences/RIDDOR);
- 3.3.4. Fire evacuation drill reports;
- 3.3.5. Statutory inspection reports, assessments and reviews;
- 3.3.6. Risk assessment reports and reviews;
- 3.3.7. Compliance certificates;
- 3.3.8. Security incident reports;
- 3.3.9. Disability discrimination assessments and reports;
- 3.3.10. Method statements for meeting the Buyer's requirements;
- 3.3.11. Health and safety policies and procedures; and
- 3.3.12. Scope and Services objectives.

### 3.4. The Supplier shall ensure:

- 3.4.1. Their safety policy statement aligns with the requirements of the Buyer;
- 3.4.2. They have suitable organisation and arrangements in place to implement their safety policy throughout the Contract Period;
- 3.4.3. Their infection prevention and control policy aligns with all regulations and any UK Health Security Agency (UKHSA) and Department of Health and Social Care (DHSC) guidelines in addition to any further measures set out in the Health and safety Executive guidelines and/or agreed with the Authority.
- 3.4.4. They recognise that regulations may vary between regions and across Devolved Administrations, and where required, they adopt and comply with any applicable regulations as necessary;
- 3.4.5. The safety policy and safety management plan shall be readily available and accessible to all their employees and anyone, including the Buyer, who may require sight of it;
- 3.4.6. Details of their safety management plan shall be reviewed and revised accordingly to take account of legislation and other factors that may affect its effectiveness;
- 3.4.7. Inclusion of infection prevention and control activities and measures within the safety management plan;
- 3.4.8. They have appropriate number of first aid and CPR trained personnel deployed to successfully meet their

## **Call-Off Schedule 20 (Call-Off Specification)**

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- own and the Buyer's health and safety requirements in accordance with all regulations;
- 3.4.9. 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;
  - 3.4.10. 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;
  - 3.4.11. 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 shall be unobtrusive where possible to assist in creating a positive building atmosphere for all users;
  - 3.4.12. It carries out actions associated with implementation of the procedures routinely as well as in the event of any fire or other emergencies on-site.
  - 3.4.13. It programmes and implements health and safety inspections of the Buyer Premises and Service Delivery annually, and provides evidence to the Buyer on request.
  - 3.4.14. 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.
  - 3.4.15. It undertakes a Monthly review of all accidents occurring at the Buyer Premises whether relating to the Supplier Staff, Building Users or Buyer Staff using the Buyer Premises or to the Supplier's delivery of Services. The report shall detail the cause of each incident and any remedial actions required to prevent reoccurrence, together with timescales for implementation;
  - 3.4.16. 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;
  - 3.4.17. It complies with all health and safety obligations including at all the Buyer's Premises which are occupied under leasehold arrangements;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 3.4.18. It at all times provides and maintains first aid kits and other safety equipment and all related consumables issued to and used by Supplier Staff on the Buyer Premises; and
- 3.4.19. It provides the required numbers of Supplier 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.
- 3.5. If required, the Supplier shall provide a professional advice service on all matters relating to health and safety at work. The Service shall be limited to the Buyer Premises and FM related issues.
- 3.6. If required, the Supplier shall provide a professional advice service on all matters relating to infection prevention and control, including health surveillance, reporting and welfare measures. The Service shall be limited to the Buyer Premises and FM related issues.
- 3.7. 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 prevention and control policies.
- 3.8. The Supplier shall provide a single point of contact for professional advice pertaining to health and safety and infection prevention and control matters as they relate to the Delivery of the Services and management at each Buyer Premises.
- 3.9. 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 holds an equivalent qualification that is issued by a recognised organisation. Details of the professional qualifications and accreditation required shall be defined as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 3.10. The Supplier shall be responsible for recording and investigating all accidents, incidents, dangerous occurrences and near misses involving Supplier Staff, to include Subcontracted third party staff (delivering FM Services on this Contract on the

## **Call-Off Schedule 20 (Call-Off Specification)**

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Supplier's behalf), and shall issue a written report, which shall include recommendations to prevent any repeat to the Buyer.

- 3.11. The Supplier shall be responsible for ensuring that all RIDDOR related incidents are reported in accordance with Health and Safety Executive (HSE) legislation. The Supplier shall be responsible for ensuring that the Buyer is notified immediately in writing of any RIDDOR related incidents.
- 3.12. The Supplier shall provide support services to the Buyer during any Major Accident Control Regulations (MACR) process.

### **Hazardous Materials**

- 3.13. 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.
- 3.14. On the occasions where there are no alternatives, hazardous materials shall 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.

### **4. Service A3 - Management Services**

- 4.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 4.2. The Supplier shall:
  - 4.2.1. Manage the Contract in accordance with the Service Delivery Plan as agreed with the Buyer and Call-Off Schedule 15 (*Call-Off Contract Management*);
  - 4.2.2. Produce and issue the agreed management reports and attend meetings as requested by the Buyer to maintain the agreed contractual performance standards in accordance with Call-Off Schedule 15 (*Call-Off Contract Management*);
  - 4.2.3. Be responsible for ensuring change management activities are developed and agreed with the Buyer and included in the Service Delivery Plan;
  - 4.2.4. 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.

## Call-Off Schedule 20 (Call-Off Specification)

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- 4.2.5. Ensure the Supplier Staff delivering the Services shall be security cleared to [Baseline Personnel Security Standard (BPSS)] clearance level. A higher security clearance may be required by the Buyer for parts of, or all of a Call-Off Contract, including but not limited to counter terrorist check (CTC), security check (SC) or developed vetting (DV) and if required, the Supplier Staff shall be security cleared to the enhanced level where required [The Buyer is to define any additional security clearance requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". This adaptation of the Specification would deem this as a non-standard overhead, and whilst Suppliers would be expected to price in accordance with the Framework Prices they would be permitted to exceed the relevant Framework Price for Overhead, if agreed by the Buyer as part of a Call-Off Procedure.]
- 4.2.6. Develop and maintain appropriate management and staffing levels for the supply of the Services as documented in the Service Delivery Plan;
- 4.2.7. Develop and maintain appropriate working practices, policies, procedures and methods to ensure that the Services are supplied in accordance with relevant FM Service Standards.
- 4.2.8. Review all method statements and risk assessments from Subcontractors prior to the start of any FM related activities to ensure:
  - 4.2.8.1. The works processes and control measures are compliant with all health and safety and Buyer requirements; and
  - 4.2.8.2. All Supplier appointed Subcontractor Staff engaged in the work possess the relevant skills, qualifications and accreditations to undertake the works.
- 4.2.9. 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. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid]

## Call-Off Schedule 20 (Call-Off Specification)

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[pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

- 4.2.10. Ensure that all Supplier Staff adopt and follow all security contingency plans as directed by the Buyer in the event of a security alert or incident;
  - 4.2.11. 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;
  - 4.2.12. Be aware that measures may require all Supplier, Subcontractor and supply chain staff to vacate Buyer Premises as directed by the Buyer;
  - 4.2.13. Ensure that Supplier Staff and Subcontractors requiring access to the Buyer's Premises have the appropriate security clearance;
  - 4.2.14. 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;
  - 4.2.15. 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
  - 4.2.16. 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 details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 4.3. The Suppliers Staff, to include all Subcontracted and supply chain staff, shall cooperate with and assist the Buyer with the implementation of all enhanced security related measures

## **Call-Off Schedule 20 (Call-Off Specification)**

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required in the event that enhanced security measures be required in response to increased threat assessment and / or level of alert.

- 4.4. 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.
- 4.5. The Supplier shall provide expert technical and professional advice to the Buyer upon request on issues related to the Services detailed within this Specification. These shall include but not be limited to, advice on hybrid working and use of smart technology.

### **5. Service A4 - Service Delivery Plans (SDP)**

- 5.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 5.2. The Supplier shall prepare a Service Delivery Plan for the Buyers requirements for Services in scope of the Call-Off Contract, describing its approach to providing the required Services.
- 5.3. As a minimum, the buildings and Asset maintenance management section of the Service Delivery Plan shall contain:
  - 5.3.1. Scope and Services objectives;
  - 5.3.2. 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;
  - 5.3.3. Contract variation procedures, change management and additional work requests;
  - 5.3.4. Operational structure including key roles, Supplier Staff and resource proposals;
  - 5.3.5. 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;
  - 5.3.6. Planned Preventative Maintenance and Asset lifecycle replacement schedule and Delivery methodology;
  - 5.3.7. Quality policy / quality statement;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 5.3.8. Third party Suppliers / partners;
  - 5.3.9. Balanced scorecard;
  - 5.3.10. Procurement of Services;
  - 5.3.11. Procurement of materials taking account of embodied carbon and recycled content;
  - 5.3.12. Management of energy use including lighting;
  - 5.3.13. Planned Preventative Maintenance (PPM) methodology / schedules; including Uniclass and New Rules for Measurement (NRM) classifications for interoperability;
  - 5.3.14. Computerised Asset management system;
  - 5.3.15. A single common data environment area for hosting building information models and any associated current state and achieved geometry in line with PAS1192:3;
  - 5.3.16. Building management system;
  - 5.3.17. Routine maintenance;
  - 5.3.18. Formulation of the PPM programme;
  - 5.3.19. Maintenance management, recording and reporting;
  - 5.3.20. Critical spares management;
  - 5.3.21. Inspections;
  - 5.3.22. Conservation and sustainability;
  - 5.3.23. Maintenance and renewal;
  - 5.3.24. Management arrangements;
  - 5.3.25. Compliance management arrangements;
  - 5.3.26. Performance management arrangements;
  - 5.3.27. Social Value performance and reporting plan;
  - 5.3.28. Quality management;
  - 5.3.29. Complaints management processes;
  - 5.3.30. Operational liaison;
  - 5.3.31. Reactive maintenance Service; and
  - 5.3.32. Reactive vandalism maintenance Service.
- 
- 5.4. In use and occupied space shall be maintained to appropriate Standards (eg SFG20) which are deemed 'fit for function' by type (i.e. office);
  - 5.5. Vacant space shall be maintained to appropriate Standards (e.g. mothballing & re-commissioning, as SFG 30) as agreed with the Buyer following a closure risk assessment.

## **6. Service A5 - Fire Safety Advice**

- 6.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 6.2. 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.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 6.3. The Buyer may require fire precautions. This shall be at an additional cost to the Buyer via the Additional Works and Approvals Process.

### **7. Service A6 - Accessibility Services**

- 7.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 7.2. The Supplier shall:
  - 7.2.1. Provide advice relating to the Equality Act 2010 including health and safety matters;
  - 7.2.2. Manage the procurement of specialist furniture and equipment (not IT equipment);
  - 7.2.3. Ensure continuous interactions with the Buyer's Staff and stakeholders, including any disability advisor and any occupational health and safety representatives;
  - 7.2.4. Provide advice on further special needs issues including technical problem-solving regarding access and signage;
  - 7.2.5. 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;
  - 7.2.6. Manage the supply of furniture for those with accessibility needs, including but not limited to orthopaedic chairs. Where the Buyer requires the Supplier to supply these furniture items they shall be managed via the Additional Works and Approval Process;
  - 7.2.7. Work to remove digital barriers by ensuring digital content is perceivable, operable, understandable, to people with disabilities, allowing them to access and use content, in line with Web Content Accessibility Guidelines (WCAG).

### **8. Service A7 - Risk Management**

- 8.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 8.2. The Supplier shall produce and maintain a contract risk register to include contract, maintenance operational service, service continuity, supplier management and staffing risks.
- 8.3. 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.
- 8.4. The Supplier shall be responsible for the development of Contract specific risk register, which shall be reviewed, updated and issued to the Buyer [quarterly]. 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.
- 8.5. 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.
- 8.6. The Supplier shall be required to operate business unit specific risk management systems including the drafting and updating of such systems.

## **9. Service A8 - Customer Satisfaction**

- 9.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 9.2. The Supplier shall ensure that:
  - 9.2.1. They develop the customer satisfaction process, including the customers satisfaction targets, with the Buyer and shall deliver it in accordance with the specific Buyer requirements as defined in line with the agreed Service Delivery Plan;
  - 9.2.2. They deliver a complaints management process, which manages and maintains the Buyer's customer satisfaction targets;
  - 9.2.3. They participate and respond where appropriate to Buyer or third-party customer satisfaction outputs (e.g. net promoter score) upon request from the Buyer;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 9.2.4. 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 Contract;
- 9.2.5. They have processes in place for managing customer satisfaction, ensuring satisfactory customer service is provided to the Buyer, Buyer Staff, Building Users, occupants of Buyer housing, users of training facilities, all stakeholders and customers at all times;
- 9.2.6. Their customer satisfaction processes align with the Buyer's quality management system (QMS) where appropriate. Further information around customer satisfaction shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly.]
- 9.2.7. They administer the formal process for handling service failures, complaints and works Recall as set out in Appendix F – Complaints, Failure and Recall Process.
- 9.3. The Supplier shall conduct customer satisfaction surveys as agreed with the Buyer as part of their ongoing commitment to continuous improvement and performance management (in addition to ensuring value for money).
- 9.4. The Supplier's SDPs shall contain details of the proposed methodology for carrying out the customer satisfaction surveys including but not limited to:
  - 9.4.1. Survey method / medium (online, paper based etc.);
  - 9.4.2. Approach to maximising synergies with Buyer's in-house or external performance measurement / customer experience processes, systems and Suppliers;
  - 9.4.3. Approach to maximising survey responses;
  - 9.4.4. Sample / draft questionnaire; and
  - 9.4.5. Approach to the analysis of results.
- 9.5. Where the customer satisfaction survey results are of a score less than the agreed satisfaction level (satisfaction level to be agreed by the Buyer as part of a Call-Off Procedure), the Supplier shall:
  - 9.5.1. Investigate the cause of the dissatisfaction;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 9.5.2. Produce an action plan to address the root cause of customer dissatisfaction; and
  - 9.5.3. Where appropriate, carry out further investigations to establish whether the cause of the dissatisfaction has been resolved.
- 9.6. The Supplier shall ensure a collaborative approach is maintained with the Buyer and Buyer Third Parties (e.g. IT provider) to ensure employee satisfaction scores are maintained at the required satisfaction levels. Further details of the required satisfaction levels shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider replacing the text with NOT USED or amend accordingly].

## **10. Service A9 - Reporting**

- 10.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 10.2. The Supplier shall ensure that:
  - 10.2.1. All data used to generate reports is held within or is accessible by the CAFM System;
  - 10.2.2. The Supplier's CAFM System shall be configured to capture all elements of service provision to facilitate the production of the Management Information reporting requirements as requested by the Buyer.
  - 10.2.3. They deliver a dynamic reporting capability to the Buyer via electronic interface accessible via portal and web browser facility;
  - 10.2.4. They 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.
  - 10.2.5. The information required to report against its agreed KPIs, as per Call-Off Schedule 14 (*Performance Levels*), is contained within the CAFM System and maintained accurately at all times.
- 10.3. The Supplier shall provide a broad and comprehensive reporting solution under the following categories:

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 10.3.1. Industry-standard FM reports; and
  - 10.3.2. Performance measurement and statistical reporting.
- 10.4. 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:
- 10.4.1. Reportable incidents;
  - 10.4.2. [Real time] Reporting;
  - 10.4.3. Expert analysis reports;
  - 10.4.4. Ad hoc reporting requirements;
  - 10.4.5. Self-service reporting capability;
  - 10.4.6. Performance measurement and reporting;
  - 10.4.7. Risk management;
  - 10.4.8. Reporting on compliance tasks (stewardship report);
  - 10.4.9. Failure management recording and reporting;
  - 10.4.10. Buyer Premises related drawings; and
  - 10.4.11. Framework MI reporting.
- 10.5. The Supplier shall be responsible for the provision of all interfaces between their own and third-party CAFM Systems to facilitate the transfer of data.
- 10.6. The Buyer's data contained within the Supplier's CAFM Systems shall be uploaded to third-party CAFM Systems as required by the Buyer.

### **Reportable incidents**

- 10.7. 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 but not be limited to:
- 10.7.1. Health and safety accidents and incidents, to include HSE RIDDOR reports;
  - 10.7.2. Pollution and contamination incidents;
  - 10.7.3. Statutory compliance failures;
  - 10.7.4. Asset and system failures, which may affect business continuity;
  - 10.7.5. Physical and document security breaches;
  - 10.7.6. Service failures;
  - 10.7.7. Instances of wilful damage or vandalism;
  - 10.7.8. Issues with the potential to disrupt energy and utility provision;
  - 10.7.9. Staff disciplinary issues were associated with personal integrity which may have the potential to damage the reputation of the Buyer; and

## **Call-Off Schedule 20 (Call-Off Specification)**

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### 10.7.10. Complaints.

- 10.8. Further details of reportable incident requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **Real Time Reporting**

- 10.9. 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:

- 10.9.1. Complaints;
- 10.9.2. Health and safety accident reporting / RIDDOR reports;
- 10.9.3. Environmental incidents;
- 10.9.4. Health and safety hazards (e.g. asbestos risks, legionella risks);
- 10.9.5. Security breaches; and
- 10.9.6. Instances of accidental damage caused by the Supplier Staff.

- 10.10. Further details of real time reporting requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **Expert Analysis Reports**

- 10.11. 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:

- 10.11.1. The Buyer's performance measurement and management of the Services;
- 10.11.2. The Buyer's performance measurement and management of the carbon net zero performance;
- 10.11.3. The Buyer's performance measurement regarding waste, to include statistics on waste diversion and waste recycling rates;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 10.11.4. The Buyer's performance measurement regarding tenants (to include accommodation quality status, vacant accommodation availability and occupation levels);
  - 10.11.5. The Buyer's performance measurement and management of the employee customer satisfaction survey;
  - 10.11.6. The Buyer's statutory compliance performance reporting processes and reporting regimes;
- 10.12. The Supplier shall interpret the reports and provide a written commentary of its expert analysis. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

### **Additional Ad Hoc Reporting Requirements**

- 10.13. The Buyer may request the Supplier to create and generate additional ad hoc reports on its behalf.
- 10.14. Where necessary and agreed, the Supplier shall provide the reports with expert commentary, as specified by the Buyer.
- 10.15. Any associated costs for these additional ad hoc reports shall be managed via the Additional Works and Approvals Process.
- 10.16. The Buyer is answerable to Parliament and, on occasion, is required to respond to parliamentary questions regarding the Buyer premises on an urgent basis. The Supplier shall comply with any such reasonable request in the event information is required under these circumstances and the costs for this shall be included in the Charges.

### **Self-Service Reporting Capability**

- 10.17. 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**

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 10.18. The Supplier shall report on its own performance against the agreed KPIs as detailed in Call-Off Schedule 14 (*Performance Levels*) 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:
- 10.18.1. Achievement against KPI agreements;
  - 10.18.2. Achievement against social value initiatives;
  - 10.18.3. Achievement against carbon net zero initiatives;
  - 10.18.4. Reasons for failure to meet any KPI agreements;
  - 10.18.5. Performance failures accruing because of failure to meet KPI agreements;
  - 10.18.6. Levels of statutory compliance;
  - 10.18.7. Performance against Sustainability Management Plan;
  - 10.18.8. Details of performance against Planned Preventative Maintenance activities, including reactive works generated from Planned Preventative Maintenance activities;
  - 10.18.9. Details of Assets or systems taken out-of-service for health and safety or operational reasons;
  - 10.18.10. Details of recommendations generated from Planned Preventative Maintenance works;
  - 10.18.11. Reasons for failure to complete planned statutory and mandatory inspections / tasks;
  - 10.18.12. Progress / status of Work Orders;
  - 10.18.13. Waste volumes, including waste diversion reports and recycling volumes;
  - 10.18.14. Achievement against the Delivery of statutory testing and inspections;
  - 10.18.15. SME contractual performance (i.e. number of SMEs engagement sessions held, number appointed and value of cost of services undertaken by appointed SMEs);
  - 10.18.16. Details of progress against Buyer agreed action plans for the following Month, which shall 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 Appendix C - Service Delivery Response Times, and the KPI Agreements in the Supplier Performance Mechanism**

- 10.19. For performance measurement and reporting, the Supplier shall report against its performance by undertaking the following actions:
- 10.19.1. Inputting performance data relating to its operational KPIs into the CAFM System.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 10.19.2. Collating the data required to calculate its performance against the obligations in the Supplier performance mechanism;
- 10.19.3. 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**

- 10.20. During the Mobilisation Period, the Supplier shall provide a mobilisation report for the Buyer on a Monthly basis as a minimum. The format shall be specified by the Buyer and agreed with the Supplier within [10 days] of the Effective Date;
- 10.21. The Supplier shall provide a quarterly report to the Buyer detailing the performance scores and associated Deductions calculated;
- 10.22. The Supplier shall provide a reconciliation report to the Buyer within [7 days] following the end of each quarter.
- 10.23. 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 but not limited to:
  - 10.23.1. Inbound volume, by type and region;
  - 10.23.2. Completed Service requests, by inbound channel;
  - 10.23.3. Average and maximum call waiting times;
  - 10.23.4. Average inbound call duration;
  - 10.23.5. Volume of duplicate Service requests;
  - 10.23.6. Total outbound calls;
  - 10.23.7. Benchmarking;
  - 10.23.8. Volume of requests originated by the Supplier.
- 10.24. 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 shall be in response to reasonable requests from the Buyer. The costs for this service shall be included in the Charges.

### **Risk Management**

- 10.25. The Supplier shall provide comprehensive Monthly updates in relation to their contractual risk register. These shall include but not be limited to:
  - 10.25.1. Progress against known and existing risks;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 10.25.2. Risk mitigation activities; and
- 10.25.3. Newly identified risks

### **Drawings**

- 10.26. The Supplier shall:
  - 10.26.1. Review existing Buyer drawings within the Mobilisation Period;
  - 10.26.2. 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.
- 10.27. Further details of drawing requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 10.28. The costs for this service shall be managed via the Additional Works and Approval Process.

### **11. Service A10 - Performance Self-Monitoring**

- 11.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 11.2. 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 Subcontractors.
- 11.3. Within the performance self-monitoring regime, the Supplier is required to:
  - 11.3.1. Operate procedures and systems to record information in support of performance monitoring and to enable regular robust performance reporting;
  - 11.3.2. 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;

## Call-Off Schedule 20 (Call-Off Specification)

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- 11.4. The CAFM 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.
- 11.5. The Supplier shall be responsible for maintaining the CAFM System software and systems and shall ensure they use the latest software releases to maximise the benefits of new technology.
- 11.6. 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.
- 11.7. The Supplier shall be responsible for taking appropriate action to Deliver agreed outcomes to identified issues and failures.
- 11.8. The Supplier shall also provide a support service available [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 Call-Off Contract and within any specified response times. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 11.9. The Supplier shall deliver Services and manage performance in line with the agreed key performance indicator (KPI) model as detailed in Call-Off Schedule 14 (*Performance Levels*).
- 11.10. The Supplier shall 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).
- 11.11. 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.
- 11.12. The Supplier shall develop and agree with the Buyer the management reporting regimes for recording statutory

## **Call-Off Schedule 20 (Call-Off Specification)**

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compliance, performance against social value targets and balanced scorecard returns.

### **12. Service A11 - Business Continuity and Disaster Recovery (BCDR) Plan**

- 12.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 12.2. The Supplier shall act in accordance with, including but not limited to;
  - 12.2.1. ISO/IEC 27000 Information technology–Security techniques-Information security management systems-Overarching vocabulary;
  - 12.2.2. ISO/IEC 27001 Information technology–Security techniques-Information security management systems-Requirements;
  - 12.2.3. ISO/IEC 27002 Information technology–Security techniques-Information security management systems-Security controls;
  - 12.2.4. ISO/IEC 27003 Information technology–Security techniques-Information security management systems-Guidance;
  - 12.2.5. ISO/IEC 27005 Information technology–Security techniques-Information security Risk Management; and
  - 12.2.6. ISO/IEC 27014 Information technology–Security techniques-Governance for Information security.
- 12.3. 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.
- 12.4. The Supplier shall:
  - 12.4.1. Collaborate with the Buyer to ensure that the Supplier's BCDR Plan interfaces seamlessly to conform with the Buyer's own business continuity plans dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer's business continuity planning.
  - 12.4.2. Notify the Buyer as soon as it becomes aware of a Business Critical Event or a likely Business Critical Event.
  - 12.4.3. Liaise with the Buyer to ensure that appropriate communication lines are maintained;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 12.4.4. 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.
- 12.4.5. The Supplier shall coordinate the BCDR Plan with the Buyer and utilities providers;
- 12.4.6. Ensure its BCDR Plan is executed as planned with due expediency following the loss of one or more energy supplies.
- 12.4.7. The Supplier shall inform the Buyer of all scheduled interruptions to any energy supply if it may affect the Buyer's operations;
- 12.5. At the request of the Buyer, the Supplier shall assist in testing the Buyer's business continuity plan at intervals to be agreed by both Parties.
- 12.6. The Buyer may require the provision of professional advice in relation to its own business continuity plans, 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.
- 12.7. The Buyer's business continuity plan is confidential and the Buyer shall decide which information will be divulged to assist in the process. Any information divulged must be treated as Confidential Information and shall not be issued to others without the written permission of the Buyer.
- 12.8. The CAFM System must support any business continuity scenario without performance degradation. The CAFM System must have its own BCDR Plan in place.

## **13. Service A12 - Quality Management Systems**

- 13.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 13.2. The Supplier shall have the accreditations in place as referenced in Mandatory Requirements - All Lots, paragraphs 1.4, 1.6 and 1.9. The Supplier shall maintain such accreditation throughout the Contract.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 13.3. 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 [60 days] of the Call-Off Start Date.
- 13.4. The Supplier shall provide the Authority with evidence of its ISO and Cyber Essentials accreditations upon request at any time during the Contract.
- 13.5. 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.
- 13.6. 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.
- 13.7. The Supplier shall develop and agree their ISO quality Audit programme with the Buyer during the 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.
- 13.8. Where requested by the Buyer, the Supplier's quality management systems shall be accredited by the UK Accreditation Service (UKAS).
- 13.9. Further details of quality management system requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please replace this whole text with NOT USED or amend accordingly]

## **14. Service A13 – Staff Management, Recruitment and Training**

- 14.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 14.2. The Supplier shall;

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- 14.2.1. Manage and deliver the Services in line with the staffing profiles agreed with the Buyer within the Service Delivery Plan.
- 14.2.2. 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.
- 14.3. The Supplier shall attract, recruit and retain staff to deliver the required Services and any future expansion of the required Services.
- 14.4. 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 diverse workforce that is well rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development and is engaged in decision making.
- 14.5. The Supplier shall recognise that the UK Government and public bodies have in place, are developing and / or adopting updated guidelines and legislation for fair work practices, and shall comply with all requirements.
- 14.6. The Supplier shall support workforce engagement, including but not limited to Trade Union recognition and representation where possible, to give Supplier Staff an effective voice;
- 14.7. The Supplier shall take a positive approach to fair work practices as part of a fair and equitable employment and reward package for Supplier Staff.
- 14.8. 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:
  - 14.8.1. Health and safety (Safe System of Work) awareness;
  - 14.8.2. First Aid and accident reporting;
  - 14.8.3. Infection prevention and control health reporting and Infection prevention and control related training;
  - 14.8.4. Customer care;
  - 14.8.5. SDP awareness;
  - 14.8.6. Quality management plan awareness;
  - 14.8.7. Fraud and bribery awareness;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 14.8.8. Waste management (e.g. waste hierarchies);
  - 14.8.9. Environmental and sustainability awareness;
  - 14.8.10. Equality, diversity and inclusion policies;
  - 14.8.11. Mental health awareness.
- 14.9. Further details of Staff Management, Recruitment and Training requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 14.10. The Supplier shall develop and maintain a training register for all Supplier Staff and be responsible for maintaining appropriate staff records and training records for all Supplier Staff.
- 14.11. During the Mobilisation Period, the Supplier shall articulate their strategies and commitments for professional accreditation and continuous professional development for Supplier Staff, aligning with specific goals outlined in the Government Property Function FM Strategy.
- 14.12. The Supplier shall be responsible for the provision of training and refresher training to Buyer Staff including but not limited to:
- 14.12.1. Use of CAFM and associated IT systems;
  - 14.12.2. Business processes;
  - 14.12.3. Health and safety;
  - 14.12.4. Use of fire-alarm testing and emergency systems;
  - 14.12.5. Site Induction training.
- 14.13. The Buyer may require the Supplier to develop and deliver bespoke training services to Buyer Staff, Supplier Staff and Building Users and such costs shall be managed via the Additional Works and Approvals Process. Further details of bespoke training requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly.]
- 14.14. The Supplier shall be responsible for maintaining records of any training provided to the Buyer's Staff.
- 14.15. The Supplier shall work collaboratively with the Buyer by

## **Call-Off Schedule 20 (Call-Off Specification)**

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employing the Buyer's Staff on a secondment basis to assist their personal development by:

- 14.15.1. Gaining hands on work experience;
  - 14.15.2. Receiving training;
  - 14.15.3. Gaining professional qualifications; and
  - 14.15.4. Gaining experience of work in the private sector.
- 14.16. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
- 14.17. 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.
- 14.18. 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.
- 14.19. 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.
- 14.20. The Supplier shall provide an induction programme for all Staff and for any relevant Buyer Staff, and participate in any relevant Buyer induction programme.
- 14.21. The Supplier shall investigate where a substantiated complaint is made against any individual member of its staff. The Supplier shall take appropriate action to mitigate future reoccurrence and include the complaint and action taken in the Monthly performance reports as required throughout the Call-Off Contract with the Buyer.
- 14.22. 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 Supplier Staff for use on the Contract and the costs for this shall be included in the Charges.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 14.23. Where required by the Buyer, the Supplier shall provide uniforms for appropriate Buyer Staff (e.g. In-house security staff). Further details of uniform requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].

## **15. Service A14 - Selection and Management of Subcontractors**

- 15.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 15.2. 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 Contract, and specifically that which is paid for. Key aspects of the role include the Services set out below:
- 15.2.1. 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 Contract;
- 15.2.2. 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 safety management plan;
- 15.2.3. Ensuring that all appointed Subcontractors comply with all contractual requirements on quality, health and safety and environmental and legislative requirements;
- 15.2.4. Performance monitoring against agreed KPIs;
- 15.2.5. Benchmarking and market testing of Services against the provision from other service providers;
- 15.2.6. Problem solving and Dispute prevention and resolution where issues exist;
- 15.2.7. Auditing and inspecting the Subcontractors' work, ensuring that they comply with the contractual requirements on quality, health and safety, environmental and legislative requirements;
- 15.2.8. Establish and maintain appropriate records and

## **Call-Off Schedule 20 (Call-Off Specification)**

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- information management systems to record and manage the performance of the Subcontractors;
- 15.2.9. Receiving, checking and authorising invoices for payment for additional Services;
  - 15.2.10. Monitoring Subcontractors' approach to rectifying defects;
  - 15.2.11. Ensuring that all appointed Subcontractors are eligible to work in the UK and possess appropriate security clearance to access Buyer Premises.
  - 15.2.12. Ensuring that all appointed Subcontractors possess the appropriate accreditations, qualifications, and skills.
- 15.3. 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.
- 15.4. The Supplier shall report to the Buyer on the number of engagements held with SMEs and the number of any appointed as Subcontractors within its normal reporting procedures.

## **16. Service A15 - Compliance**

- 16.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 16.2. The Supplier is responsible for ensuring statutory compliance to ensure all Buyer Premises remain safe and secure environments for all Buyer Staff, including visitors / members of the public, and Supplier Staff.
  - 16.3. The Supplier shall be responsible for developing and implementing a Compliance Management System that shall 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 Contract specific compliance management measures and activities across all Buyer Premises as part of the Service Delivery Plan, setting out the process by which a Supplier shall plan, organise, control, and lead activities that ensure compliance with all legal requirements and any Buyer specified Services outlined within the Call-Off Contract.
- 16.4. Areas of compliance include but are not limited to:
- 16.4.1. Statutory Laws;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 16.4.2. Regulatory Laws;
  - 16.4.3. National and International Standards;
  - 16.4.4. Approved Codes of Practice (ACOPs);
  - 16.4.5. HSE guidance notes;
  - 16.4.6. Manufacturer's Instructions;
  - 16.4.7. UK HM Government policies (including Devolved Administrations);
  - 16.4.8. Sector specific requirements;
  - 16.4.9. Lease requirements;
  - 16.4.10. Warranty requirements; and
  - 16.4.11. Buyer specific requirements. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
- 16.5. 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:
- 16.5.1. Service Delivery audits;
  - 16.5.2. Management audits;
  - 16.5.3. Subcontractor audits;
  - 16.5.4. Independent / external audits; and
  - 16.5.5. Planned and random internal and external inspections and audits are delivered across Buyer Premises.
- 16.6. The Supplier shall ensure 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.
- 16.7. The Supplier shall ensure that all compliance related activities are recorded within the SDP and are scheduled and recorded within the CAFM System. The SDP shall be agreed with the Buyer during the Mobilisation Period. Costs for these Services shall be included in the Charges
- 16.8. 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.
- 16.9. The Supplier shall ensure that the Buyer approves the

## **Call-Off Schedule 20 (Call-Off Specification)**

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appointment of any independent auditors and inspection bodies prior to the commencement of any works at the Buyer Premises.

- 16.10. The Supplier shall allow the Buyer to attend third party surveillance visits by its registration body throughout the period of the Contract.
- 16.11. The Supplier shall ensure that the results of the audits and inspections are made available to the Buyer within [28 days] of completion of the Audit and shall be recorded on the CAFM System.
- 16.12. 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.
- 16.13. The Buyer has the right to appoint an independent Buyer Third Party to deliver an independent assessment of statutory compliance levels at Buyer Premises. The Supplier shall work with the Buyer and/or the Buyer Third Party to discuss any findings and any subsequent recommendations upon completion of the assessment, including, where applicable, providing a Rectification Plan.
- 16.14. The Supplier shall ensure that their compliance management activities within the Service Delivery Plan are up-to-date and reflective of all re-enacted / new legislation and guidance to ensure regulatory compliance is not affected.
- 16.15. 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.
- 16.16. 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 shall include but not be limited to:
  - 16.16.1. National Audit Office;
  - 16.16.2. Specialist staff inspections including medical or logistics;
  - 16.16.3. Defence Internal Audit Office;
  - 16.16.4. Environmental Health inspection;
  - 16.16.5. Trading Standards inspection;
  - 16.16.6. All Statutory legislative inspections;
  - 16.16.7. Site inspections and compliance inspections and audits;
  - 16.16.8. Parliamentary enquiries and questions; and
  - 16.16.9. Freedom of information requests.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 16.17. 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 shall be managed via the Additional Works and Approval Process.
- 16.18. The Supplier shall maintain up-to-date, accurate metrics including cost and performance data within the Government's existing or successor central property database on its behalf where required by the Buyer. Where this is a requirement, Costs shall be managed via the Additional Works and Approval Process. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 16.19. The Supplier shall comply with the requirements of the Government Property Function Standards and FM asset data standard, for inclusion into the Government functional standard where required by the Buyer. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 16.20. The Supplier shall manage, maintain and develop Building Information Modelling (BIM) data where required by the Buyer. Where this is a requirement, costs shall be managed via the Additional Works and Approval Process. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **17. Service A16 - Sustainability**

- 17.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 17.2. The Supplier shall act in accordance with, including but not limited to;
  - 17.2.1. Compliance with Government hospitality policy;
  - 17.2.2. Government's Timber Procurement Policy (TPP);
  - 17.2.3. "The Green Book" Treasury guidance;
  - 17.2.4. Government carbon management strategy;
  - 17.2.5. Guidance produced by Waste and Resources Action Programme (WRAP);
  - 17.2.6. Forest Law Enforcement, Governance and Trade (FLEGT) licensed or equivalent source;
  - 17.2.7. 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.);
  - 17.2.8. All Defra guidelines where mandatory shall be adhered to; and
  - 17.2.9. Non-mandatory requirements shall be adopted where practicable.
- 17.3. The Supplier shall have the accreditations in place as referenced in Statutory and Mandated Requirements - All Lots, paragraphs 1.4, 1.6 and 1.9. The Supplier shall maintain such accreditation throughout the Contract.
- 17.4. The Supplier shall ensure that;
  - 17.4.1. They implement an environmental management plan in accordance with ISO 14001, 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;
  - 17.4.2. They undertake an annual review of their environmental management system with the Buyer to ensure compliance with ISO 14001 to ensure the management systems continue to be suitable, adequate and effective.
  - 17.4.3. They develop and agree their environmental management plan with the Buyer during the Mobilisation Period, in accordance with Call-Off Schedule 13 (*Mobilisation Plan and Testing*). The environmental management plan shall show registration body inspection visits, Buyer Audits, internal Supplier assessor visits and Audits delivered by independent bodies.
  - 17.4.4. Where requested by the Buyer, their environmental management system shall be accredited by the UK

## Call-Off Schedule 20 (Call-Off Specification)

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Accreditation Service (UKAS). Further details of the environmental management system requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly.]

### Sustainability Management Plan

- 17.5. The content, structure and format of the Sustainability Management Plan shall be agreed between the Buyer and the Supplier during the Mobilisation Period.
- 17.6. The Supplier shall submit the Sustainability Management Plan for the Buyer's Approval within [3 Months] of the Call-Off Start Date.
- 17.7. The Supplier shall ensure that the Sustainability Management Plan complies with Government Buying Standards and all Buyer requirements. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly.]
- 17.8. The Sustainability Management Plan shall include but not be limited to the Supplier's approach to:
  - 17.8.1. Energy management and efficiency;
  - 17.8.2. Water, to include system infrastructure maintenance and wastewater management;
  - 17.8.3. Waste minimisation, prevention and management including Waste Hierarchy and segregation;
    - 17.8.3.1. An increase in recycling or reuse of discarded items in line with the Waste Hierarchy;
    - 17.8.3.2. A reduction in emissions associated with the Services Delivered at Buyer Premises (e.g. waste collection and disposal Services);
    - 17.8.3.3. An increase of recycled content against an agreed baseline;
  - 17.8.4. Recycling of waste paper;
  - 17.8.5. Reducing consumer single use plastics (CSUP) in accordance with the The Environmental Protection (Plastic Straws, Cotton Buds and Stirrers) (England) Regulations and Environmental Protection (Plastic Plates

## Call-Off Schedule 20 (Call-Off Specification)

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- etc and Polystyrene Containers etc) (England)  
Regulations and/or in accordance with related regulations  
in place across Devolved Administrations, all future waste  
related regulations and Environment Agency guidance;
- 17.8.6. Minimising transport use; and
  - 17.8.7. The Buyers carbon net zero requirements.
- 17.9. The Supplier shall ensure that the Sustainability Management Plan includes the Buyer's specialist management requirements, including but not limited to:
- 17.9.1. Natural environment;
  - 17.9.2. Nature conservation sites;
  - 17.9.3. Forestry sites;
  - 17.9.4. Public access requirements;
  - 17.9.5. Environmental protection, including management of pollution spills, land contamination and groundwater levels;
  - 17.9.6. Historic environment;
  - 17.9.7. HM Government historic estate; and
  - 17.9.8. Alignment with the local authority's local nature recovery strategy;
- 17.10. The Supplier shall utilise Call-Off Schedule 3 (*Continuous Improvement*) to propose innovative solutions and projects aimed at exceeding minimum sustainability targets for energy, water, and waste, leveraging new technologies and best practices.
- 17.11. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly.]

### Carbon Net Zero

- 17.12. Where exemptions do not apply, the Supplier shall ensure compliance with the reporting requirements outlined within the Streamlined Energy and Carbon Reporting (SECR) regulations.
- 17.13. The Supplier shall collaborate with the Buyer and develop, maintain and implement a carbon net zero strategy, and embed activities and measures as part of the Sustainability Management Plan, in line with the Buyer's carbon net zero requirements.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 17.14. The carbon net zero activities and measures shall be agreed between the Buyer and the Supplier during the Mobilisation Period.

### **Buildings**

- 17.15. The Supplier shall ensure that where they have a responsibility to deliver Project works on behalf of the Buyer, that all new buildings meet the BREEAM or equivalent schemes “excellent” standard, and that retrofits meet the “very good” standard.
- 17.16. The Supplier shall comply with Biodiversity Net Gain Legislation in any new development to ensure at least 10% biodiversity net gain on any developed site.
- 17.17. 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 Call-Off Schedule 25 (*Additional Works*). The scope of any advice provided shall include but not be limited to:
  - 17.17.1. Reduction in running costs;
  - 17.17.2. Measurement and improvement of the performance of Buyer Premises;
  - 17.17.3. Empowerment of staff;
  - 17.17.4. Development of action plans; and
  - 17.17.5. Reporting of performance.
- 17.18. The Supplier shall notify the Buyer in writing of the potential implications of not implementing the recommendations of any advice given.

### **Energy Management**

- 17.19. The Supplier shall:
  - 17.19.1. 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;
  - 17.19.2. Work with the Buyer to meet external and internal targets for reducing energy consumption;
  - 17.19.3. Ensure that all energy-consuming plant under its jurisdiction or control is maintained to operate at optimum

## **Call-Off Schedule 20 (Call-Off Specification)**

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efficiency and all fuels, gas, electricity are used economically, in accordance with any operational policies issued by the Buyer;

- 17.19.4. 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;
- 17.19.5. 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**

- 17.20. The Supplier shall develop energy efficiency measures and activities as part of the Sustainability Management 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.
- 17.21. The content of the energy efficiency measures and activities shall be agreed between the Buyer and the Supplier during the Mobilisation Period and shall include but not be limited to:
  - 17.21.1. Design stage energy end use analysis;
  - 17.21.2. 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;
  - 17.21.3. Initial baseline energy model;
  - 17.21.4. Actions to be taken to reduce energy consumption and carbon emissions and ensure effective implementation, with clearly identified responsibilities of relevant parties;
  - 17.21.5. Initial baseline energy model;
  - 17.21.6. Actions to be taken to reduce energy consumption and carbon emissions and ensure effective implementation, with clearly identified responsibilities of relevant parties;
  - 17.21.7. Final baseline energy model (produced at financial close of each year); and
  - 17.21.8. 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).

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 17.22. The Supplier shall continue to develop and improve the energy efficiency measures and activities within the Sustainability Management Plan over the Call-Off Contract Period to utilise best practice tools for continuous benchmarking, measurement and verification, and reporting protocols including CIBSE TM22 and Carbon Buzz.

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

- 17.23. The Supplier shall ensure and agree with the Buyer that appliances and other energy-using products purchased for the Call-Off Contract are:
- 17.23.1. Cost-effective over the lifecycle of those products;
  - 17.23.2. 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;
  - 17.23.3. Technically suitable;
  - 17.23.4. Consistent with wider sustainability objectives; and/or
  - 17.23.5. Viable within the constraints of effective competition of purchasing equipment.

## **Water Management**

- 17.24. The Supplier shall take account of and comply with the Buyer's water strategy and water action plan and its targets and commitments under the Greening Government Commitments policy.
- 17.25. The Supplier shall be aware of and comply with existing and future water related statutory requirements and legislation put in place by any relevant HM Government body.
- 17.26. 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 (providing all reports and volumetric data relating to water) for reducing water consumption.
- 17.27. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly.]

## **Call-Off Schedule 20 (Call-Off Specification)**

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17.28. The Supplier shall:

- 17.28.1. Analyse building water consumption and make recommendations to the Buyer on how to improve the efficiency and performance of Buyer Premises. This shall include all aspects of performance, for example installing water efficient technologies to enacting behavioural change; and
- 17.28.2. 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**

- 17.29. 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.
- 17.30. 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 shall be recycled, reused or used for energy recovery, rather than sent to landfill and demonstrate how this benchmarks against any external and internal targets for the reduction of waste contained in the waste diversion report and/or waste recycling report.

### **Waste Minimisation**

- 17.31. The Supplier shall develop waste minimisation measures and activities as part of the Sustainability Management Plan, to reduce product consumption by rethinking the need, redeploying, repairing, refurbishing, leasing and/or hiring Assets as appropriate using formal mobile asset management measures..
- 17.32. Where a catering Service is provided, the Supplier shall develop food waste minimisation measures and activities in accordance with the best practice Standard of the food and catering GBS, with the Waste and Resources Action Programme's (WRAP) UK food and drink pact and wider Social Value considerations.

### **Waste Hierarchy and Waste Segregation**

17.33. The Supplier shall collect and dispose of all of the waste in line with the Waste Hierarchy and best practice.

17.34. The following Waste Hierarchy shall apply:

- 17.34.1. Prevention;
- 17.34.2. Preparing for reuse;
- 17.34.3. Recycling;
- 17.34.4. Other recovery;
- 17.34.5. Disposal.

17.35. 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**

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

17.37. During the Mobilisation Period, the Supplier shall agree with the Buyer the process relating to the retention of certificates of destruction.

### **Waste Collection**

17.38. The Supplier shall:

17.38.1. Ensure that waste carriers at the Buyer Premises remain authorised at all times and shall 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. The Supplier must immediately inform the Buyer once the re-authorisation has been granted to the Supplier;

17.38.2. 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;

17.38.3. Ensure that all Supplier Staff responsible for collecting waste are trained and adhere to the Buyer's health and safety and environmental policies;

- 17.38.4. Consider the potential for products to be reused or refurbished, following guidance within the Government Buying Standards for furniture.
- 17.38.5. Ensure that relevant waste weight measurements are recorded for reporting and regulatory purposes.
- 17.39. 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**

- 17.40. The Supplier shall comply with the UK Government disposal standards and any special requirements stipulated by the Buyer.

## **Duty of Care Documentation**

- 17.41. 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.
- 17.42. The Supplier shall use the electronic duty of care (eDoc) system for waste transfer or a suitable alternative electronic tracking system to eliminate the requirement for paper waste transfer notes.
- 17.43. The eDoc system or alternative electronic tracking system will be available for inspection at any time by the Buyer.

## **Environmental Management:**

### **Materials**

- 17.44. The Supplier shall bring packaging waste in line with HM Government initiatives by:
  - 17.44.1. Influencing packaging recovery and recycling rates, and so reduce the amount of packaging disposed into landfill; and
  - 17.44.2. Influencing the amount of packaging actually used in the supply chain.

## **Timber**

- 17.45. The Supplier shall procure all timber and timber products from responsible sources in accordance with the UK Government's 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).
- 17.46. 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.
- 17.47. The Supplier shall ensure that procedures are established to monitor and verify the procurement of all timber products and ensure HM Government policies are adhered to.
- 17.48. The information collected by the Supplier must include:
  - 17.48.1. The type of evidence used to verify compliance (category A or category B in the context of the UK Government Timber Procurement Policy (TPP)),
  - 17.48.2. 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. Central Point of Expertise on Timber (CPET) can provide templates for gathering this information. This information shall be held by the Supplier 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.
- 17.49. The Supplier shall ensure all timber is treated in accordance with the relevant British Standard.
- 17.50. The Supplier shall reduce paper usage through behavioural change and the use of dedicated technologies. This shall include for example the Supplier and Subcontractors setting up their systems to default to double-sided printing when using the Buyer's systems.

## **Recycled Materials**

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 17.51. The Supplier shall act in accordance with ISO 59004 to guide their approach to incorporate the principles of circular economy.
- 17.52. The Supplier shall ensure that products purchased contain a high proportion of recycled content where available.

### **Hazardous Materials**

- 17.53. 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.
- 17.54. The Supplier shall use products that contain low levels of solvents or are solvent-free, such as water-based paints, varnishes and/or glues.
- 17.55. The Supplier shall prohibit the use of lead-based paints and primers.
- 17.56. All materials procured for the buildings shall contain or have been produced using no ozone depleting potential (ODP) or global warming potential (GWP) compounds.
- 17.57. All refrigerants used within the Buyer Premises shall be compliant with prevailing fluorinated gases (FGAS) regulations
- 17.58. 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.
- 17.59. 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 at any Buyer Premise, the Supplier shall maintain and/or phase out this equipment in line with the relevant legislation.
- 17.60. 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**

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 17.61. The Supplier shall ensure that transport carbon emissions are minimised through well planned transportation schedules, optimising collections and deliveries to Buyer Premises, and through the use of well maintained, low emission vehicles (such as but not limited to electric vehicles).
- 17.62. 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.
- 17.63. The Supplier shall be requested to collect and provide the appropriate data to the Buyer on a [Monthly] basis.
- 17.64. 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, where appropriate.
- 17.65. 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 Government Buying Standard for transport.

### **Replacement Parts and Equipment**

- 17.66. 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 these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly.]
- 17.67. All Replacement Equipment delivered shall be new, or (with the Buyer's written Approval at its sole discretion) as new if recycled, reconstructed, unused and of recent origin.
- 17.68. All manufacturer warranties covering the Replacement Equipment shall be assignable to the Buyer on request and at no cost.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 17.69. 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.
- 17.70. Unless otherwise agreed by the Buyer in writing, the risk in any Replacement Equipment shall remain with the Supplier during the Contract Period.
- 17.71. The Supplier warrants that title in any Replacement Equipment is capable of transferring to the Buyer.
- 17.72. The Supplier shall 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.
- 17.73. The Replacement Equipment shall comply with the Specification, Call-Off Contract and any additional requirements agreed between the Supplier and the Buyer from time to time.
- 17.74. The Supplier shall, 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 shall pay the Buyer's costs including repair, replacement or re-supply by a Buyer Third Party.

## **18. Service A17 - Social Value**

- 18.1. All applicable requirements detailed in paragraph 1 (Mandatory Requirements), shall apply to this Service.
- 18.2. The Supplier shall support the Buyer to comply with their obligations under the Public Services (Social Value) Act 2012 and any appropriate Public Procurement Notices (PPN) including but not limited to the following:
  - 18.2.1. Procurement Policy Note (PPN) 002 Taking account of social value in the award of contracts;
  - 18.2.2. Procurement Policy Note (PPN) 009 Tackling Modern Slavery in Government Supply Chains;
  - 18.2.3. Procurement Policy Note (PPN) 018 How to take account of a supplier's approach to payment in the procurement of major contracts; and
- 18.3. The Supplier shall:

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 18.3.1. Maintain and embed their corporate Social Value principles, policies and procedures in the Delivery of the Services;
- 18.3.2. 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;
- 18.3.3. 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;
- 18.3.4. Ensure all Supplier appointed Subcontractors and supply chain staff are fully aware of the agreed Social Value policies, initiatives and procedures;
- 18.3.5. 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;
- 18.3.6. The Supplier shall upon request provide their equality, diversity and inclusion (EDI) and ethnic minority strategies and targets, with [12-monthly] progress updates available if requested.
- 18.3.7. As a minimum, the Supplier shall ensure full compliance with their own Social Value policies, procedures and principles, as published within their corporate social responsibility policy, and be responsible for ensuring they embed these within the Delivery of the Buyers requirements.

### **18.4. Social Value Priorities**

- 18.4.1. The Supplier shall comply with all of PPN 002 Taking account of Social Value award missions, which are set out below (or any replacement during the Framework Contract Period):
  - 18.4.1.1. Kick start economic growth
  - 18.4.1.2. Make Britain a clean energy superpower

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 18.4.1.3. Take back our streets
- 18.4.1.4. Break down barriers to opportunity
- 18.4.1.5. Build an NHS fit for the future

### **19. Service A18 - Carbon Net Zero**

- 19.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 19.2. The Supplier shall support the Buyer to comply with The Climate Change Act as amended 2019 and any other obligations in relation to Carbon Net Zero, in particular, appropriate Public Procurement Notices (PPN) or Government guidance, including but not limited to the following:
  - 19.2.1. Net Zero Estates Playbook;
  - 19.2.2. Streamlined Energy & Carbon Reporting (SECR) regulations;
  - 19.2.3. Public Procurement Note (PPN) 006 Taking account of carbon reduction plans in the procurement of major government contracts;
  - 19.2.4. Public Procurement Note (PPN) 016 Carbon Reduction Contract Schedule
  - 19.2.5. Environmental reporting guidelines: Industry streamlined energy & carbon reporting and greenhouse gas reporting (last update: March 2019);
  - 19.2.6. Ten Point Plan for a Green Industrial Revolution;
  - 19.2.7. The industrial decarbonisation strategy;
  - 19.2.8. Greening Government Commitments; and
  - 19.2.9. The energy white paper.
- 19.3. This 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. [The Buyer is to define such carbon net zero requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly.]
- 19.4. The Supplier shall:
  - 19.4.1. Work with the Buyer to develop a Carbon Reduction Plan for all Buyer Premises as detailed in Call-Off Schedule 26 (*Carbon Reduction*).

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 19.4.2. 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
  - 19.4.3. 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;
  - 19.4.4. Maintain and embed their corporate carbon net zero principles, policies and procedures as they apply to the Services requested as part of the Call-Off Procedure;
  - 19.4.5. Ensure all Supplier Staff are fully aware of the agreed carbon net zero policies, initiatives and procedures; and
  - 19.4.6. 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.
- 19.5. 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.

**Work Package B - Mobilisation Services**

**20. Service B1 - Contract Mobilisation**

- 20.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 20.2. The Mobilisation Period shall be as stated in the Order Form.
- 20.3. During the Mobilisation Period, the incumbent supplier shall retain full responsibility for all extant Services until the Call-Off Service Start Date or as otherwise formally agreed with the Buyer.
- 20.4. The Supplier shall work cooperatively and in partnership with the Buyer, incumbent supplier, Subcontractor and Buyer Third Parties, where applicable, to understand the scope of Services to ensure a mutually beneficial handover of the Services.

**20.5. The Mobilisation Plan**

20.5.1. The Supplier shall:

- 20.5.1.1. Work with the incumbent supplier and Buyer to assess the scope of the Services and prepare a Mobilisation Plan which demonstrates how they will mobilise the Services;
- 20.5.1.2. Mobilise all the Services specified in the Specification within the Call-Off Contract;
- 20.5.1.3. 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;
- 20.5.1.4. Produce a Mobilisation Plan, to be approved by the Buyer, for carrying out the requirements within the Mobilisation Period including key Milestones and dependencies;
- 20.5.1.5. Detail how they will work with the incumbent supplier and the Buyer Authorised Representative to capture and load up all relevant information such as Asset data;
- 20.5.1.6. Liaise with the incumbent supplier to enable the full completion of the Mobilisation Period activities;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 20.5.1.7. Detail how they will communicate with the Buyer, including the frequency, responsibility for and nature of communication with the Buyer, Buyer Staff and Building Users of the Services;
- 20.5.1.8. 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;
- 20.5.1.9. Manage and report progress against the Mobilisation Plan;
- 20.5.1.10. 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;
- 20.5.1.11. Ensure that all risks associated with the Mobilisation Period are minimised to ensure a seamless transition;
- 20.5.1.12. Attend Progress Meetings (frequency of such meetings shall be determined as part of the Call-Off Procedure) in accordance with the Buyer's requirements during the Mobilisation Period.
- 20.5.1.13. Mobilisation meetings shall be chaired by the Buyer and all meeting minutes shall be captured and published by the Supplier;

### **20.5.2. Interaction with stakeholders**

- 20.5.2.1. The Supplier shall conduct site visits where weaknesses in Asset data have been identified, to reassess the accuracy of the data.
- 20.5.2.2. The Supplier shall familiarise itself with the Buyer's Premises and the needs of the Buyer Staff and Building Users.
- 20.5.2.3. The Supplier shall ensure that it is appropriately equipped to deal with the level of liaison and stakeholder management, including but not limited to:

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 20.5.2.3.1. Liaison;
  - 20.5.2.3.2. Reporting;
  - 20.5.2.3.3. Co-ordination and provision of Services;
  - 20.5.2.3.4. Attendance at meetings; and
  - 20.5.2.3.5. Management and resolution of stakeholder issues
- 20.5.2.4. Further details of the stakeholder management requirements shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly.]
- 20.5.3. The Supplier shall ensure that all the necessary arrangements to allow continuous operations by the Buyer Staff and Building Users are in place by the end of the Mobilisation Period.
  - 20.5.4. 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.
- 20.6. CAFM during the Mobilisation Period**
- 20.6.1. The Supplier shall:
    - 20.6.1.1. 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;
    - 20.6.1.2. 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 Call-Off Service Start Date, issuing the Buyer;
      - 20.6.1.2.1. A summary of findings, including a review and validation of the data held on the CAFM System so that it is fully compliant with any coding requirements,
      - 20.6.1.2.2. A proposed project plan

## Call-Off Schedule 20 (Call-Off Specification)

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- 20.6.1.2.3. A roadmap for achieving higher maturity levels for data quality, asset management practices and reporting.
- 20.6.1.2.4. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly.]
- 20.6.1.3. Liaise in detail with the Buyer to ensure that its proposed systems can interface with existing systems during the Mobilisation Period;
- 20.6.1.4. 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.
- 20.6.1.5. Be responsible for implementing the full CAFM System with the assistance of the Buyer's IT supplier in accordance with the Buyer's requirements during the Mobilisation Period;
- 20.6.1.6. 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;
- 20.6.1.7. Ensure that full CAFM System training is provided to all staff, Subcontractors, Buyer Authorised Representatives and other Buyer Third Parties where applicable prior to Call-Off Service Start Date;
- 20.6.1.8. Ensure that all Supplier helpdesk staff are fully trained prior to the Call-Off Service Start Date;
- 20.6.1.9. Provide, as a minimum, [5 licences] for the Buyer, which shall be transferable, where the CAFM System is provided by the Supplier;

## Call-Off Schedule 20 (Call-Off Specification)

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- 20.6.1.10. Ensure that all appropriate information required for a successful mobilisation and transition of Service Delivery is obtained from the incumbent supplier, with Buyer assistance where required, at an appropriate point during the Mobilisation Period in order to be ready by the Call-Off Service Start Date;
- 20.6.1.11. Ensure a timely build of all IT platforms in their CAFM System to meet the requirements triggered by the Call-Off Service Start Date;
- 20.6.1.12. Ensure the CAFM System can produce all reports required under the MI Reporting Template as provided at Framework Schedule 5 (*Management Charges and Information*);
- 20.6.1.13. Ensure the format, standard and frequency of reporting is developed and agreed with the Buyer and any Subcontractors where applicable, and Delivered in accordance with their requirements;
- 20.6.1.14. Ensure that the full reporting capability is fully functional within the CAFM System at Call-Off Service Start Date to enable the Supplier to report against their contractual performance measures;
- 20.6.1.15. Ensure that at Call-Off Service Start Date it has the ability to report on the Supplier performance;
- 20.6.1.16. Ensure that the information required to report its KPIs is contained within the CAFM System;
- 20.6.1.17. Ensure that all Assets are referenced in [2] hierarchical structures to include Service type and location;
- 20.6.1.18. Ensure that at the end of the Mobilisation Period or on a date specified by the Buyer that the CAFM System has the ability to perform all Services within the CAFM System. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly.]

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 20.6.1.19. 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:
- 20.6.1.19.1. Ensuring synergies with Buyer IT systems are fully operational;
  - 20.6.1.19.2. Ensuring task management capability, ensuring that all tasks are capable of being tracked throughout their full lifecycle;
  - 20.6.1.19.3. Ensuring effective linkages across parent and child tasks;
  - 20.6.1.19.4. Ensuring effective complaints management processes;
  - 20.6.1.19.5. Ensuring financial reporting regimes are in place;
  - 20.6.1.19.6. Automated performance reporting regimes are in place (e.g. statutory compliance status, Additional Works performance status etc.);
  - 20.6.1.19.7. Ensuring capability to issue automated updates and alerts to customers in relation to tasks logged on the CAFM System are fully operational;
  - 20.6.1.19.8. Effective scheduling of all Planned Preventative Maintenance tasks in accordance with the defined PPM regime;
  - 20.6.1.19.9. Effective Asset tagging, including processes associated with the installation and removal of Assets;
  - 20.6.1.19.10. Ensure KPI performance monitoring reporting;
  - 20.6.1.19.11. Capability to store all forms of the Buyer's analytical data and electronic media.
- 20.6.1.20. Further details of the scope of the functionality Tests shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more

*information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]*

#### **20.6.2. PPM During the Mobilisation Period**

- 20.6.2.1. The Supplier shall detail in a Service Delivery Plan any specific requirements of the Buyer during the Mobilisation Period including the creation of a PPM schedule. The Service Delivery Plan shall be presented to and agreed with the Buyer.
- 20.6.2.2. 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 [12 Months] of the Call-Off Contract, is uploaded to the CAFM System.

#### **20.6.3. Data Validation**

- 20.6.3.1. 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 incumbent supplier are identified. The activities shall include but not be limited to:
  - 20.6.3.1.1. A review of the frequencies of PPM activities to ensure they align with the requirements specified by the Buyer. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
  - 20.6.3.1.2. A review of the accuracy of the statutory Compliance Report provided by the incumbent supplier;
  - 20.6.3.1.3. A review of the requirements associated with the Buyer's landlord lease requirements, memorandum of terms of occupancy (MOTO, agreements) and / or

## **Call-Off Schedule 20 (Call-Off Specification)**

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tenants of Buyer Premises requirements to ensure they are accurately reflected within the PPM schedules;

- 20.6.3.1.4. A review of any bespoke PPM tasks, 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;
  - 20.6.3.1.5. 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.
  - 20.6.3.1.6. A review of the Buyer's Forward Maintenance Register/s;
  - 20.6.3.1.7. A review of the Buyer's Planned Preventative Maintenance, reactive work and projects backlog/s.
- 20.6.3.2. 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.

## **20.7. Asset Verification**

- 20.7.1. 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 as part of the Call-Off Procedure are identified. The Supplier shall liaise with the Buyer and agree:

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 20.7.1.1. A programme of audits across Buyer Premises;
  - 20.7.1.2. How the Supplier will deploy their allocated resources to deliver the audits;
  - 20.7.1.3. How priorities, including any set by the Buyer, will be captured within the proposed audit programme;
  - 20.7.1.4. The reporting formats to be applied.
- 20.7.2. 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.
- 20.7.3. 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 shall be managed in accordance with the priorities and timeframes agreed with the Buyer.
- 20.7.4. All works shall be recorded within and managed via the CAFM System. Any associated adjustments to the prices shall be managed via the Variation Procedure.
- 20.7.5. 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 is made aware of the findings in writing.
- 20.7.6. 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 shall be managed via the Additional Works and Approval Process.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 20.7.7. 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 as part of 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.
- 20.7.8. Within [90 days] of the Call-Off Start Date, 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.

## **20.8. Security During the Mobilisation Period**

- 20.8.1. 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 Call-Off Service Start Date. The Supplier shall ensure that this is reflected in their Mobilisation Plan.
- 20.8.2. 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.
- 20.8.3. 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.
- 20.8.4. 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.
- 20.8.5. The Supplier shall ensure that all Supplier Staff and Subcontractors requiring access to the Buyer's Premises have the appropriate security clearance. 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.
- 20.8.6. 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.

**Work Package C - Maintenance Services**

**21. Service C - Maintenance Services Generic Requirements**

- 21.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 21.2. The delivery of the maintenance Services are undertaken in compliance with all applicable UK legislation and legislation appropriate to the location of the Buyer's Premises, Good Industry Practice, manufacturer's recommendations and where appropriate any requirements specified by the Buyer. Further details of any Buyer requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 21.3. In respect of all of the Services, the Supplier shall provide a comprehensive Planned Preventative Maintenance (PPM) regime ensuring compliance with all associated statutory, mandatory or regulatory requirements together with sector / organisation compliance needs and shall include business critical maintenance activities.
- 21.4. The PPM regime shall be aligned with the [SFG20 red, pink, amber, codes as used in SFG20] maintenance schedules or (if not applicable), with Good Industry Practice and Standards.
- 21.5. The PPM regime may include [SFG20 Green codes as used in SFG20 maintenance schedules] where requested by the Buyer. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly. This adaptation of the standard Specification would deem the service as non-standard in those areas of the estate and thereby permit Framework Prices to be exceeded as part of a Call-Off Procedure, if necessary.]
- 21.6. The PPM regime may include areas within their estate that require a higher level, or bespoke level of maintenance regime within, for example, highly sensitive or specialist areas such as production or laboratory facilities, data centres etc, where requested by the Buyer. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where

## Call-Off Schedule 20 (Call-Off Specification)

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such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly. This adaptation of the standard Specification would deem the service as non-standard in those areas of the estate and thereby permit Framework Prices to be exceeded as part of a Call-Off Procedure, if necessary.]

- 21.7. All planned and reactive maintenance related activities shall take place during the Operational Working Hours of the Buyer Premises. There will be occasions 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 shall be managed via the Contract's Variation Procedure
- 21.8. The Supplier shall 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.
- 21.9. The Supplier shall be responsible for ensuring all Planned Preventative Maintenance activities and Services are fully compliant with all related legislation and best practice guidelines issued by the 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's Variation Procedure.
- 21.10. The Service shall recognise Buyer requirements in regard to the Delivery of Planned Preventative Maintenance, 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.
- 21.11. The Supplier shall be responsible for the creation of discretionary PPM task instructions to meet the Buyer's requirements. The Supplier shall ensure that these discretionary PPM activities are approved by the Buyer prior to their addition to the PPM schedules and uploaded to their CAFM System. Further details of discretionary task requirements shall be

## Call-Off Schedule 20 (Call-Off Specification)

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highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

- 21.12. The Supplier shall inform the Buyer of enhancements and/or modifications to 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 to the implementation of the change, they shall be managed via the Contract's Variation Procedure.
- 21.13. The Supplier shall ensure that the Planned Preventative Maintenance schedules capture the requirements outlined within the Buyer's quality management plan, Service Delivery Plan and Sustainability Management Plan.
- 21.14. Where agreed with the Buyer, the PPM schedule shall 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 and be managed via the CAFM System.
- 21.15. The Supplier shall provide installation work associated with Planned Preventative Maintenance, Reactive Maintenance Works and Additional Works without compromising the integrity of any historic Buyer Premises and in a manner so as to avoid damage. Prior to carrying out work to historic Buyer Premises, 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.
- 21.16. 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:
  - 21.16.1. Not less than [42 days] 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;
  - 21.16.2. The Buyer shall notify the Supplier of any comments;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 21.16.2.1. The Supplier shall revise the proposed annual Planned Preventative Maintenance programme to take account of the Buyer's comments; and
- 21.16.2.2. The Supplier shall then resubmit the proposed annual Planned Preventative Maintenance programme to the Buyer;
- 21.17. In the absence of any comments from the Buyer, the Supplier is in no way relieved of any of its obligations under this Specification including this PPM strategy.
- 21.18. 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 shall be approved by the Buyer prior to upload on the CAFM System and undertaking any works. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 21.19. 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.
- 21.20. 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.
- 21.21. 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 but not be limited to the following:
  - 21.21.1. Asset criticality;
  - 21.21.2. Any relevant equipment manufacturers' recommendations;
  - 21.21.3. Industry Standard specification;
  - 21.21.4. The Supplier's experience of similar equipment and Services; and
  - 21.21.5. The risk to and/or impact upon the business that could result from failure of the Asset.
- 21.22. The Supplier shall ensure that:

## Call-Off Schedule 20 (Call-Off Specification)

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- 21.22.1. The PPM works task sheet clearly identifies the Asset type, location, task instruction and frequency or if not applicable, details of the work required and frequency as defined and agreed with the Buyer;
- 21.22.2. Where the time between activities is greater than one year, those activities are to be undertaken on an appropriate rolling programme. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 21.22.3. 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;
- 21.22.4. 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;
- 21.22.5. 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
- 21.22.6. 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 shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 21.23. Where instructed by the Buyer, the Supplier shall be required to provide extended warranties on newly installed Assets / systems at Buyer Premises. Further details of these requirements will be highlighted within the Order Form.
- 21.24. 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.
- 21.25. The Supplier shall agree and manage access arrangements for restricted areas in advance with the Buyer 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 User and Buyer Staff requirements in respect of all of the Services. Where access cannot be gained as scheduled, the Supplier shall record the attempt, notify the Buyer via the Helpdesk, and make at least one further attempt within an agreed timeframe. Continued denial of access shall be reported to the Buyer for instruction.
- 21.26. Where required by the Buyer, the Supplier shall be co-located within the Buyer's Premises to facilitate day-to-day collaboration and service delivery. The Buyer may provide designated office or compound space within its assets for the Supplier's use. Details of such facilities, including location, access, duration of use, and occupation terms, if required, will be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 21.27. The Supplier shall agree with the Buyer the process relating to the retention of all statutory and mandatory certificates and related Documentation.
- 21.28. The Supplier shall provide expert and technical advice on all maintenance matters upon the request of the Buyer.

## **22. Service C1 - Mechanical and Electrical Engineering Maintenance**

- 22.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 22.2. 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

## Call-Off Schedule 20 (Call-Off Specification)

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within the Buyer Premises, are in accordance with the Buyer's requirements.

- 22.3. 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 Appendix E.2 - Asset Data.
- 22.4. 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.
- 22.5. The Supplier shall be responsible for the maintenance of all Assets within the Buyer Premises, irrespective of their inclusion within the Asset register.
- 22.6. 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 Building and Engineering Services Association (BESA) 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.
- 22.7. 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.
- 22.8. Information on the specific built and installed Assets, in the form of reports and surveys shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
- 22.9. The Supplier shall satisfy itself as to the accuracy of the information provided by the Buyer.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 22.10. 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.
- 22.11. 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 advance with the Buyer in order to avoid any interruption to business.
- 22.12. The Supplier shall provide all PPM activities, other than daily nominated or advised tasks, within [72 hours] of scheduled date.
- 22.13. 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.
- 22.14. A special note shall be made of specific warranty period maintenance requirements.

### **23. Service C2 - Ventilation and Air Conditioning Systems Maintenance**

- 23.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 23.2. The Supplier shall act in accordance with, including but not limited to;
  - 23.2.1. CIBSE Guide M: Maintenance engineering and management; and
  - 23.2.2. TR19 Guide to good practice – Internal cleanliness of ventilation systems.
- 23.3. 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.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 23.4. This provision includes all catering extract and forced air systems inclusive of ductwork and terminal units.
- 23.5. 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 Services, 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.
- 23.6. The insides of ventilation and air conditioning ductwork shall be kept clean in accordance with Service C3 environmental cleaning Services (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.

### **24. Service C3 - Environmental Cleaning Service**

- 24.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 24.2. The Supplier shall act in accordance with, including but not limited to;
  - 24.2.1. CIBSE Guide M: Maintenance engineering and management;
  - 24.2.2. BESA guide to good practise; and
  - 24.2.3. BESA Internal cleanliness of ventilation systems TR19 in order to minimise the build-up of dust, dirt, grease and scale.
- 24.3. The Supplier shall clean kitchen extract and cell ventilation systems to ensure compliance with all statutory requirements.
- 24.4. The Supplier shall thoroughly clean general mechanical ventilation and environmental systems. This shall include air conditioning systems, local exhaust ventilation (LEV) ductwork and extract hoods to ensure compliance with all statutory requirements.
- 24.5. The Supplier shall deliver the Services in compliance with all statutory requirements.
- 24.6. 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 Additional Works and Approval Process.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 24.7. The Supplier shall ensure that all works are recorded and managed via the CAFM System.
  - 24.8. The Supplier shall preserve a satisfactory standard of hygiene within air distribution and extract systems.
- 25. Service C4 - Fire Detection and Firefighting Systems Maintenance**
- 25.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 25.2. 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 Good Industry Practice.
  - 25.3. All systems shall be tested including but not limited to:
    - 25.3.1. Fire alarm panels;
    - 25.3.2. Extinguishers;
    - 25.3.3. Voice alarm systems;
    - 25.3.4. Smoke pressurisation and extraction systems;
    - 25.3.5. Fume cupboards;
    - 25.3.6. Suppression systems;
    - 25.3.7. Sprinkler systems;
    - 25.3.8. Public address systems;
    - 25.3.9. Evacuation chairs;
    - 25.3.10. Wet and dry risers;
    - 25.3.11. Lift evacuation systems; and
    - 25.3.12. Emergency communications systems (refuges).
  - 25.4. 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 [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.
  - 25.5. 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.
  - 25.6. 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 shall be passed to the Buyer Authorised Representative at the Buyer Premises.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 25.7. All abnormal test results shall be immediately advised to the Buyer, and dealt with under the auspices of the reactive maintenance Services.
- 25.8. 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.
- 25.9. The Supplier shall ensure any changes or enhancements to the fire systems are recorded in the fire risk assessment for the Buyer Premises.
- 25.10. 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.

## **26. Service C5 - Lifts Maintenance**

- 26.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 26.2. The Supplier shall provide a fully comprehensive maintenance regime to the lifts within the Buyer Premises. The Supplier shall be responsible for meeting response times contained within Appendix C - Service Delivery Response and Rectification Times Category type if there are problems with the system's components, items and panels.
- 26.3. The Supplier shall ensure that all necessary information regarding the lifting system is recorded within the CAFM System.
- 26.4. The Supplier shall:
  - 26.4.1. Manage the thorough examination of lifts by an independent competent person (who must not be the same person who performs regular maintenance on the lifts to ensure that they can objectively assess the lift's condition and identify any defects or weaknesses without bias) and forward reports to the Buyer;
  - 26.4.2. Keep lift records;
  - 26.4.3. Act on any recommendations that cost less than the Inclusive Repair Threshold;
  - 26.4.4. Inform the Buyer of any work required costing more than the Inclusive Repair Threshold;
  - 26.4.5. Inform the Buyer of any lift that is out of service, the reason why and the time the lift will be back in service;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 26.4.6. Ensure that lift cars are taken out of service in the case of dangerous situations;
- 26.4.7. Ensure the competency of those who carry out the work and train Supplier Staff in the rescue and freeing of trapped passengers;
- 26.4.8. Ensuring the availability of Replacement Equipment;
- 26.4.9. Carry out a detailed risk assessment for all works; and
- 26.4.10. Include fireman lifts and lift evacuation systems.

## **27. Service C6 - Hoists and Conveyance Systems Maintenance**

- 27.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 27.2. The Supplier shall provide a fully comprehensive maintenance regime to the hoists and conveyance systems within the Buyer Premises.
- 27.3. The Supplier shall be responsible for meeting response times contained within Appendix C - Service Delivery Response and Rectification Times Category type if there are problems with the system's components, items and panels.
- 27.4. The Supplier shall ensure that all necessary information regarding the hoists and conveyance system are recorded within the CAFM System. The Supplier shall:
  - 27.4.1. Manage the thorough examination of hoists and conveyance system by an independent competent person (who must not be the same person who performs regular maintenance on the hoists and conveyance systems to ensure that they can objectively assess the condition and identify any defects or weaknesses without bias) and forward reports to the Buyer.
  - 27.4.2. Keep hoists and conveyance system records;
  - 27.4.3. Act on any recommendations that cost less than the Inclusive Repair Threshold;
  - 27.4.4. Inform the Buyer of any work required costing more than the Inclusive Repair Threshold;
  - 27.4.5. Inform the Buyer of any hoists and conveyance system that is out of service, the reason why and the time the hoists and conveyance system will be back in service;
  - 27.4.6. Ensure that hoists and conveyance systems are taken out of service in the case of dangerous situations;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 27.4.7. Ensure the competency of those who carry out the work and train Supplier Staff in the rescue and freeing of trapped passengers;
  - 27.4.8. Ensuring the availability of Replacement Equipment;
  - 27.4.9. Carry out a detailed risk assessment for all works; and
  - 27.4.10. Include fireman lifts and hoists and conveyance system evacuation systems.
- 27.5. Further details in relation to the hoists and conveyancing systems in the Buyer Premises shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 28. Service C7 - Security, Access and Intruder Systems Maintenance**
- 28.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 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 shall 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 response times contained within Appendix C - Service Delivery Response and Rectification Times Category type.
  - 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 or Buyer Staff.
- 29. Service C8 - Internal and External Building Fabric Maintenance**
- 29.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 29.2. The Supplier shall act in accordance with, including but not limited to;

## Call-Off Schedule 20 (Call-Off Specification)

Crown Copyright 2025

- 29.2.1. RICS New Rules for Measurement Part 3 for Maintenance (NRM3).
- 29.3. The Supplier shall provide a professionally managed, Planned Preventative 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.
- 29.4. The Planned Preventative Maintenance regime may include areas within the estate that require a higher level, or bespoke level of maintenance regime, where requested by the Buyer. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly. Any adaptation of the standard Specification would deem the service as non-standard in those areas of the estate and thereby permit Framework prices to be exceeded as part of a Call-Off Procedure, if necessary.]
- 29.5. Any variations from periodic maintenance shall be agreed between the Supplier and the Buyer [Monthly] in advance of the planned activity.
- 29.6. 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 CAFM System to the Buyer Authorised Representative or its nominated deputy and allocated to the appropriate Supplier Staff. This shall 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 with the Buyer for restricted areas in order to avoid any interruption to business.
- 29.7. 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 that fail below the Inclusive Repair Threshold (IRT) within the Charges.
- 29.8. The Supplier shall ensure that:

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 29.8.1. In instances of spot (reactive) re-lamping, they acknowledge the need to ensure electrical safety and working at height when replacing lamps;
  - 29.8.2. The consistency in colour balancing throughout the area is maintained and in keeping with the Buyer's requirements;
  - 29.8.3. They are cognisant of the impact that lighting control systems have on the life expectancy of lamps;
  - 29.8.4. Luminaires and light fittings are kept in good repair and are cleaned and maintained to ensure optimum performance;
  - 29.8.5. 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 contained within Appendix C - Service Delivery Response and Rectification Times Category type.
  - 29.8.6. The control and execution of this Service is managed entirely by the CAFM System.
  - 29.8.7. 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.
- 29.9. The Supplier shall acknowledge the Buyer's PPM schedules. 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.
  - 29.10. The Supplier shall agree access arrangements for restricted areas with the Buyer 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, landlords representatives and other relevant parties to ensure that the method statements are aligned with all of the Building User and Buyer Staff requirements in respect of all of the Services.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 29.11. 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.
- 29.12. The Supplier shall be responsible for the sweeping of chimneys and open fireplaces that are present at Buyer Premises at a frequency that shall maintain them in a safe working order.
- 29.13. 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 Additional Works and Approval Process.
- 29.14. The Supplier shall provide redecoration works on an elective basis as per the Additional Works and Approval Process detailed in Call-Off Schedule 25 (*Additional Works*) upon instruction from the Buyer Authorised Representative. Any redecoration work required as a result of reactive maintenance shall be included with the Reactive Maintenance Works.
- 29.15. 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.
- 29.16. 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 Additional Works and Approval Process.
- 29.17. Where required by the Buyer the Supplier shall provide a gutter repair Service. The gutter repair Service shall be paid for as Additional Works as per the Additional Works and Approval Process detailed in Call-Off Schedule 25 (*Additional Works*).
- 29.18. 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 Appendix C – Service Delivery Response and Rectification 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 Additional Works and Approval Process detailed in Call-Off Schedule 25 (*Additional Works*).

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 29.19. 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.
- 29.20. The Supplier shall be responsible for the provision of:
  - 29.20.1. Repairs;
  - 29.20.2. Replacement equipment;
  - 29.20.3. Operator training;
  - 29.20.4. Insurance cover;
  - 29.20.5. Certification;
  - 29.20.6. Risk assessments; and
  - 29.20.7. Calibration.
- 29.21. The Supplier shall, at the end of the Contract Period, be responsible for the return of 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.
- 29.22. Details of the equipment to be issued to the Supplier shall be highlighted as part of a Call-Off Procedure. [Buyer to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information"]
- 29.23. The Supplier shall execute the Service during the Operational Working Hours. If agreed with the Buyer, the Service may be executed outside these hours for operational reasons, to meet deadlines or other particular requirements including avoidance of disruption and noise.
- 29.24. The Supplier shall be responsible for the maintenance and statutory inspections of the Buyer's health and safety and building protection systems including but not limited to:
  - 29.24.1. Safety eyebolts;
  - 29.24.2. Fixed roof-edge protection handrail systems;
  - 29.24.3. Free-standing roof-edge protection handrail systems;
  - 29.24.4. Cradle access systems;
  - 29.24.5. Fall and arrest safety lifelines and man safe systems;
  - 29.24.6. Lightning protection systems;
  - 29.24.7. Flood protection systems;
  - 29.24.8. Window and door security equipment, e.g. shutters, window bars and grilles;
  - 29.24.9. Bird protection systems, e.g. nets, spikes and sirens;
  - 29.24.10. Waste storage and recycling facilities;
  - 29.24.11. External fire exits and fire escape routes;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 29.24.12. Doors including locks and door furniture;
  - 29.24.13. External lighting systems, including pathway and street lighting; and
  - 29.24.14. External vehicle storage facilities; e.g. cycle and motorcycle enclosures.
- 29.25. 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 assessments in order 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:
- 29.25.1. Door frames;
  - 29.25.2. Door leaves;
  - 29.25.3. Door glazing;
  - 29.25.4. Door hinges;
  - 29.25.5. Door seals;
  - 29.25.6. Door handles;
  - 29.25.7. Door self-closing devices;
  - 29.25.8. Door hold-open devices; and
  - 29.25.9. Door signage.
- 29.26. The Supplier shall ensure all Planned Preventative Maintenance works are managed in compliance with [SFG20] and / or Buyer specified requirements and are logged and recorded within the CAFM System.
- 29.27. 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.
- 29.28. 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.
- 29.29. The report shall be submitted electronically to the Buyer within [5 Working Days] of undertaking the inspection.
- 29.30. The Supplier shall report 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 via email within [24 hours] of the inspection.

### **30. Service C9 - Reactive Maintenance Service**

- 30.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 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 with all Reactive Maintenance works being recorded, tracked and progressed through to completion.
- 30.4. All Reactive Maintenance Works (including labour, materials, profit, Overheads and any other relevant costs) up to an Inclusive Repair Threshold (as stated in the Order Form) shall be carried out and included within the Supplier's Charges.
- 30.5. All reactive repairs and maintenance (including labour, materials, profit, Overheads and any other relevant costs) above the Inclusive Repair Threshold (as stated in the Order Form) and works arising from Planned Preventative Maintenance, are to be managed using the Additional Works and Approval Process as outlined Call-Off Schedule 25 (*Additional Works*).
- 30.6. All Works Arising from Planned Preventative Maintenance (including labour, materials, profit, Overheads and any other relevant costs) up to an Inclusive Repair Threshold (as stated in the Order Form) shall be carried out and included within the Supplier's Charges.
- 30.7. 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 ongoing unplanned downtime or pose potential health and safety risks (Beyond Economic Repair).
- 30.8. 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 Additional Works and Approval Process as detailed in Call-Off Schedule 25 (*Additional Works*).
- 30.9. 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

## **Call-Off Schedule 20 (Call-Off Specification)**

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Economic Repair but will act reasonably in reaching such decisions taking into account any one of the following:

- 30.9.1. If the projected cost of the repair exceeds the cost of replacing the Asset;
  - 30.9.2. If the part(s) required to repair the Asset is/are no longer available and there is no effective alternative;
  - 30.9.3. If the Asset poses a potential Health and Safety risk; and/or
  - 30.9.4. Any recommendations carried out as a result of Condition Surveys;
- 30.10. 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.
  - 30.11. The Supplier shall proceed with emergency tasks in accordance with Work Package N (Helpdesk Services), 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.
  - 30.12. The Inclusive Repair Threshold shall apply to the task of making safe and shall be applied retrospectively after the situation has been made safe.
  - 30.13. The Supplier shall ensure that all Supplier Staff 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. All 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.
  - 30.14. Where the Supplier encounters Reactive Maintenance Works 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 but not be limited to:
    - 30.14.1. The date and time the damage was identified;
    - 30.14.2. A summary of the findings upon inspection;
    - 30.14.3. Photographic evidence of the damage; and

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 30.14.4. Details of the condition at the previous maintenance work or inspection; and
- 30.14.5. An estimate of the cost of repair or replacement.
- 30.15. Where the Buyer agrees the cause was deliberate, the Inclusive Repair Threshold shall not apply and the repair shall be managed via the Additional Works and Approval Process, as further explained in Call-Off Schedule 25 (*Additional Works*).
- 30.16. 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.
- 30.17. The Supplier shall at all times ensure that Supplier Staff are competent, appropriately trained and deployed to cater for the variety of planned and unplanned demands in relation to reactive maintenance.
- 30.18. 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 C10 - Planned / Group Re-Lamping Service**

- 31.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 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.
- 31.3. 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 shall be managed via the Additional Works and Approval Process, as further explained in Call-Off Schedule 25 (*Additional Works*).
- 31.4. The Supplier shall be cognisant of the impact that lighting control systems have on the life expectancy of lamps. The Supplier shall make proposals for the enhancement and expansion of lighting control systems.
- 31.5. The Supplier shall work alongside the Buyer and highlight opportunities for greater energy performance, reduced carbon emissions and utility costs as technology associated with

## **Call-Off Schedule 20 (Call-Off Specification)**

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lighting, sensor technology and lighting controls develop throughout the Call-Off Contract Period.

- 31.6. 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 revisions are required, changes shall be managed via the Contract Variation Procedure
- 31.7. 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 C11 - Automated Barrier Control System Maintenance**

- 32.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 32.2. Where automated barriers, shutters, turn-styles, doors and electrified fencing are installed at the Buyer Premises and included in the Specification, 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 C12 - Building Management System (BMS) Maintenance**

- 33.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 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.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 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 C13 - Standby Power System Maintenance**
- 34.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 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 uninterruptible 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 [1 annual] black test on all standby power systems installed.

**35. Service C14 - High Voltage (HV) and Switchgear Maintenance**

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 35.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 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 Supplier Staff operating in an HV environment are authorised, suitably qualified and competent.
  - 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 C15 - Catering Equipment Maintenance**

- 36.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 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, legislation, approved codes of practice, best practice and manufacturer's guidelines (as appropriate) 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 Buyer Third Party.

**37. Service C16 - Audio Visual (AV) Equipment Maintenance**

- 37.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 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 AV equipment provided on a Pass Through Costs basis. 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 C17 - Television Cabling Maintenance**

- 38.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 38.2. The Supplier shall maintain the existing cabling infrastructure which is designated for the transmission of television pictures.
- 38.3. The Supplier shall manage the payment of regular invoices for TV usage on behalf of the Buyer as a Pass Through Cost.
- 38.4. 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.
- 38.5. The Supplier shall ensure that provision also includes but is not limited to aerials, ethernet connection, satellite dishes and set top boxes.
- 38.6. Where required, the Supplier shall deliver the TV signal over the data network.

**39. Service C18 - Mail Room Equipment Maintenance**

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 39.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 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.
  - 39.4. Should the Supplier consider that it is in the interest of business efficiency and best value for money, it shall 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 C19 - Office Machinery Servicing and Maintenance**
- 40.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 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 to be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
  - 40.3. The Supplier shall be responsible for the provision and maintenance of all office machinery. This shall encompass liaison with the relevant Buyer Third Parties, ensuring that appropriate maintenance (both reactive and proactive) is carried out in accordance with any warranties and associated maintenance and/or inspection requirements.

**41. Service C20 - Voice Announcement System Maintenance**

- 41.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 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

## **Call-Off Schedule 20 (Call-Off Specification)**

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the relevant Buyer Third Parties, ensuring that appropriate maintenance (both reactive and proactive) is carried out in accordance with warranties and associated maintenance and/or inspection requirements.

### **42. Service C21 - Locksmith Services**

- 42.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 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 Appendix C – Service Delivery Response and Rectification Times;
- 42.3. Locksmith Services shall be paid for in accordance with Call-Off Schedule 25 (*Additional Works*).

### **43. Service C22 - Specialist Maintenance Services**

- 43.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 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, airfield and aerodrome facilities, to include hangars, runways, fuel supply / storage systems and facilities, aircraft spray booth facilities (including all filter changes), external and internal lighting, drainage, fuel storage, vehicle wash and spraying facilities;
  - 43.2.2. Marine, maritime, 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;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 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 shall be required to run 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. Off-Shore maritime hazard markers and hydrographic surveys;
  - 43.2.9. Coal fired boilers (maintenance and stoking [twenty-four (24) hours per day seven (7) days per week in heating season);
  - 43.2.10. Underground bunker (electrical, UPS, air conditioning and ventilation systems);
  - 43.2.11. Sewerage plants;
  - 43.2.12. Environmental monitoring equipment;
  - 43.2.13. Renewable energy systems;
  - 43.2.14. Electrical vehicle (EV) charge points and infrastructure;
  - 43.2.15. Solar voltaic panels, wind turbines and all associated infrastructure;
  - 43.2.16. Calibration and maintenance of specialist equipment;
  - 43.2.17. Weighbridge including calibration;
  - 43.2.18. Vacant undeveloped land and / or buildings awaiting disposal, or mothballed buildings awaiting future use or development;
  - 43.2.19. Automated data gathering and sensor equipment associated with smart working environments;
  - 43.2.20. Precision engineering, fabrication and manufacture Services;
  - 43.2.21. Equestrian facilities and associated specialist systems; and
  - 43.2.22. Kennels for working dogs.
- 43.3. Details of these specialist maintenance requirements shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of

## **Call-Off Schedule 20 (Call-Off Specification)**

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where such requirements can be located within the bid pack e.g.  
“Please see Call-Off Schedule X for more information”. If no  
further details are required by the Buyer, please consider either  
replacing the text with NOT USED or amend accordingly]

## **Work Package D - Statutory Compliance**

### **44. Generic Statutory Compliance Requirements**

- 44.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 44.2. The Supplier shall at all times ensure that:
  - 44.2.1. The FM operation of the Buyer Premises and Delivery of the Services are undertaken in compliance with all applicable UK legislation and legislation appropriate to the location of the Buyer's Premises, Good Industry Practice, manufacturer's recommendations and where appropriate any requirements specified by the Buyer.
  - 44.2.2. It provides any training required by the procedures and statutory provisions in respect of all Buyer or Supplier Staff, at the Buyer Premises;
  - 44.2.3. 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
  - 44.2.4. It ensures all activities relating to statutory compliance are managed through the CAFM System and that the Buyer has access to the data, via electronic interface or direct access to the CAFM System.
- 44.3. 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 as required as they apply to the statutory compliance Services specified by the Buyer.
- 44.4. The Supplier shall provide all Documentation associated with statutory compliance reports or Documentation for retention at the Buyer Premises. These requirements shall be defined as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

### **45. Service D1 - Asbestos Management**

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- 45.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 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.
- 45.3. The Supplier shall undertake an initial review of the Buyer's Asbestos Management Plan present at the Buyer Premises within the first [60 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 shall 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 Additional Works and Approval 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 asbestos containing materials (ACM).
- 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 Third Parties, the costs for the work shall be rechargeable and be subject to the Additional Works and Approval 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 Additional Works and Approval 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. An up-to-date copy of the asbestos register is to be placed in the site log book for inspection and signature by visitors who may need to be aware of this information. This register shall be maintained and updated following any works that affect asbestos or following subsequent asbestos inspections or surveys.
- 45.10. The Supplier shall ensure that:

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 45.10.1. 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;
- 45.10.2. All identification, tagging, monitoring and removal are to be carried out by employing a suitably licensed and competent specialist;
- 45.10.3. Notifications are issued to the Health and Safety Executive (HSE) for licensed works as required; and
- 45.10.4. 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.
- 45.10.5. The Supplier shall appoint UKAS accredited surveyors and testing laboratories to carry out inspections.

## **46. Service D2 - Water Hygiene Maintenance**

- 46.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 46.2. The Supplier shall act in accordance with including but not limited to;
  - 46.2.1. The Legionella Control Association (LCA) standards and guidance.
- 46.3. The Supplier shall be responsible for ensuring that Services provided to all Buyer Premises are statutory compliant.
- 46.4. The Supplier shall undertake an initial review of the Buyer's Water Management Plan and legionella risk assessment present at the Buyer Premises within the first [6 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, including schematic drawings and photographic evidence of all areas of risk.
- 46.5. Where Buyer Premises are discovered to be non-compliant and do not have a Water Management Plan and legionella risk assessment in place, the Supplier shall be responsible for undertaking a review and for producing a new Water Management Plan and legionella risk assessment on the behalf

## **Call-Off Schedule 20 (Call-Off Specification)**

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of the Buyer. Costs for this Service shall be rechargeable and be managed via the Additional Works and Approval Process.

- 46.6. The Supplier shall have a written scheme of examination and maintain a water hygiene log book.
- 46.7. The Supplier shall provide a water hygiene Service that includes a cleaning and disinfection regime in accordance with current health and safety requirements and water treatments to include hard water treatments and potentia hydrogenii (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.
- 46.8. The Supplier shall produce and implement an inspection and monitoring regime to check systems and plant for performance, cleanliness, contamination and damage.
- 46.9. Temperatures shall be monitored to ensure that the required standard of control is reached within the code of practice guidelines.
- 46.10. The Supplier shall report any anomalies that may be detected and detail corrective works where required. Buyer Premises records shall be audited and amended.
- 46.11. 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.
- 46.12. 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 D3 - Statutory Inspections**

- 47.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 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 C) are not required by the Buyer. 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,

## **Call-Off Schedule 20 (Call-Off Specification)**

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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 shall 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 [60 days] in advance of all works taking place.
- 47.9. The Supplier shall at all times comply with all relevant statutory and legislative requirements, including any alterations to policy that 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 using the CAFM System.
- 47.12. The Supplier shall ensure that all reports and recommendations are held centrally within the CAFM System.

### **48. Service D4 - Portable Appliance Testing (PAT)**

- 48.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 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. PAT testing of Buyer Equipment shall be carried out in accordance with this Specification. 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.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 48.4. PAT testing shall 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 using 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 D5 - Miscellaneous Surveys , Audits and Testing Services**
- 49.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 49.2. Where additional specialist surveys, audits and / or testing is 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.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.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 49.3. Where requested by the Buyer, these surveys shall be rechargeable via the Additional Works and Approval Process. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].

## **50. Service D6 - Condition Surveys**

- 50.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 50.2. The Supplier shall act in accordance with, including but not limited to;
- 50.2.1. The Royal Institute of Chartered Surveyors' Condition and Building Survey; and
- 50.2.2. Chartered Institution of Building Services Engineers' Guidance for Condition surveys on mechanical and electrical plant.
- 50.3. 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 Supplier Staff. Where the Buyer requires Condition Surveys more frequently than annually, the requirement shall be defined as part of a Call-Off Procedure and be priced accordingly. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
- 50.4. The Supplier shall update the Condition Surveys within [5 Working Days] following upgrade or replacement of Assets.
- 50.5. 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.
- 50.6. Results from Condition Surveys shall generate a report which shall include the condition of the Assets, systems and building fabric, recommendations and budgetary costs.

## **Call-Off Schedule 20 (Call-Off Specification)**

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50.7. The Condition Survey shall have a link to (or be stored in) the CAFM System and any other relevant Buyer IT system.

50.8. Upon request additional Condition Surveys shall be rechargeable via the Additional Works and Approval Process detailed in Call-Off Schedule 25 (*Additional Works*).

### **51. Service D7 - Electrical Testing**

51.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

51.2. The Supplier shall undertake an electrical installation condition report in accordance with Electricity at Work Regulations 1989 and BS 7671 (as amended).

51.3. 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.

51.4. Fixed wiring installations shall be subject to testing at intervals not exceeding [5 years].

### **52. Service D8 - Fire Risk Assessments**

52.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

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 within [60 days] of the Call-Off Start Date. 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 and Fire Safety Plan in place, the Supplier shall be responsible for undertaking a review and for producing a new fire risk assessment and Fire Safety Plan on the behalf of the Buyer. Costs for this Service and any associated remedial works shall be rechargeable and be managed via the Additional Works and Approval Process.

### **53. Service D9 - Building Information Modelling (BIM) and Government Soft Landings (GSL)**

53.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

53.2. The Supplier shall support the Authority and individual Buyer requirements for Delivery of a number of strategic priorities

## **Call-Off Schedule 20 (Call-Off Specification)**

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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 shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].

53.6. The Supplier shall:

53.6.1. Act as the BIM information manager on the Call-Off Contract; or

53.6.2. Comply with the reasonable instructions of the BIM information manager in relation to the BIM documents.

53.7. 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:

53.7.1. Was made with the consent (not to be unreasonably withheld) of the party that produced it (or on whose behalf it was produced);

53.7.2. Was permitted by the BIM documents; or

53.7.3. 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.

53.8. The Supplier shall use systems that meet the Government's requirements for BIM (level 2) and ensure that all data on these systems have appropriate security markings.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 53.9. The Supplier shall ensure that any Subcontractors that it engages are bound by obligations no less onerous than those which apply to the Supplier.
- 53.10. The Supplier shall be aware that for the purposes of this Framework BS EN ISO 19650 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.
- 53.11. The classification Standards applied shall as a minimum reference [Uniclass 2015, SFG20 and the NRM3] to enable the ease of transfer between projects and Asset management operations.
- 53.12. The Supplier 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 D10 - Display Energy Certificates (DECs)**

- 54.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 54.2. The Supplier shall be responsible for Display Energy Certificates (DECs) and shall perform the audit, issue, display and renewal of the energy certificates at Buyer Premises as required by the Buyer, including those Buyer Premises which require DECs under Government legislation.
- 54.3. The Supplier shall appoint an accredited energy surveyor and ensure all DECs are displayed by the required date.

### **55. Service D11 - Energy Performance Certificates (EPCs)**

- 55.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 55.2. The Supplier shall act in accordance with;
  - 55.2.1. DCLG publication - A guide to energy performance certificates for the construction, sale and let of non-dwellings; and
  - 55.2.2. DCLG publication - Improving the energy efficiency of our buildings.
- 55.3. 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.

- 55.4. 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 D12 - Radon Gas Management Services**

- 56.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 56.2. Where the Buyer Premises are located in radon affected areas (as defined within the UK Health Security Agency (UKHSA) 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, the Building Regulations 2010 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.
- 56.5. Further information on these requirements shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please

*see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].*

## 57. Service D13 - Permit to Work (PtW)

57.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

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 Third Parties. These Services shall be managed in accordance with Call-Off Schedule 25 (*Additional Works*).
- 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 Buyer 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 Buyer Third Party 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 who are undertaking work at the Buyer Premises, consult the asbestos register and record a signature to indicate that this has been carried out;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 57.2.6. Manage 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 a Buyer Premises if the Permit to Work is not 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 E - Landscaping / Horticultural Services**

**58. Service E1 - Hard Landscaping Services**

- 58.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 58.2. The Supplier shall provide hard landscaping maintenance, which includes but not be limited to:
  - 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. External furniture including wooden furniture, bicycle shelters and sculptures; and
  - 58.2.9. Road and playground markings.
- 58.3. The Service may be integrated with other external Services (such as soft landscaping maintenance) so that there shall be no duplication of tasks in external areas. 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. All external hard surfaces are kept free of weeds, moss, lichen or any other organic growth and litter so as to present a tidy appearance at all times;
- 58.5. The Supplier shall ensure that fences, gates and boundaries are maintained to deter unauthorised access and retain the appearance of well-kept facilities.
- 58.6. If a fence or gate is deemed to be beyond repair, the Supplier shall notify the Buyer Authorised Representative of this, providing evidence. If agreed by the Buyer, the Supplier shall replace the fence or gate via the Additional Works and Approvals Process as detailed in Call-Off Schedule 25 (*Additional Works*).
- 58.7. The Supplier shall ensure that all external wooden furniture, bicycle stores and the like are well maintained, regularly cleaned and kept in good repair.
- 58.8. The Supplier shall respond to requests for Reactive Maintenance Works placed via the helpdesk. The Supplier shall

## **Call-Off Schedule 20 (Call-Off Specification)**

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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.

- 58.9. The Supplier shall conduct formal inspections and reports to highlight defects and make recommendations for repair.

### **59. Service E2 - Soft Landscaping Services**

- 59.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 59.2. The Supplier shall provide a fully comprehensive, professionally managed soft landscaping and maintenance Service at the Buyer Premises as per the red-line boundary plan. Further information on these requirements shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
- 59.3. 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.
- 59.4. The Supplier shall provide a horticultural Service in respect of the provision and maintenance of external planting including but not limited to hedges and shrubs, and those 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 and shall be included in the Charges. Where it can be evidenced by the Supplier that it was no fault of their own, this can be managed via Call-Off Schedule 25 (*Additional Works*).
- 59.5. 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 either composted at the Buyer Premises or off-site, or cuttings to be mulched as determined by good horticultural practice. The Buyer shall outline the maintenance Standards to be adopted with regard to

## **Call-Off Schedule 20 (Call-Off Specification)**

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any sports fields, all weather surfaces and/or multi-use games areas.

59.6. The Supplier shall ensure that:

- 59.6.1. All plant specimens are kept to a height and form which is safe and in accordance with good horticultural practice;
- 59.6.2. All pots and containers are cleaned and replaced where necessary and shall be included in the Charges. For replacements, if it can be evidenced by the Supplier that it was no fault of their own, this can be managed via Call-Off Schedule 25 (*Additional Works*);
- 59.6.3. 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;
- 59.6.4. Planned and reactive maintenance activities and maintained areas of soft landscaping and planting are safe and free of defects;
- 59.6.5. That they prevent any dangers or hazards to Buyer Staff, Supplier Staff and Building Users;
- 59.6.6. All areas are kept free of an accumulation of weeds, any other solid matter, and reasonably free of leaves;
- 59.6.7. All trees are maintained to ensure the safety of Buyer Staff, Supplier Staff and Building Users;
- 59.6.8. In the first [12 Months] following the Call-Off Service Start Date a tree survey is to be undertaken, and [annually] thereafter;
- 59.6.9. Soil improvers shall not contain peat or sewage sludge;
- 59.6.10. Growing media shall not contain peat;
- 59.6.11. All products and Services procured shall comply with the latest version of the Horticultural Code of Practice covering invasive non-native plants;
- 59.6.12. Growing media shall meet quality Standards as set out in under the PAS100 and the quality protocol;
- 59.6.13. 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

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 59.6.14. All debris arising from the performance of the works is promptly removed from the Buyer Premises and disposed of in an environmentally preferable manner.
- 59.7. 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 environmental policies and Greening Government Commitments at all times.
- 59.8. The Supplier is required to undertake pro-active reporting of damaging plant growth. 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 shall be charged for via the Additional Works and Approvals Process.
- 59.9. 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.
- 59.10. In addition to general soft landscaping, the following areas are to be considered as in-scope under the provisions of this Service:
  - 59.10.1. Wormeries;
  - 59.10.2. Bat and beetle boxes;
  - 59.10.3. Nesting birds;
  - 59.10.4. Heritage vines and creepers;
  - 59.10.5. Annual pruning and maintenance; and
  - 59.10.6. Herb garden for use in catering departments (where applicable).
- 59.11. 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. Further details of such requirements shall be highlighted as part of a Call-Off Procedure. [Buyer to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". Alternatively please consider replacing this text with NOT USED]

**60. Service E3 - Tree Surgery (Arboriculture)**

- 60.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 60.2. The Supplier shall develop and implement arboriculture management measures and activities for the Buyer Premises, as part of the Service Delivery Plan outlining how trees within the Buyer Premises will be managed, ensuring their health, safety, and contribution to the environment. It shall include but not limited to plans for regular inspections, maintenance, and potential future tree work, aiming to balance the benefits of trees with safety requirements and other considerations.
- 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 the Additional Works and Approvals Process as detailed in Call-Off Schedule 25 (*Additional Works*).
- 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 the requirements of BS 3998. Any Subcontractor 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, and the relevant local authority as required, before trimming or felling any trees, particularly trees, which are protected via a Tree Preservation Order (TPO).

**61. Service E4 - Planned Snow and Ice Clearance**

- 61.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 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 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

## **Call-Off Schedule 20 (Call-Off Specification)**

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Operational Working Hours and kept in an anti-slip condition, in accordance with the Buyer's agreed snow and ice plan and/or as agreed within the Service Delivery Plan.

- 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. This shall be managed via the Additional Works and Approvals Process as detailed in Call-Off Schedule 25 (*Additional Works*).
- 61.4. The Supplier shall take care during snow clearance to ensure that the Buyer Premises is not damaged.
- 61.5. Further details shall be provided by the Buyer in the Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].

## **62. Service E5 - Reactive Snow and Ice Clearance**

- 62.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 62.2. The Supplier shall provide 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 to be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
- 62.4. The Supplier shall 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.
- 62.6. Where this Service is required at an historic environment (built heritage and archaeological remains), designated nature conservation sites, forestry plantations, crematoria and

## **Call-Off Schedule 20 (Call-Off Specification)**

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graveyards, and Government historic estate. Further details of such requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer shall define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". Alternatively please consider replacing this text with NOT USED]

- 62.7. Costs for these Services shall be managed via the Additional Works and Approvals Process as detailed in Call-Off Schedule 25 (Additional Works).

### **63. Service E6 - Reservoirs, Ponds, River Walls and Water Features Maintenance**

- 63.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 63.2. The Supplier shall act in accordance with, including but not limited to;
- 63.2.1. ACOP L8 (The control of legionella bacteria in water systems) testing of water features.
- 63.3. 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.
- 63.4. 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.
- 63.5. The Supplier shall provide an inspection report on an [annual] basis or as dictated by any applicable risk assessment.
- 63.6. 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 Survey and report to the Buyer as required.
- 63.7. The Supplier shall ensure that Supplier Staff operating in a water environment:
- 63.7.1. Comply with all relevant health and safety legislation;
- 63.7.2. Possess sufficient knowledge and experience to avoid danger and are suitably trained and competent;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 63.7.3. Provide a fence or barrier to any structure or scaffold where there is a risk of persons falling from such structures into water;
  - 63.7.4. 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;
  - 63.7.5. Check, maintain and examine in accordance with manufacturer's or statutory requirements any hoist / cradle;
  - 63.7.6. Display warning signs/notices;
- 63.8. 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.
- 63.9. The Supplier shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir.
- 63.10. The Supplier shall ensure that the discharge of pollutants into waterways is managed in accordance with the energy management and environmental management requirements.
- 63.11. Water quality testing and reporting, in-line with environment agency best practice including ACOP L8 (The control of legionella bacteria in water systems) testing of water features.
- 63.12. The Permit to Work system shall be used for this Service.

## **64. Service E7 - Internal Planting**

- 64.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 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

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 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 meets the 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 (Defra). The Supplier shall ensure compliance with the Buyer's policy on Greening Government Commitments at all times, including in relation to waste and water management.
- 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 utilise clean working methods and shall remove all debris around the displays prior to leaving the Buyer Premises.
- 64.8. The Supplier shall ensure that:
- 64.8.1. A fully detailed Asset register detailing all plant specimens shall be kept by the Supplier detailing species/type, size, location, condition, frequency of replacement, and frequency of visit for all plants on display at each location; and
  - 64.8.2. All pots / containers are cleaned and replaced where necessary and no instances of damaged pots or containers occur at any time. For replacements, if it can be evidenced by the Supplier that it was no fault of their own, this can be managed via Call-Off Schedule 25 (*Additional Works*).

## **65. Service E8 - Cut Flowers and Christmas Trees**

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 65.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 65.2. This Service requirement shall be outside the Charges and shall be dealt with as a Pass Through Cost.
- 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.
  - 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 Buyer Staff that are authorised to order flowers. The Supplier shall reject any orders made by unauthorised Buyer 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 the 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 F - Catering Services**

**66. Service F - General Catering Requirements**

- 66.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 66.2. The Supplier shall act in accordance with, including but not limited to;
  - 66.2.1. Hazard Analysis and Critical Control Point (HACCP);
  - 66.2.2. Simpler recycling: workplace recycling; and
  - 66.2.3. Natasha's Law
- 66.3. The Supplier shall deliver the full range of catering Services.
- 66.4. The Supplier shall comply with the Government Buying Standards in relation to food and catering, which covers:
  - 66.4.1. Sustainable food production; meeting higher welfare standards of farming and food processing;
  - 66.4.2. Nutrition, including food procurement, menu development and provision, food preparation and food service;
  - 66.4.3. Resource efficiency; ensuring energy efficiency, efficient use of water, waste prevention and good management;
  - 66.4.4. Social and economic value – achieving wider social benefits for the community; and
  - 66.4.5. Quality of Service provision.
- 66.5. The Supplier shall supply:
  - 66.5.1. A value for money catering Service, which is consistent with current food service trends and the Buyer's requirements and expectations;
  - 66.5.2. A sustainable catering solution which:
    - 66.5.2.1. For workspaces, supports current and future hybrid working arrangements and variable Buyer Staff numbers utilising Buyer Premises as a place of work;
    - 66.5.2.2. Delivers a flexible and adaptable service, commensurate to the number of Building Users, Buyer Staff and Supplier Staff at the Buyer Premises;

## Call-Off Schedule 20 (Call-Off Specification)

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- 66.5.2.3. Ensures Services are provided at convenient locations with optimal footfall or as advised by the Buyer;
- 66.5.2.4. Supports diversity and inclusion within the Buyer Premises and promotes the health and wellbeing of Building Users, Buyer Staff and Supplier Staff;
- 66.5.2.5. Recognises the need to adopt regional and locational catering sourcing solutions;
- 66.5.2.6. Offers sustainable and wide ranging options for healthy meal and snack options and aligns to any provenance guidelines;
- 66.5.2.7. Operates a pricing policy that is benchmarked to high street and Buyer budgets as evidenced by the Buyer's requirements;
- 66.5.2.8. Which provides options for payment to the Buyer that includes cash, debit-card, credit-card, contactless or cashless payment systems;
- 66.5.2.9. Which includes computer-based systems to process transactions, manage sales, track inventory, and provide sales reports to the Buyer when required (for example electronic point of sale (EPOS))
- 66.5.2.10. Maximises the use of technology, for example the use of digital menus, online ordering and click and collect solutions;
- 66.5.2.11. Seeks to maximise the use of the facilities and opportunities for increases in revenue from the Delivery of the Service;
- 66.5.2.12. Facilitates segregated food waste collection and seeks to recycle 100% of all waste generated from the Delivery of the Services in line with the waste hierarchy and wider Social Value;
- 66.5.2.13. Further details of the sustainable catering solution and associated pricing and incentivisation rationale shall be provided by the Buyer as part of a Call-Off Procedure. [Buyer to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information".  
Alternatively please consider replacing this text with NOT USED]

## Call-Off Schedule 20 (Call-Off Specification)

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- 66.6. The Supplier shall be responsible for the production of a catering Service business plan, or as part of the Service Delivery Plan, and shall include the identification and exploration of all potential opportunities to develop and enhance the catering Service to Deliver continual improvement, value for money, greater efficiency, P&L projections, enhanced customer experience and engagement, and generation of additional income streams.
- 66.7. The Supplier shall be responsible for the completion of a quarterly balanced scorecard submission as applicable to the catering provision at the Buyer Premises.
- 66.8. The Supplier shall provide a complete price and quality benchmarking exercise at the Call-Off Service Start Date and every [6 Months] thereafter to validate and support proposed changes to pricing;
- 66.9. The Supplier shall be required to report back to the Buyer on compliance and the provenance of food and food ingredients.
- 66.10. The Supplier shall ensure that they do not offer any form of credit or deferred payment to customers for the Services;
- 66.11. The Supplier shall be responsible for the provision of consumables required to deliver the Service and shall ensure the Services support the reduction of consumer single use plastics (CSUP) in accordance with the Environmental Protection (plastic straws, cotton buds and stirrers) (England) Regulations, Environmental Protection (Plastic Plates etc. and Polystyrene Containers etc.) (England) Regulations, and related regulations in place across Devolved Administrations, all future waste related regulations and Environment Agency guidance and the Greening Government Commitments. Should the Buyer wish to go further than the above, details of these requirements shall be provided by the Buyer as part of a Call-Off Procedure.  
[Buyer to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information".  
Alternatively please consider replacing this text with NOT USED]
- 66.12. 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 shall be provided by the Buyer as part of a Call-Off Procedure. [Buyer to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please

## Call-Off Schedule 20 (Call-Off Specification)

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[see Call-Off Schedule X for more information". Alternatively please consider replacing this text with NOT USED]

- 66.13. 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.
- 66.14. 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.
- 66.15. 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 shall be highlighted as part of a Call-Off Procedure. [Buyer to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". Alternatively please consider replacing this text with NOT USED]
- 66.16. The Supplier shall recognise that offer styles may be pre-determined by the Buyer and where appropriate, shall include but not be limited to the following factors:
  - 66.16.1. Location of Buyer Premises;
  - 66.16.2. Location of trading points and trolley runs;
  - 66.16.3. Buyer Premises activity;
  - 66.16.4. Buyer Premises footfall;
  - 66.16.5. Wider community sales opportunities; and
  - 66.16.6. Staff budgets.
- 66.17. The Supplier shall provide storage and access to the Delivery and waste areas where necessary.
- 66.18. 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 as part of a Call-Off Procedure if required. [Buyer to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". Alternatively please consider replacing this text with NOT USED]
- 66.19. Under the Greening Government Commitments, Buyers 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

## **Call-Off Schedule 20 (Call-Off Specification)**

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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.

- 66.20. Where this Service is delivered within an education setting, the provision of school lunches and additional catering Services, shall be in accordance with all relevant statutory requirements and good food practice guidelines, with the aim to provide good quality, nutritious meals as an integral part of the school day where pupils shall be able to take a nourishing meal in a pleasant and orderly environment, and to promote the principles of healthy eating and contribute to the social education of pupils.

### **67. Service F1 - Chilled Potable Water**

- 67.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 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 F2 - Kiosk**

- 68.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 68.2. The general requirements for catering shall apply.
- 68.3. The Supplier shall provide a self-service or attended kiosk outlet that offers predominantly chilled food, beverages, confectionery and non-food items.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 68.4. The Supplier shall prioritise their range to help promote access to products low in energy, fat, saturated fat, salt and sugar, and consideration given to locally sourced and sustainably produced products.
  - 68.5. The Supplier shall acquire and maintain all necessary operating licences, accreditations and Approvals relating to Delivery of the Services and shall bear all associated Costs.
  - 68.6. The Supplier shall ensure their pricing strategy for kiosk Services is Delivered in accordance with the following requirements:
    - 68.6.1. The requirement to seek to maximise the take-up of the kiosk Service;
    - 68.6.2. The requirement to undertake and complete a price and quality benchmarking exercise during the Mobilisation Period and every [6 Months] thereafter to validate the pricing strategy;
    - 68.6.3. The requirement to provide clear pre-purchase pricing information for all kiosk Service transactions, in a format and style acceptable to the Buyer;
    - 68.6.4. The requirement to provide, maintain and operate till systems for taking payments from kiosk Services customers;
    - 68.6.5. The requirement for cash & card options to be available (as appropriate) in line with existing card capable systems; and
    - 68.6.6. 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.
  - 68.7. The Supplier shall integrate payment methods with building passes where required to do so by the Buyer.
  - 68.8. The Buyer shall not be responsible for the provision of custom for kiosk service outlets at the Buyer Premises.
- 69. Service F3 - Deli / Coffee bar**
- 69.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 69.2. The general requirements for catering shall apply.

## **Call-Off Schedule 20 (Call-Off Specification)**

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69.3. 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.

69.4. Some Buyers may opt for a hot beverage and grab-and-go Service because of higher returns and space configuration so this option shall be made available if required.

### **70. Service F4 - Events and Functions**

70.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

70.2. The general requirements for catering shall apply.

70.3. This Service shall be outside the Charges and shall be dealt with via Call-Off Schedule 25 (*Additional Works*) for each event / function to include food, labour, profit and Overheads.

70.4. The Supplier shall provide an on-demand catering service for events and functions as required.

70.5. Compliance with Government hospitality policies is essential at all times.

70.6. The Supplier shall be aware of and adhere to the zero waste events guide produced by Waste and Resources Action Programme (WRAP).

### **71. Service F5 - Full Service Restaurant**

71.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

71.2. The general requirements for catering shall apply.

71.3. The Supplier shall provide

71.3.1. 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;

71.3.2. 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

71.4. Samples of menus shall be provided by the Supplier when requested by the Buyer as part of a Call-Off Procedure.

## **Call-Off Schedule 20 (Call-Off Specification)**

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71.5. The Supplier shall:

- 71.5.1. Provide a minimum daily menu range which shall be agreed with the Buyer;
  - 71.5.2. Be expected to provide an appropriate daily variety of menu offers which promotes the use of the facility and maintains consumer interest;
  - 71.5.3. Ensure that the menu offering has a range of healthy and balanced options;
  - 71.5.4. 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;
  - 71.5.5. Be responsible for providing all menu boards, menus and tariffs and other point of sale merchandising materials; and
  - 71.5.6. 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 and clearly legible.
- 71.6. Portion sizes shall be agreed in writing between the Supplier and Buyer during the Mobilisation Period and monitored at regular intervals to ensure that significant plate food waste is not an unintended consequence of larger portion sizes.
- 71.7. 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.
- 71.8. Supplier Staff shall be well presented, wear clean and ironed uniforms and name badges in a style approved by the Buyer during the Mobilisation Period, and have received appropriate training and undertake their duties in a professional, pleasant and attentive manner.
- 71.9. The Supplier shall ensure that the restaurant is to be open, operational and ready to provide catering Services between the hours. The hours shall be determined by the Buyer as part of a Call-Off Procedure. [Buyer to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information"].

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 71.10. Recycle bins shall be regularly checked by the Supplier and refuse shall be removed to the refuse area when full.
- 71.11. The Supplier shall have the capability of fitting out a kitchen space, or the management of the fit out by a Subcontractor or Buyer Third Party.
- 71.12. The Service shall be determined by the Buyer as part of a Call-Off Procedure. [Buyer to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*"]

### **72. Service F6 - Hospitality and Meetings**

- 72.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 72.2. The general requirements for catering shall apply.
- 72.3. The Supplier shall:
  - 72.3.1. Provide an on-demand Service as required;
  - 72.3.2. Ensure working lunches, beverages, hot meals and buffets are available where required; and
  - 72.3.3. 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.
- 72.4. Compliance with Government hospitality policies shall be adhered to at all times.
- 72.5. Hospitality menus and price lists shall be made available by the Supplier and agreed with the Buyer on a regular basis.
- 72.6. Where the Buyer Premises is open for external trading, preferential prices for internal business shall be made available and negotiated/agreed with the Buyer.
- 72.7. Commercial prices for external business and opening / operating times shall also be agreed with the Buyer.

### **73. Service F7 - Outside Catering**

- 73.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 73.2. The general requirements for catering shall apply.
- 73.3. The Supplier shall provide an on-demand outside catering Service as required which may include but not be limited to:

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 73.3.1. A hot and cold meal Services prepared via temporary / mobile catering provision at the Buyer Premises; and
- 73.3.2. A hot and cold meal service where food is produced off-site and delivered to the Buyer Premises.
- 73.4. If the food is produced offsite then this shall be undertaken from premises that have been fully vetted, registered and approved by the Buyer prior to commencing the Service.
- 73.5. Compliance with Government hospitality policies shall be adhered to at all times.
- 73.6. Further details of the Services required shall be provided by the Buyer as part of a Call-Off Procedure. [Buyer to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information"]

### **74. Service F8 - Trolley Service**

- 74.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 74.2. The general requirements for catering shall apply.
- 74.3. The Supplier shall provide a trolley service offering a range of snacks and hot/cold beverages which follows a pre-determined route.
- 74.4. The items shall be Delivered where Building Users and Buyer Staff collect from a pre-determined point within the Buyer Premises.
- 74.5. Supplier Staff undertaking the Service shall be trained in manual handling at work and general health and safety awareness.

### **75. Service F9 - Vending Services (Food and Beverages)**

- 75.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 75.2. The general requirements for catering shall apply.
- 75.3. The Supplier shall provide
  - 75.3.1. Continuous service primarily for [twenty-four (24) hours seven (7) days a week] workers;
  - 75.3.2. A vending Service that shall include hot and cold drinks, sweets and snacks, fresh fruit and pre-packed food items; and

## **Call-Off Schedule 20 (Call-Off Specification)**

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75.3.3. The vending Service shall meet healthy eating, sustainability and provenance guidelines.

75.4. The Supplier shall ensure that

75.4.1. The vending Service meets the requirement of the Buyer Staff and Building Users at Buyer Premises to include but not be limited to Operational Working Hours, late, weekend and lone working shift operations. The Service shall be provided at nil subsidy unless otherwise stated by the Buyer. Further details of these requirements shall be provided by the Buyer as part of a Call-Off Procedure.

[Buyer to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information"]

75.4.2. The pricing policy is benchmarked to high street and the Buyer's budgets;

75.4.3. 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.

75.5. The Supplier shall clean and maintain vending machines during Operational Working Hours.

75.6. Cash & card options to be available (as appropriate).

75.7. The Supplier shall be responsible for ensuring that vending activity complies with Government Buying Standards.

## **76. Service F10 - Residential Catering Services**

76.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

76.2. The general requirements for catering shall apply.

76.3. The Supplier shall provide a catering Service for full time residents at various Buyer Premises. This Service shall be determined by the Buyer as part of a Call-Off Procedure but may include a full board food offering comprising breakfast, lunch and dinner. [Buyer to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information"]

76.4. This Service may be required to be delivered in a variety of settings including custodial centres, detention centres, probation accommodation, bail hostels, youth hostels, residential training

## Call-Off Schedule 20 (Call-Off Specification)

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facilities and temporary or mobile locations. Further details of these requirements shall be provided by the Buyer as part of a Call-Off Procedure. [Buyer to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information"]

- 76.5. This Service may require the Supplier to prepare and deliver a meals on wheels type provision to individuals in the community who have difficulty preparing food for themselves, often due to age, illness, or disability to ensure they have access to nutritious food. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 76.6. This Service may require the Supplier to prepare packed and container meals for dispersed feeding and short term catering requirements. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 76.7. The Supplier shall be responsible for the provision of all equipment to perform the Service.
- 76.8. Supplier Staff undertaking the Service shall be trained in manual handling at work and general health and safety awareness.

**Work Package G - Cleaning Services**

**77. Service G - Generic Cleaning Requirements**

- 77.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 77.2. The Supplier shall ensure that:
  - 77.2.1. As far as is reasonably practicable they specify and use cleaning materials, items and practices that are environmentally preferable, including utilisation of refillable containers throughout the entire product cycle where possible;
  - 77.2.2. All planned cleaning related activities shall take place during the Operational Working Hours of the Buyer Premises. There will be occasions 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 shall be managed via the Contract Variation Procedure; and
  - 77.2.3. All Supplier Staff shall wear formal corporate attire at all times including building/identification passes.
- 77.3. The Supplier is required to clean all areas defined by the Buyer. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
- 77.4. The Supplier may 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.
- 77.5. The Supplier shall provide the Buyer with expert and technical advice on the Service to explore improvements, maximise efficiency and performance and ensure infection prevention and control measures are maintained across all cleaning Services.
- 77.6. The Supplier shall be responsible for ensuring that all Services are Delivered in compliance with the Buyer's health and safety and infection prevention and control site risk assessments.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 77.7. The Supplier shall Deliver cleaning Services 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.
- 77.8. Cleaning shall be carried out using cleaning methods which will achieve a good standard of cleaning, leaving assets free from dirt, marks and smears, and preserving the original condition and appearance of assets, given due consideration of its age and condition
- 77.9. Where requested by the Buyer, the Supplier shall provide cleaning and infection prevention and 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 Additional Works and Approvals Process.
- 77.10. Cleaning shall be carried out using cleaning methods which shall 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.
- 77.11. The Supplier shall ensure that current BICS cleaning Standards are met. Buyers may also stipulate other Standards within their requirements.
- 77.12. The Supplier shall ensure that Supplier Staff are trained and accredited to deliver to BICS Standards, and are competent in their duties.
- 77.13. The Supplier shall ensure they provide ongoing training or upskilling opportunities to keep Supplier Staff updated on new cleaning technologies, methods, and regulatory changes.
- 77.14. The Supplier shall develop and implement targets and responsibilities for meeting or exceeding operational resource efficiency targets including energy and water consumption and waste production as per the Service Delivery Plan and/or Sustainability Management Plan.
- 77.15. Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system shall be adopted to ensure the areas are cleaned appropriately depending on the circumstances of the food/vending operation.
- 77.16. 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

## **Call-Off Schedule 20 (Call-Off Specification)**

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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 required standard of cleaning.

- 77.17. Where appropriate manufacturers guidelines shall be followed to preserve the appearance and performance of the item(s) concerned.
- 77.18. The Supplier shall undertake quality checks on a regular basis to assess if the services delivered meets the required Standards. If it does not, the Supplier shall rectify to ensure the required Standards are achieved.
- 77.19. All cleaning Services shall be delivered in compliance with all current guidance published by HM Government (and all Parliaments and Assemblies of Devolved Administrations).
- 77.20. Suppliers shall ensure compliance with relevant Government Buying Standards, including but not limited to the GBS for cleaning products and services, and the GBS for paper and paper products (covering tissue paper (kitchen and toilet tissue))
- 77.21. Guidance shall be sought from appropriate trade, governing bodies and organisation for the sector and Service being delivered to ensure best practice, for example, the Cleaning & Support Services Association (CSSA)

## **78. Service G1 - Routine Cleaning**

- 78.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 78.2. The Supplier shall provide a routine cleaning Service that combines scheduled cleaning and reactive cleaning. The Supplier shall ensure routine cleaning takes place at each Buyer Premises as frequently as required in order to achieve the necessary levels of cleanliness.
- 78.3. The Supplier shall choose [mobile or onsite static] cleaning to best achieve Standards and efficiency,
- 78.4. The Supplier shall be responsible for the supply of all cleaning materials and consumables required for the Delivery of the Service.
- 78.5. The Supplier shall replenish all user consumables at the Buyer Premises, for building occupants and visitors, including but not limited to toilet rolls, hand towels, hand gels, infection prevention and control antibacterial wipes and hand-gels including both dispensers and loose supplies at the Buyer Premises

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 78.6. The Supplier shall ensure that consumables are fully stocked at all required locations at the start of each day to the Standard set out by the Buyer as part of a Call-Off Procedure associated with the hygienic use of toilets, washing facilities, changing rooms, recovery rooms and tea points. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 78.7. The Supplier shall provide an uninterrupted supply of consumables at the Buyer Premises, to the existing Standard (unless approved otherwise)
- 78.8. 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.
- 78.9. The Supplier shall be responsible for the provision and safe disposal of all PPE used by Supplier Staff relating to the Delivery of these Services.
- 78.10. 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 including but not limited to:
  - 78.10.1. Cleaning products;
  - 78.10.2. Liquid/foam Soap;
  - 78.10.3. Air fresh products;
  - 78.10.4. Bin liners; and
  - 78.10.5. Sanitary vending consumables.
- 78.11. The Supplier shall comply with the Government Buying Standard for paper and paper products, covering tissue paper (kitchen and toilet tissue)
- 78.12. Guidance shall be sought from the various trade and governing bodies for the sector associated with telephone sanitisation services including The Cleaning and Support Services Association (CSSA).
- 78.13. **Scheduled cleaning**
  - 78.13.1. 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

## **Call-Off Schedule 20 (Call-Off Specification)**

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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 current BICS Standards to ensure all areas remain presentable and fit for their intended purpose.

- 78.13.2. Buyers shall detail within their requirements if there are areas within the Buyer Premises that require a different level of cleaning Standard. The Buyer is to define such requirements as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly. This adaptation of the standard Specification would deem the service as non-standard in those areas, thereby permitting Framework Prices to be exceeded if necessary.] Examples may include but not limited to:
- 78.13.2.1. A higher level, or bespoke level, of cleaning within, for example, prestige areas, data centres, laboratories, or areas of high visibility; and/or
- 78.13.2.2. A limited cleaning service within for example, mothballed buildings, garages, or warehouses.
- 78.13.3. 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.
- 78.13.4. 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 (for example partitions) 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 current BICS Standards).
- 78.13.5. The Supplier shall be 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.
- 78.13.6. The Supplier shall clean first aid, medical and welfare rooms when required at the Buyer Premises.

### **78.14. Reactive cleaning**

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 78.14.1. The routine cleaning Service shall include the provision of a reactive cleaning Service to be Delivered during Operational Working Hours as agreed with the Buyer. The Supplier shall be responsible for managing all requests generated via the helpdesk and shall ensure the full and safe use of the Buyer Premises is maintained.
- 78.14.2. Tasks can include but not be limited to:
  - 78.14.2.1. Responding to spillages;
  - 78.14.2.2. Replenishing consumables and monitoring the cleanliness of the washrooms;
  - 78.14.2.3. Responding to complaints;
  - 78.14.2.4. Cleaning up dust and debris upon completion of maintenance works; and
  - 78.14.2.5. Stain removal.
- 78.14.3. 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 Additional Works and Approvals Process.
- 78.14.4. All requests for reactive cleaning Services shall be routed through the helpdesk to ensure seamless and efficient Service and be driven by the service Levels in place as per Appendix B - Helpdesk Response Times, and Work Package N (Helpdesk Services).

## **79. Service G2 - Infection Prevention and Control / Touchpoint Cleaning**

- 79.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 79.2. The Supplier shall undertake planned and routine infection prevention and control cleaning Services across all Buyer Premises to minimise the risks of infection amongst Buyer Staff, Building Users and Supplier Staff, during Operational Working Hours.
- 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;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 79.3.4. Passenger lifts (including all 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 prevention and 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 [biannual].
- 79.5. The Supplier shall be responsible for the supply of all consumables and cleaning materials, to include infection prevention and 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 safe disposal of all PPE used by Supplier Staff relating to the Delivery of these Services.
- 79.7. All cleaning Services shall be fully compliant with the appropriate infection prevention and control risk assessment/s.
- 80. Service G3 - Deep (Periodic) Cleaning**
- 80.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 80.2. The Services shall 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.
  - 80.3. The Supplier shall:
    - 80.3.1. Provide a programme for periodic and deep cleaning activities to the Buyer for Approval within [1 Month] of the start of each Contract Year;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 80.3.2. Inform the Buyer of all periodic cleaning activity [1 Month] prior to it being undertaken via the CAFM system or PPM schedule;
  - 80.3.3. 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. These deep cleaning Services are not required where the catering Services are delivered by a Buyer Third Party, however the Supplier shall establish a good working relationship with the Buyer Third Party to support the cleaning of all equipment.
  - 80.3.4. Take responsibility for ensuring Buyer Staff are informed prior to carrying out periodic cleaning activities; and
  - 80.3.5. Clean all catering and staff welfare areas.
  - 80.3.6. Ensure current BICS cleaning Standards are applied
  - 80.3.7. Ensure, where appropriate manufacturers guidelines are followed to preserve the appearance and performance of the item(s) concerned.
- 80.4. A periodic schedule for the following areas and items shall be drawn up with the agreed Standard applied:
- 80.4.1. Deep cleaning of hygiene areas (including first aid rooms, laboratories etc.) and to include fridges, kettles (including water boilers), microwave ovens and soap dispensers;
  - 80.4.2. Hard floors (including tiled, cast, wooden, laminate);
  - 80.4.3. Carpets (including entry matting, barrier matting);
  - 80.4.4. Soft furnishings (including curtains, cushions);
  - 80.4.5. Blinds/window dressings;
  - 80.4.6. Desks;
  - 80.4.7. Telephones and IT equipment; and
  - 80.4.8. External areas such as bin sheds/compounds and publicly visible/used areas.
  - 80.4.9. High level ledges and surfaces [above 1.8 metres] including edges, corners, folds and crevices shall be cleaned a minimum of [six times a year] 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.
- 80.5. 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.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 80.6. The Supplier shall ensure that, where appropriate, Supplier Staff are trained and/or qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA)

### **81. Service G4 - Window Cleaning (Internal)**

- 81.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 81.2. 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.
- 81.3. Internal window cleaning means the cleaning of the internal surfaces of external glazing and any internal glazing within the building interior
- 81.4. The method statement shall include the required quality Standard and shall be provided by the Supplier within the Service Delivery Plan.
- 81.5. The Supplier shall wherever possible use water-efficient cleaning methods for window cleaning
- 81.6. Rectification of any failure to clean to the required Standard shall be carried out free of charge.
- 81.7. Where there is a requirement for internal window cleaning at heights above three (3) metres, and there is no mobile or fixed access equipment present at the Buyer Premises, the Supplier shall make provision for the supply of portable access equipment and Costs shall be managed via the Additional Works and Approvals process.
- 81.8. Splashes and excessive soiling shall be removed during agreed Operational Working Hours to response times agreed between the Buyer and Supplier.
- 81.9. 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.
- 81.10. 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.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 81.11. The cleaning of all bomb curtains requires a proportion of curtains to facilitate phased cleaning. The service shall be managed via the Additional Works and Approvals process.
  - 81.12. 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 Additional Works and Approvals process.
  - 81.13. 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.
  - 81.14. 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).
  - 81.15. All windows shall 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.
  - 81.16. Maintenance procedures shall be appropriate to the finish of the fixture or windowpane and shall comply with manufacturer's requirements, in line with Good Industry Practice.
  - 81.17. Guidance shall be sought from the various trade and governing bodies for the sector including but not limited to:
    - 81.17.1. The British Window Cleaning Academy; and
    - 81.17.2. Federation of Window Cleaners
  - 81.18. The Supplier shall be a Safety Accredited member (SAM) of the Federation of Window Cleaners (or similar), ensuring:
    - 81.18.1. All staff have IOSH accredited training, specifically for window cleaning activities;
    - 81.18.2. Required levels of public and employers liability insurance; and
    - 81.18.3. Safety policies, risk assessments and method statements meet minimum requirements.
- 82. Service G5 - Window Cleaning (External)**
- 82.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 82.2. 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.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 82.3. The schedule shall be agreed with the Buyer and planned via the CAFM system or other PPM schedule.
- 82.4. The method statement shall include the required quality Standard and shall be provided by the Supplier within the Service Delivery Plan
- 82.5. The Supplier shall, wherever possible, use water-efficient cleaning methods for window cleaning
- 82.6. Rectification of any failure to clean to the required Standard shall be carried out free of charge.
- 82.7. The Supplier shall Deliver the Service making use of existing fixed access equipment at the Buyer Premises or via a pole and reach solution.
- 82.8. The Supplier shall be responsible for the provision of equipment, labour and materials required to deliver the Service.
- 82.9. Where mobile or fixed access equipment is not present at the Buyer Premises and the glazed area/s to be cleaned exceed a height of 20 metres, the Supplier shall make provision for the supply of portable access equipment within its Costs for the Service. Prices shall be inclusive of all labour and associated cleaning materials.
- 82.10. 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 response times within Appendix B - Helpdesk Response Times and Work Package N (Helpdesk Services).
- 82.11. 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.
- 82.12. 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).
- 82.13. All windows shall be left free of any dirt, streaks, smears or runs, and window frames shall be clear of any dirty water marks resulting from the cleaning task.
- 82.14. Maintenance procedures shall be appropriate to the finish of the fixture or windowpane and shall comply with manufacturer's requirements, in line with Good Industry Practice.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 82.15. Guidance shall be sought from the various trade and governing bodies for the sector including but not limited to:
    - 82.15.1. The British Window Cleaning Academy; and
    - 82.15.2. Federation of Window Cleaners.
  - 82.16. The Supplier shall be a Safety Accredited member (SAM) of the Federation of Window Cleaners (or similar), ensuring:
    - 82.16.1. All staff have IOSH accredited training, specifically for window cleaning activities;
    - 82.16.2. Required levels of public and employers liability insurance; and
    - 82.16.3. Safety policies, risk assessments and method statements meet minimum requirements.
- 83. Service G6 - Cleaning of External Areas**
- 83.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 83.2. The Supplier shall ensure that external building fabric, lighting, fixtures and fittings are maintained and clean.
  - 83.3. The Service shall 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;
    - 83.4.3. Clean hard and soft external landscaping, including car parks, at a frequency stated by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
  - 83.5. The Supplier shall operate a regular external cleaning programme, using the appropriate equipment at all times,

## **Call-Off Schedule 20 (Call-Off Specification)**

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following safe working procedures in accordance with all current relevant legislation.

- 83.6. The Supplier shall ensure that Supplier Staff are trained to undertake the tasks demanded of them, for example, in the use of industrial cleaning equipment including scrubber driers, rotary buffers, steam cleaners and pressure washers.
- 83.7. The Supplier shall ensure that any cleaning methods used complies with any manufacturer's recommendation for the item / object / structure being cleaned.
- 83.8. The Supplier shall undertake scheduled litter picking patrols of the Buyers Premises to keep external areas free from litter and presentable.
- 83.9. The Supplier shall undertake periodic cleaning of hardstanding in external areas to remove chewing gum and any build up of moss algae. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **84. Service G7 - Pest Control Services**

- 84.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 84.2. The Supplier shall provide a [bi-monthly] planned and re-active pest control Service to keep the Buyer 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 shall provide details of additional requirements and how these Services shall be priced as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 84.3. The Supplier shall provide site specific pest risk assessments and full pest control action measures and activities for dealing with the range of pests encountered within the Buyer Premises within the Service Delivery Plan. The Supplier shall ensure only biocidal products approved by HSE are used on Buyer Premises.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 84.4. The Supplier shall ensure all potential risks to wildlife and the environment and humane pest control methods are given consideration whilst developing the Service Delivery Plan.
- 84.5. 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, shall then be used in formulating the measures and activities within the Service Delivery Plan, of which control is a major part.
- 84.6. The Supplier shall give priority to infestations that present a major risk to health, safety and welfare, or which have an operational impact on the Buyer, and Deliver an emergency reactive Service and respond to emergency pest control requirements within [24 hours] of being notified.
- 84.7. The Supplier shall respond to routine pest control requirements within [5 Working Days] of being notified.
- 84.8. 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.
- 84.9. The Supplier shall report repeated infestations or instances of poor house-keeping to the Buyer and record all details on the CAFM system.
- 84.10. Where pests are known to be active at certain and regular periods of the year, the Supplier shall implement both pro-active and long term preventative measures and include the approaches as part of the Service Delivery Plan to ensure against damage to Buyer's infrastructure and the Buyer Premises.
- 84.11. The Supplier shall where necessary align the pest control action measures and activities within the Service Delivery Plan with the grounds maintenance regime to maximise potential synergies with these Services.
- 84.12. There may be additional requirements for museums, galleries, nature conservation sites, historic environments, housing, forestry and woodlands, archives and laboratories. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 84.13. The Supplier shall remove all dead rodents, birds and insects, either as a result of the pest control Service or other means.
- 84.14. 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 this shall be managed via the Additional Works and Approval Process.
- 84.15. A Control of Substances Hazardous to Health (CoSHH) register shall be prepared and maintained for all substances used within the pest control function.
- 84.16. Guidance shall be sought from the various trade and governing bodies for the sector including the following:
  - 84.16.1. British Pest Control Association (BPCA); and
  - 84.16.2. The Royal Society for Public Health (RSPH).

### **85. Service G8 - Cleaning of Integral Barrier Mats**

- 85.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 85.2. The Supplier shall ensure that all barrier matting is well maintained and kept clean.
- 85.3. The Costs for replacement barrier matting including coir matting shall be charged via the Additional Works and Approval Process.
- 85.4. The Supplier shall advise the Buyer when replacement barrier matting, including coir matting, is required.
- 85.5. The Supplier shall ensure current BICS cleaning Standards for soft flooring are to be applied.
- 85.6. The Supplier shall ensure National Standards of Health Care Cleanliness are to be applied (where applicable).

### **86. Service G9 - Reactive Cleaning (Outside Operational Working Hours)**

- 86.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 86.2. The Supplier shall ensure that all reactive cleaning requests generated via the helpdesk during the agreed Operational Working Hours at the Buyer Premises, with the exception of infection prevention and control infection control specialist cleaning Services, are managed as part of the routine cleaning Service.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 86.3. Where the Buyer requires the Delivery of a reactive Service outside of the agreed Operational Working 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 but not be limited:
  - 86.3.1. Responding to spillages, including foodstuffs, human waste, animal waste, cooking oil, vehicular fuel;
  - 86.3.2. Responding to cleaning requirements generated via works undertaken by Buyer Third Parties;
  - 86.3.3. Responding to 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 Services shall require testing services to ensure Buyer Premises are contamination free prior to any return to the Buyer Premises by Buyer Staff or Building Users;
  - 86.3.4. Replenishing hygiene / clinical consumables;
  - 86.3.5. Maintaining cleanliness of prestige / high profile areas; and
  - 86.3.6. 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.
- 86.4. The Services Delivered outside of the agreed Operational Working Hours shall be managed as per the Additional Works and Approvals Process.

## **87. Service G10 - Additional Cleaning Services**

- 87.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 87.2. The Supplier shall provide additional cleaning Services including but not limited to:
  - 87.2.1. **IT Equipment Cleaning** - Where this Service is requested by the Buyer, the Supplier shall clean desktop computers, screens and keyboards.
    - 87.2.1.1. 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. Guidance shall be sought from the various trade and governing bodies for the sector including The

Cleaning and Support Services Association  
(CSSA).

- 87.2.2. **Specialist Cleaning** - The Supplier shall provide a specialist cleaning Service at the Buyer Premises which shall include antiques, pictures, artwork, sculptures, statues, ceramics, fabrics, trophies and chandeliers.
- 87.2.2.1. The cleaning regimes shall comply with the advice / recommendations provided by English Heritage / CADW / Historic Scotland / Historic Environment Division (Northern Ireland), the specialist conservation consultant and as instructed by the Buyer.
- 87.2.2.2. The Supplier shall ensure that utmost care be taken when handling and cleaning these items.
- 87.2.2.3. 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.
- 87.2.2.4. This Service shall be Delivered on an ad hoc basis and Costs for the Services shall be included in the Charges. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 87.2.2.5. Under no circumstances is the Supplier to authorise the cleaning of antique furniture, display items, mirrors or artefacts, unless the method of cleaning has been agreed in writing and underwritten by the Buyer.
- 87.2.3. **Cleaning of Curtains and Window Blinds** - The Supplier shall provide a professionally managed curtain and window blinds cleaning Service at a frequency agreed with the Buyer. Curtains are to be removed from rails and cleaned by a suitable Approved method. Care

## **Call-Off Schedule 20 (Call-Off Specification)**

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shall be taken to maintain any guarantees on the curtains.

**87.2.4. Medical, Clinical and Laboratory Cleaning** - The Supplier shall be responsible for the cleaning of all medical, clinical and laboratories (and equipment) where required by the Buyer.

87.2.4.1. The Supplier shall ensure that Supplier Staff Delivering this Service shall have successfully completed and be in possession of a first-aid responder qualification. The Supplier shall ensure that the Service is Delivered to the required Standards. Further details of these requirements and such Standards shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information"]

**87.2.5. Cleaning of Communications and Equipment Rooms**  
- The Supplier shall ensure that cleaning of communication and equipment rooms shall be by arrangement with the Buyer.

87.2.5.1. 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, for example, the Data Centre Cleaning Standard (ISO 14644).

87.2.5.2. Where required there may be additional security clearance of cleaning operatives in high risk areas. The scope shall include comms rooms, data centres, and any other space related to or supporting IT equipment.

**87.2.6. Vehicle cleaning** - The Supplier shall provide vehicle cleaning Services to the Buyer. Services shall be delivered to the Standard as agreed with the Buyer and includes both internal and external vehicle cleaning Services, deep cleaning, scheduled and reactive cleaning.

## **88. Service G11 - Housekeeping**

88.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 88.2. The Supplier shall provide a professionally managed housekeeping Service for Buyer Staff and Building Users 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 implement actions and responsibilities as per the Service Delivery Plan and/or Sustainability Management Plan, which addresses resource efficiency targets including energy and water consumption and waste production.
- 88.4. As part of the actions and responsibilities within the Service Delivery Plan and/or Sustainability 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].
- 88.6. 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.
- 88.7. The Supplier shall provide a customer satisfaction survey form at the start of the Buyer Staff and Building Users' stay, which shall be returned to the Supplier on departure and the responses shall be logged on to the CAFM system.
- 88.8. The Supplier shall seek guidance from relevant trade and governing bodies for the relevant sector including but not limited to the following:
  - 88.8.1. The Guild of Cleaners & Launderers;
  - 88.8.2. The National Association of the Launderette Industry (NALI); and
  - 88.8.3. The Textile Services Association (TSA).

## **Call-Off Schedule 20 (Call-Off Specification)**

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88.9. 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.

88.10. The Supplier shall ensure that the dry cleaning Service shall be Delivered in line with current directives and legislation.

### **89. Service G12 - Standard Wash Linen and Laundry Services**

89.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

89.2. The Supplier shall in all cases, whether Buyer Owned Linen and laundry items and/or Supplier linen (hire):

89.2.1. Collect used linen items from one or more designated collection points which shall be specified by the Buyer;

89.2.2. Wash used linen items in line with Good Industry Practice and appropriate to the Buyer; and

89.2.3. Return clean linen items to one or more separate designated return points as specified by the Buyer.

89.3. The Supplier shall seek guidance from relevant trade and governing bodies for the sector including but not limited to the following:

89.3.1. The Guild of Cleaners & Launderers;

89.3.2. The National Association of the Launderette Industry (NALI); and

89.3.3. The Textile Services Association (TSA).

89.4. The Supplier shall provide the Services [five days a week (Monday to Friday inclusive, excluding public holidays)].

89.5. The Supplier shall wrap/pack all linen items. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].

89.6. Where Services are being supplied for linen and laundry items owned by the Buyer, the Supplier shall return all clean, linen and laundry items to the designated return point(s) specified by the Buyer, within [72 hours] of collection from the designated collection point (excluding weekends and public holidays).

**Call-Off Schedule 20 (Call-Off Specification)**

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- 89.7. The Supplier shall provide an auditable tracing system to enable all linen and laundry items to be tracked through the linen processing cycle from collection to wash, finish and return.

**Work Package H - Miscellaneous FM Services**

**90. Service H1 - Mail Services**

- 90.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 90.2. The Supplier shall act in accordance with, including but not limited to;
  - 90.2.1. HMG Infosec Standard 5 (IS5); and
  - 90.2.2. National Cyber Security Centre (NCSC) (previously Communications Electronic Security Group (CESG)) – Good Practice Guide No. 53.
- 90.3. 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.
- 90.4. The Supplier shall provide a secure mail delivery Service between Government bodies on a national basis throughout the United Kingdom. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 90.5. The Supplier shall be solely responsible for the interface between the Buyer and all Buyer Third Parties in relation to mail. The Supplier shall provide innovative proposals for the most advantageous Services offered by the Supplier and/or 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.
- 90.6. 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.
- 90.7. 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 for paper and paper products.

**91. Service H2 - Internal Messenger Service**

- 91.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 91.2. The Supplier shall act in accordance with, including but not limited to;
  - 91.2.1. HMG Infosec Standard 5 (IS5); and
  - 91.2.2. National Cyber Security Centre (NCSC) (previously Communications Electronic Security Group (CESG)) – Good Practice Guide No. 53.
- 91.3. The Supplier shall provide a messenger Service at each Buyer Premises where required.
- 91.4. The Supplier shall arrange for Supplier 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.
- 91.5. 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.
- 91.6. 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 for paper and paper products.

**92. Service H3 - Courier Booking and Distribution Services**

- 92.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 92.2. The Supplier shall act in accordance with, including but not limited to;
  - 92.2.1. HMG Infosec Standard 5 (IS5); and
  - 92.2.2. Security Policy Framework.
- 92.3. The Supplier shall manage and co-ordinate the following Services:
  - 92.3.1. National and international courier Service for the Buyer;
  - 92.3.2. Distribution of Buyer property across Buyer Premises or to Buyer nominated locations;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 92.3.3. Packaging goods in readiness for distribution across Buyer Premises or to Buyer nominated locations; and
  - 92.3.4. Logistics Services associated with the transport of goods within / across Buyer Premises or Buyer nominated locations.
  - 92.4. 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.
  - 92.5. 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.
  - 92.6. The Supplier shall support the Buyer's policy on Greening Government Commitments by ensuring that transport carbon emissions are minimised through well planned transportation schedules, optimising collections and deliveries to Buyer Premises, and through the use of bicycle couriers, and well maintained, low emission vehicles.
- 93. Service H4 - Repairperson Services**
- 93.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 93.2. The Supplier shall provide:
    - 93.2.1. 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
    - 93.2.2. All necessary tools and equipment for carrying out the repairs Service, including access equipment to enable the Supplier to perform tasks safely.
  - 93.3. The Supplier shall ensure that Supplier Staff are not exposed to danger due to a skills shortage. The Supplier Staff Delivering the repairperson Service shall have training, experience and expertise in the wide range of maintenance and repair requests that are likely to be demanded of this Service.

## Call-Off Schedule 20 (Call-Off Specification)

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- 93.4. The Buyer welcomes proposals, which maximise the repairperson Service to complement all other aspects of its workforce. 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 exploring synergies between all other Services, multi-tasking and re-deployment on a daily basis.
- 93.5. 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.
- 93.6. Tasks likely to fall within the remit of the repairperson Service include but are not limited to:
  - 93.6.1. Picture hanging;
  - 93.6.2. Shelf hanging;
  - 93.6.3. Pin-board installation;
  - 93.6.4. Light-bulb changing;
  - 93.6.5. Toilet-seat replacement;
  - 93.6.6. Clearing pipe / drain blockages;
  - 93.6.7. Building fabric inspections;
  - 93.6.8. Carpet repairs; and
  - 93.6.9. Movement of boxes and small-scale furniture movement.
- 93.7. Costs for the repairperson Service are to be included in the Charges.
- 93.8. The Supplier shall ensure that the repairperson Services are 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.
- 93.9. 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. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

**94. Service H5 - Move and Space Management (Internal Moves)**

- 94.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 94.2. 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 (*Additional Works*).
- 94.3. The Supplier shall ensure that the Buyer has issued a written Approval prior to execution of any move.
- 94.4. Where the move involves a flexible workspace, the management of the move shall be undertaken in conjunction with any Buyer Third Party in relation to space management to ensure that the aims and integrity of the flexible workspace is maintained.
- 94.5. Temporary storage of furniture may be a requirement for certain moves. Costs shall be managed via the Additional Works and Approval Process as detailed in Call-Off Schedule 25 (*Additional Works*).
- 94.6. Where possible, office space redesign shall provide a working space of no more than 8 m<sup>2</sup> per workstation.
- 94.7. The following areas shall be included in all move management exercises:
  - 94.7.1. Planning – documented preparation of move plans;
  - 94.7.2. Updating CAD drawings and asset registers;
  - 94.7.3. Providing full CAD drawings where only paper versions are currently available;
  - 94.7.4. Stakeholder management;
  - 94.7.5. Movement of furniture, equipment and personal effects;
  - 94.7.6. Management of Subcontractors;
  - 94.7.7. Liaison with other Buyer Third Parties (e.g. IT and telecommunications, other specialist advisors; and
  - 94.7.8. Post occupancy evaluation.
- 94.8. 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 5% of the office furniture and 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 Office for Government Property's separate centralised vehicle facilitating office furniture reuse.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 94.9. 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 Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

### **95. Service H6 - Porterage**

- 95.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 95.2. The Supplier shall provide a professionally managed porterage Service as required at each Buyer Premises.
- 95.3. 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.
- 95.4. 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 the Additional Works and Approvals Process as detailed in Call-Off Schedule 25 (*Additional Works*).
- 95.5. 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 Buyer Third Parties) as required including the Delivery of internal and external post, parcels, delivering stationery to allocated store areas and moving heavy packages.
- 95.6. The porterage Service shall also include but not be limited to 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.
- 95.7. Porterage Services shall 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 more complex tasks requiring more time and effort these may include moving an entire management unit as part of a larger project.

## **Call-Off Schedule 20 (Call-Off Specification)**

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95.8. The portage Service shall be controlled entirely by the helpdesk and shall be subject to the relevant performance measures.

95.9. All Supplier Staff shall have undertaken appropriate training including manual handling, customer service skills and be otherwise appropriately professionally trained for their duties.

### **96. Service H7 - Signage**

96.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

96.2. The Supplier shall be responsible for all signage associated means of escape identification and any other statutory / mandatory signage at the Buyer Premises.

96.3. During the Mobilisation Period, the Supplier shall be responsible for undertaking a review of all statutory signage associated with means of escape identification and any other statutory / mandatory signage at the Buyer Premises to identify:

96.3.1. The condition of the installed signage; and

96.3.2. Levels of compliance with all statutory requirements.

96.4. 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 statutory signage rectification plans and Costs where appropriate.

96.5. 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 Buyer Staff or the public throughout the duration of the Call-Off Contract Period.

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

96.7. Where, throughout the course of the Call-Off Contract 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 then this additional signage shall be supplied by the Supplier and Costs shall be managed via the Additional Works and Approvals Process as detailed in Call-Off Schedule 25 (*Additional Works*).

96.8. 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

## **Call-Off Schedule 20 (Call-Off Specification)**

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signage at the Buyer Premises following the completion of any minor churn or any other movement of Buyer Staff.

- 96.9. All timber and wood-derived products for supply or use in performance of the Contract shall be independently verifiable and come from: a legal and sustainable source, which can include a Forest Law Enforcement, Governance and Trade (FLEGT) licensed or equivalent source
- 96.10. All signage shall be clean and clearly readable up to an acceptable distance.
- 96.11. External signage shall not show signs of discoloration due to mould or verdigris or like deposits.

### **97. Service H8 - Archiving (On-Site)**

- 97.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 97.2. The Supplier shall provide a document management Service for the curation and safe custody of all hard copy and digital (soft copy) documents, records, and drawings, and shall generate and maintain an up-to-date master record index (MRI). Where required to do so, the Supplier shall provide a document storage Service, ensuring that digital records are securely stored and protected in accordance with the Buyer's information security requirements. The Supplier shall provide the Service based on the Buyer's requirements relating to document and data storage, retention, and the available on-site or electronic storage capacity. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see *Call-Off Schedule X* for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 97.3. 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.
- 97.4. Where requested to do so, the Supplier shall 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.

### **98. Service H9 - Furniture Management**

- 98.1. All applicable requirements detailed in paragraph 1 (Statutory

## **Call-Off Schedule 20 (Call-Off Specification)**

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and Mandated Requirements), shall apply to this Service.

- 98.2. 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.
- 98.3. 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.
- 98.4. The Buyer is likely to expand or reduce its usable office space at very short notice. The Supplier shall assist in the management of this natural expansion and reduction.
- 98.5. The Supplier shall:
  - 98.5.1. Manage the storage of all items of furniture associated with office work. This shall include but not be limited to desks, storage cabinets, bookcases, shelving, chairs, pedestals and all other equipment and furniture commonly utilised in any office. This requirement excludes all IT equipment;
  - 98.5.2. 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;
  - 98.5.3. 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
  - 98.5.4. 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.
  - 98.5.5. Ensure that:
    - 98.5.5.1. No item leaves or arrives at the Buyer Premises without associated logging for corporate governance purposes; and
    - 98.5.5.2. The Asset information is linked to the space location and componentry associated to the Asset through the Asset information requirements.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 98.5.5.3. This includes where the Buyer is using a Buyer Third Party to remanufacture, refurbish or renovate the Buyer's existing items for further life.
- 98.5.6. 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;
- 98.5.7. Ensure that the Buyer is aware of the contact point for collection, replacement or addition to all furniture and equipment;
- 98.5.8. Keep the helpdesk fully informed to enable the helpdesk to respond to the request originator within anticipated time-scales for deliveries and removals;
- 98.5.9. 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;
- 98.5.10. Undertake regular audits and reviews of stored equipment;
- 98.5.11. Ensure that no furniture in use in the Buyer Premises is sent for disposal. Only redundant furniture held in storage may be allocated for disposal ensuring that the highest quality stock is always retained. All furniture shall be disposed of in accordance with the principles set out in the policy on Greening Government Commitments.
  - 98.5.11.1. Where it becomes clear that furniture will not be needed after a certain date, the Government Buying Standard published in 2014 requires that furniture is advertised to other central Government bodies for reuse in the first instance. 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;
  - 98.5.11.2. Consideration shall be given to the potential remanufacture, refurbishment or renovation of the Buyer's existing items, which is available through CCS furniture agreements.
  - 98.5.11.3. Where furniture cannot be reused or refurbished, all furniture shall be disposed of in accordance with the general Waste Hierarchy.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 98.5.11.4. Furniture shall also be disposed of through the Defence Recycling and Disposals Team (DRDT) where appropriate.
- 98.5.12. 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;
- 98.5.13. 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;
- 98.5.14. 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 shall represent a minimum requirement; and
- 98.5.15. 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 shall be available to the Buyer on request, and shall be kept for the duration of the Call-Off Contract Period.

## **99. Service H10 - Space Management**

- 99.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 99.2. This Service requirement (including removal/transfer costs for furniture between locations) shall be outside the Charges and shall be dealt with via the Additional Works and Approvals Process.
- 99.3. 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 Buyer Third Party responsible for the Delivery of ICT Services under a separate contract with the Buyer.
- 99.4. The Supplier shall undertake larger office moves or re-stacks of Buyer Premises 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

## **Call-Off Schedule 20 (Call-Off Specification)**

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the Buyer Authorised Representative, the Supplier shall undertake professional space planning design and workplace strategy. The Supplier shall provide an initial report setting out its detailed understanding of the brief, proposed approach to the task and fee proposal and shall 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.

- 99.5. 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 will need to be Approved by the Buyer Authorised Representative with the contractual delegation to issue the instruction.
- 99.6. 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 timescale.
- 99.7. 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 timescale during which the move might be accomplished.
- 99.8. The Supplier shall manage the furniture inventory in three separate areas:
  - 99.8.1. Managing the existing furniture supply contract;
  - 99.8.2. Managing an off-site storage facility for used furniture; and
  - 99.8.3. Managing the future approach to procurement.
- 99.9. As part of the day-to-day space management Service, the Supplier shall manage office attendance / room booking / workplace allocation, to include but not be limited to the booking of Buyer Staff and Building Users to the Buyer Premises, meeting and conference rooms, community lettings, event spaces and workstation allocation. These 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:
  - 99.9.1. Accept electronic online bookings and confirmations;
  - 99.9.2. Ensure no double bookings;

## **Call-Off Schedule 20 (Call-Off Specification)**

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99.9.3. Provide reporting on trends on office attendance, meeting room utilisation and lettings usage; and

99.9.4. Provide a holistic range of ancillary Services such as hospitality, room set-up and audio visual (AV) support either via the booking system or linked to the CAFM.

### **100. Service H11 - Cable Management**

100.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

100.2. This Service requirement shall be outside the Charges and shall be dealt with via the Additional Works and Approval Process.

100.3. The Supplier shall be responsible for installing additional 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.

100.4. 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 for Approval.

100.5. Installation and maintenance shall be in line with manufacturers recommendations and Good Industry Practice.

### **101. Service H12 - Reprographics Service**

101.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

101.2. 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.

101.3. 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

## **Call-Off Schedule 20 (Call-Off Specification)**

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Buyer's provision of smaller convenience copiers throughout the Buyer Premises. Details of the equipment available to the Supplier are provided, together with data outlining Historic Volumes in respect of copying volumes shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

- 101.4. 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.

## **102. Service H13 - Stores and Goods Management Services**

- 102.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 102.2. 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.
- 102.3. 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.
- 102.4. The Supplier shall ensure that stored items are issued in strict compliance with the authorisation protocols provided by the Buyer.
- 102.5. The Supplier shall ensure that all requests are recorded within the CAFM System unless specified otherwise by the Buyer.
- 102.6. 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).
- 102.7. The Supplier shall provide a Goods handling and inspection Service to the Buyer. The Service shall include but not be limited to:
  - 102.7.1. Off-loading Goods from vehicles;
  - 102.7.2. Repackaging and re-loading Goods from vehicles;
  - 102.7.3. Opening, unpacking and delivery of Goods;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 102.7.4. Buyer fulfilment Services; and
- 102.7.5. Goods handling and transportation Services.
  
- 102.8. 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.
  
- 102.9. 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.
  
- 102.10. 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.
  
- 102.11. Further details of the requirement shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **103. Service H14 - Portable Washroom Solutions**

- 103.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  
- 103.2. 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.
  
- 103.3. The Service shall include the provision of:
  - 103.3.1. Washing facilities;
  - 103.3.2. Showering facilities;
  - 103.3.3. Toilet facilities; and
  - 103.3.4. Waste storage and collection.
  
- 103.4. The Service shall include the supply, Delivery and installation of all associated hand washing detergents, cleaning detergents, paper towels, toilet paper and waste receptacles.
  
- 103.5. 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,

## **Call-Off Schedule 20 (Call-Off Specification)**

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contamination, disease and pests and to ensure no loss of availability arises.

- 103.6. Further details of the requirement shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

### **104. Service H15 - Childcare Facility**

- 104.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 104.2. The Supplier shall act in accordance with the Office for Standards in Education, Children's Services and Skills (Ofsted) in terms of registration, inspection systems and underpinning national Standards.
- 104.3. The Supplier shall:
- 104.3.1. Provide a creche / child care nursery Service for children aged between [3 Months and an age suitable for first entry to school]. With the express permission of the local authority, the Supplier shall care for children aged between [6 weeks and 3 Months];
- 104.3.2. 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
- 104.3.3. 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 [3 Working Days] notice of any short-term changes to these arrangements and [1 Month] of any permanent change.
- 104.4. The Supplier shall 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.
- 104.5. The Supplier shall ensure that all refreshments are prepared on the Buyer Premises, in accordance with food hygiene regulations.

## **Call-Off Schedule 20 (Call-Off Specification)**

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104.6. The Supplier shall:

- 104.6.1. Undertake to supply information and attain Ofsted registration of the nursery prior to Call-Off Service Start Date and each year of the Call-Off Contract thereafter;
  - 104.6.2. 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;
  - 104.6.3. Keep the Buyer Authorised Representative advised of changes in regulations that may affect the operation of the childcare facility;
  - 104.6.4. Develop an effective working relationship with local management and parents during Operational Working Hours;
  - 104.6.5. Nominate a contact or liaison person from amongst the Supplier staff to resolve and deal with day-to-day operational matters.
  - 104.6.6. As a minimum, Standard 2 of the national Standards apply in the recruitment of Supplier Staff delivering this Service.
- 104.7. All Supplier Staff with direct contact with children or vulnerable adults must pass a Disclosure Barring Service DBS check (formerly CRB) before commencing duty.

## **105. Service H16 - Sports and Leisure Service**

- 105.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 105.2. 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.
- 105.3. The Supplier shall ensure that the care and maintenance of all gym, keep fit equipment and floor surfaces shall be in line with manufacturer's recommendations and common Good Industry Practices.
- 105.4. The Supplier shall be required to clean and maintain the changing rooms, showers and gymnasium areas. Further details of the requirement and sports facilities shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please

## **Call-Off Schedule 20 (Call-Off Specification)**

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**[see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]**

- 105.5. The Supplier shall provide qualified fitness instructors and physical trainers and deliver exercise classes for Buyer Staff and/or Building Users where required. Further details of the requirement shall be provided as part of a Call-Off Procedure.  
**[The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]**
- 105.6. 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 but not be limited to:
  - 105.6.1. Marking-out the sports pitches;
  - 105.6.2. Grass cutting and weed removal;
  - 105.6.3. Replacing divots;
  - 105.6.4. Drainage works, such as spiking and rolling;
  - 105.6.5. Drainage;
  - 105.6.6. Emptying all waste receptacles, to include dog litter bins in accordance with hazardous waste regulations; and
  - 105.6.7. Removal of litter, leaves and debris.
- 105.7. The Buyer shall outline the maintenance Standards to be adopted with regard to any sports fields, all weather surfaces and/or multi-use games areas as part of a Call-Off Procedure.  
**[The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information"]**
- 105.8. Where there are swimming pools within the Buyer Premises, a professional lifeguard Service shall be required during pool opening times. The lifeguard shall have a recognised lifesaving qualification appropriate for the duties. The times of opening shall be coincident with the Operational Working Hours unless otherwise agreed with the Buyer Authorised Representative.

## **106. Service H17 - Transport, Driver and Vehicle Service**

- 106.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 106.2. Where required, the Supplier shall provide a transport, driver and Service, including the provision of:

## Call-Off Schedule 20 (Call-Off Specification)

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- 106.2.1. Shuttlebus Services (including the provision of suitable drivers and vehicles if requested by the Buyer) that are aligned to the Buyer's environmental and carbon net zero objectives as detailed as part of a Call-Off Procedure.  
[The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 106.2.2. 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 e-bikes and charging points) as detailed as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 106.2.3. Forklift truck Services;
- 106.2.4. Specialist driving Services including the provision of qualified drivers, such as but not limited to HV licensed drivers and motorcycle couriers;
- 106.2.5. Vehicle maintenance Services;
- 106.2.6. Vehicle inspections;
- 106.2.7. Cleaning and valet Services;
- 106.2.8. Breakdown cover;
- 106.2.9. Issuing tax licenses;
- 106.2.10. Fuel provision;
- 106.2.11. Booking of hire cars; and
- 106.2.12. Dedicated driver service.
- 106.3. The Supplier shall provide this Service in line with the Buyer's policy on sustainable development as detailed as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 106.4. The Supplier shall provide and maintain vehicles in line with the Government Buying Standards for transport (vehicles).
- 106.5. The Supplier shall only be responsible for meeting the insurance costs of their own Supplier Staff.
- 106.6. Further details of the requirement shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **107. Service H18 - First Aid and Medical Service**

- 107.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 107.2. The Supplier shall provide during Operational Working Hours, first aid and medical Services in line with Health and Safety Executive guidance to Building Users, Buyer Staff and/or Supplier Staff who are injured whilst on the Buyer Premises.
- 107.3. All Supplier Staff delivering this Service shall have successfully completed and be in possession of a first-aid responder qualification, 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.
- 107.4. The Supplier shall maintain and replenish first aid boxes within date. Costs for this Service shall be managed via the Additional Works and Approvals Process as detailed within Call-Off Schedule 25 (*Additional Works*).
- 107.5. The Supplier shall ensure Supplier Staff have received training and hold the necessary certification on the use of automated external defibrillator (AEDs) and be responsible for the Delivery of cardiopulmonary resuscitation (CPR) at Buyer Premises. The Supplier shall be responsible for undertaking planned functional tests and the maintenance of the AED in line with the manufacturer's guidelines.
- 107.6. Further details of the requirement shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

**108. Service H19 - Housing and Residential Accommodation Management**

- 108.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 108.2. 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.
- 108.3. For the avoidance of doubt, these services 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.
- 108.4. These activities shall include the provision of:
  - 108.4.1. Helpdesk Services;
  - 108.4.2. CAFM Services, to electronically manage the application and housing allocation process and interface with the Buyer's IT systems as appropriate;
  - 108.4.3. residential allocation process;
  - 108.4.4. Move-in processes;
  - 108.4.5. 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;
  - 108.4.6. Liaison and interfacing with Buyer stakeholders on estate and property management activities (including accommodation providers);
  - 108.4.7. Provision of emergency accommodation;
  - 108.4.8. End of occupation activities;
  - 108.4.9. Move-out processes, to include building Condition Surveys and assessments; capturing final meter readings and reporting of missing or damaged furniture or equipment items;
  - 108.4.10. Vacant / unoccupied property preparation;
  - 108.4.11. Vacant / unoccupied property management, to include property inspections, fault reporting, Planned

## Call-Off Schedule 20 (Call-Off Specification)

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- Preventative Maintenance, grounds maintenance, energy and utility management, payment of utility bills, provision of security Services and interface with Buyer Third Parties;
- 108.4.12. Stock management, including storage, issue and collection of all furniture and equipment items as required, condition reporting and interface with Buyer Third Parties;
- 108.4.13. 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
- 108.4.14. Customer satisfaction and compliant management.
- 108.4.15. Further details of the requirement shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 108.5. 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 shall be managed via the Additional Works and Approvals Process and be outside the Charges. Further details of the requirement shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 108.6. 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:
- 108.6.1. Undertaking a full investigating the incident;
- 108.6.2. Recording full details including photographic evidence;

## **Call-Off Schedule 20 (Call-Off Specification)**

Crown Copyright 2025

- 108.6.3. Establishing details of the third party;
- 108.6.4. 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; and
- 108.6.5. The management of the claims process to ensure that all costs are recovered from the insurer on behalf of the Buyer as appropriate.

## **109. Service H20 - Energy and Utilities Management Bureau Services**

- 109.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 109.2. 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.
- 109.3. 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.
- 109.4. All related activities and data shall be managed and recorded via the CAFM System.
- 109.5. The Supplier shall be responsible for the provision of professional Services supplying proven data, expert technical advice and information to the Buyer, including but not limited to:
  - 109.5.1. Provision of meter reading Services;
  - 109.5.2. Provision of an invoice verification Services for the payment of all energy and water bills. This service shall attract a fee per completed transaction. Further details shall be provided, including details on pricing, by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*"]
  - 109.5.3. Reporting on energy and water consumption at Contract, regional, area and business unit level;
  - 109.5.4. Benchmarking and comparison of energy and water related Services across the whole of the Buyer Premises;
  - 109.5.5. Issue of recommendations on potential utility and carbon saving initiatives;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 109.5.6. Identification of areas where there are excessive energy or water use in a Buyer Premises;
  - 109.5.7. Identification, evaluation and prioritisation of viable opportunities for renewable energy generation;
  - 109.5.8. Monitoring and reporting on the effectiveness of completed energy or water saving initiatives;
  - 109.5.9. Accurate reporting against the relevant Greening Government Commitment targets and wider reporting requirement as specified by the Buyer to remain legislatively compliant; and
  - 109.5.10. Targeting and project planning future energy and water management initiatives.
  - 109.5.11. Payment of invoices, which shall be outside the Charges and shall be dealt with as a Pass Through Cost.
- 109.6. The Supplier shall ensure that all energy and water related data is reported via and stored within the CAFM System.
  - 109.7. 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 any format requested by the Buyer.
  - 109.8. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
  - 109.9. The Supplier shall ensure that the consumption of utilities are minimised whilst maintaining the Buyer Staff and Building Users' comfort.
- 110. Service H21 - Additional Support Services**
- 110.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 110.2. The Supplier shall be responsible for the provision of a range of additional Services for the Buyer at the Buyer Premises. These Services shall include, but not be limited to:
    - 110.2.1. Specialist health FM Services;
    - 110.2.2. Welfare / safeguarding Services

## **Call-Off Schedule 20 (Call-Off Specification)**

Crown Copyright 2025

- 110.2.3. Provision of recreational activities and support
  - 110.2.4. Provision of chaplaincy support Services;
  - 110.2.5. Provision and distribution of food vouchers to support any current or future Government/Buyer requirement and/or initiatives;
  - 110.2.6. Footwear cobbling Services;
  - 110.2.7. Hairdressing Services;
  - 110.2.8. Journal, magazine and newspaper supply;
  - 110.2.9. Flag flying Service;
  - 110.2.10. Janitorial / caretaker Services (education); and
  - 110.2.11. Maintenance and management of clocks.
  - 110.2.12. Further details of Additional Support Services shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*"]
- 110.3. The Supplier shall be responsible for the provision of administrative additional support Services for the Buyer at the Buyer Premises. These Services shall include, but not be limited to:
- 110.3.1. Personal assistant duties;
  - 110.3.2. Clerical support Services;
  - 110.3.3. Procurement support Services;
  - 110.3.4. Recruitment and work placement support Services;
  - 110.3.5. Customer relationship management Services;
  - 110.3.6. Quality and performance management Services;
  - 110.3.7. Corporate support Services;
  - 110.3.8. Events and conference management Services;
  - 110.3.9. Video conferencing systems support;
  - 110.3.10. Business travel Services;
  - 110.3.11. Stationery Services; and
  - 110.3.12. Switchboard Services.
  - 110.3.13. Further details of these requirements shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*"]

**Work Package I - Visitor Support Services**

**111. Service I1 - Reception Service**

- 111.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 111.2. 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.
- 111.3. 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 Buildings Users and Buyer 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.
- 111.4. 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.
- 111.5. 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 Supplier Staff, Buyer Staff or Building User as defined by the local details supplied by each Buyer Premises.
- 111.6. 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.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 111.7. Where required by the Buyer, 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.
- 111.8. The reception area shall be fully staffed by designated and fully competent Supplier Staff at all times during the agreed Operational Working Hours.
- 111.9. Supplier Staff Delivering these Services shall have a good comprehension and understanding of the English language.

### **112. Service I2 - Taxi Booking Service**

- 112.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 112.2. 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.
- 112.3. The Supplier shall include in their proposal, for the third party supplier, any additional cost of using environmentally preferable vehicles such as electric vehicles, ultra low emission vehicles (ULEV) and those powered by liquid petroleum gas (LPG) for the Buyer to consider.
- 112.4. The Supplier shall provide the Buyer with an opportunity to evaluate the proposal against current costs. Should the proposal demonstrate 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.

### **113. Service I3 - Car Park Management and Booking Service**

- 113.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 113.2. The Supplier shall, where required, provide a car park management Service via the helpdesk.
- 113.3. The car park management and booking Service may include but not be limited to: debt management, parking machines and cash collection. Further details of these requirements shall be provided as part of a Call-Off Procedure. [The Buyer is to define

## **Call-Off Schedule 20 (Call-Off Specification)**

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such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information"]

- 113.4. 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. Bookings may also include Buyers and visitors accessing EV charging points to effectively coordinate and maximise slots and availability.
- 113.5. This Service could be incorporated into either the reception or security regime at the Buyer Premises. Further details of Buyer requirements shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information"]

### **114. Service I4 - Voice Announcement System Operation**

- 114.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 114.2. 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.
- 114.3. The Supplier shall ensure that Supplier Staff using the voice announcement system are trained in its use and in the making of announcements.
- 114.4. Supplier staff shall have good comprehension and understanding of the English language.

### **115. Service I5 - Concierge Services**

- 115.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 115.2. The Supplier shall provide a concierge service to meet the Buyer's requirements which shall include but not be limited to:
  - 115.2.1. Assisting the Buyer with performance and quality management Services to ensure excellent customer service and Buyer Staff and visitor experiences are maintained;
  - 115.2.2. Assisting with the management and Delivery of customer satisfaction surveys;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 115.2.3. Managing contactless visitor management systems, to include but not be limited to digital signage systems and touch screen solutions;
  - 115.2.4. Assisting the Buyer with infection prevention and control measures at Buyer Premises;
  - 115.2.5. Managing the Buyer Staff workstation and meeting room allocations; and
  - 115.2.6. Ad-hoc duties requested by the Buyer, which shall be included in the Charges.
- 115.3. Further details of Buyer requirements shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*"]

**Work Package J - Waste Management**

**116. Service J - Generic Waste Management Service Requirements**

- 116.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 116.2. The Supplier shall act in accordance with, including but not limited to;
  - 116.2.1. ISO 14001 Environmental Management Systems; and
  - 116.2.2. ISO 18604 Packaging and the environment.
- 116.3. The Supplier shall develop and implement waste prevention and management measures and activities as part of the Sustainability Management Plan and/or Service Delivery Plan to commence at handover, which shall:
  - 116.3.1. ensure compliance with all Law and guidance relevant for each waste stream;
  - 116.3.2. detail an inventory of available/required equipment;
  - 116.3.3. outline how the waste management Service shall be provided in accordance with the Waste Hierarchy to reduce the quantity and hazardousness of waste produced, increase reuse and recycling, minimising the amount of waste going to landfill;
  - 116.3.4. robustly capture data on waste creation and disposal; and
  - 116.3.5. provide measures to track and reduce carbon from transportation and treatment of waste.
- 116.4. The Supplier shall demonstrate commitment to and compliance with the principles of sustainable development providing 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.
- 116.5. 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.
- 116.6. The Supplier shall handle, transport, treat and dispose of all waste 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.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 116.7. The Supplier is responsible for ensuring all vehicles used to deliver the Service, are operated by suitably qualified Supplier Staff, holding the necessary licences and insurances.
- 116.8. Vehicles used to supply the Service shall comply with carriage of dangerous goods (CDG) specifications where applicable (i.e. when carrying hazardous materials over certain quantity thresholds). This may require Supplier vehicles to carry specific equipment, including but not limited to fire extinguishers, wheel chocks, pocket lamps, warning signs, and warning vests;
- 116.9. The Supplier shall provide vehicles that are compatible with specific containers, cages, or bins (to be agreed between the Supplier and Buyer).
- 116.10. Vehicles shall have the ability to track and weigh waste, in order to record accurate waste mass and distance information. This information shall be provided to the Buyer every [Month] or upon request.
- 116.11. The Supplier shall ensure that all waste is treated and disposed of at a permitted facility, using a process approved by the environmental regulator;
- 116.12. The Supplier shall 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;
- 116.13. The Supplier shall ensure that as much of the waste as possible is prepared for re-use (especially IT equipment and furniture), recycled or used for energy recovery, rather than sent to landfill;
- 116.14. The Supplier shall ensure that the collection of waste is not subject to minimum quantities, unless otherwise specified by the Buyer as part of a Call-Off Procedure; [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly];
- 116.15. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment targets (including any future or amended commitments) and wider reporting requirement to remain legislatively compliant;
- 116.16. The Supplier shall ensure that the reporting of waste and waste disposal is captured as part of the [Monthly] report;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 116.17. The Supplier shall obtain suitable waste transfer notes for all loads of waste removed from the Buyer(s) Premises, and provide a copy of any / all waste transfer notes within [72 hours] of receipt of a written request from the Buyer. The Supplier shall retain copies of all hazardous and non-hazardous waste consignment notes generated in the course of delivering the Service. If requested by the Buyer, the Supplier shall use electronic consignment notes. Copies of any and all consignment notes within [72 hours]. In disposing of waste, the Supplier shall maintain and proactively manage waste in accordance with the Waste Hierarchy;
- 116.18. The Supplier shall demonstrate commitment to and compliance with the principles of sustainable development, circular economy, proximity principle, and the Waste Hierarchy as documented by the Buyer, and seek to continuously reduce the Buyer's detrimental impact on the environment in waste disposal in general;
- 116.19. The Buyer reserves the right to conduct duty of care visits at both Buyer Premises and/or Supplier premises to confirm compliance with legislation, guidance, best practices, and contractual obligations, to be carried out within [28 days]. The Buyer(s) also reserve the right to witness destruction of all waste, and carry out audits within [28 days];
- 116.20. The Supplier shall be responsible for assessing bins for usability, safety and repair potential. If a receptacle is deemed to be Beyond Economic Repair, the Supplier shall notify the Buyer Authorised Representative of this, providing evidence. If agreed by the Buyer, the Supplier shall provide a replacement receptacle;
- 116.21. Where Services are being supplied using waste management equipment owned by the Buyer, the Supplier shall return all equipment to the designated return point(s) specified by the Buyer, within [72 hours] of collection from the designated collection point (excluding weekends and Public holidays).
- 116.22. The Supplier shall ensure all Supplier Staff employed to deliver the Service receive suitable and regular training. This shall include as a minimum but not be limited to:
  - 116.22.1. Safe handling and transportation of waste;
  - 116.22.2. Basic principles of workplace safety;
  - 116.22.3. Correct segregation of waste, and identification of hazardous material;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 116.22.4. The Waste Hierarchy, and the principles of circular economy; and
- 116.22.5. Waste management legislation.
- 116.23. Copies of all training materials shall be supplied to the Buyer upon request.
- 116.24. The Supplier shall utilise any Buyer Staff and/or Buyer equipment where instructed. Further details of these requirements shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **117. Service J1 - On-Site / Mobile Classified Waste Shredding Services**

- 117.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 117.2. The Supplier shall act in accordance with, including but not limited to;
  - 117.2.1. National Protective Security Authority (NPSA) best practice;
  - 117.2.2. National Cyber Security Centre (NCSC) best practice;
- 117.3. The Supplier shall provide on-site/mobile classified waste shredding Services in line with all UK Government security classification standards and any special requirements stipulated by the Buyer;
- 117.4. The Supplier and Buyer shall agree whether the Service shall be portered (on-site collection and replacement bins is the responsibility of the Supplier) or non-portered (Buyer is responsible for bringing bins to the collection area) during the Mobilisation Period.
- 117.5. The Supplier shall follow Government policy in relation to the destruction baseline for protectively marked documents.
- 117.6. The Supplier shall ensure that Services are Delivered on a [1 visit per week] basis at Buyer Premises;
- 117.7. Lockable, tamper-proof and sufficient standard sized secure consoles shall be utilised for all confidential waste and shall be provided at Buyer Premises to enable the secure storage of all Buyer classified waste;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 117.8. The Supplier shall ensure 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;
- 117.9. The Supplier shall ensure that material classified as OFFICIAL, SECRET and TOP SECRET, or as classified by the Buyer, is only destroyed by a National Protective Security Authority (NPSA) approved company or on-site using NPSA approved shredders from the NPSA Catalogue of Security Equipment (CSE);
- 117.10. The Supplier shall ensure that all shredded classified materials are 100% recycled;
- 117.11. The Supplier shall ensure that a certificate of destruction is issued to the Buyer confirming destruction of the waste (detailing origin, relevant European Waste Codes (EWC), method and location of treatment / destruction, and fate of any effluents or by-products);
- 117.12. Where classified materials comprise of a mix of security classifications, the Supplier shall ensure that the shredding requirements attributable to the highest classification are applied to all the material being shredded;
- 117.13. The Supplier shall ensure that Supplier Staff delivering the Services shall be security cleared to the security clearance levels as per 4.2.5 as a minimum.
- 117.14. All Supplier Staff employed to deliver the Service shall receive UK General Data Protection Regulation (GDPR) and information security training. The Buyer reserves the right to audit this training on an ad hoc baselines throughout the Call-Off Contract Period;
- 117.15. 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 shall be undertaken by the Supplier in accordance with Buyer requirements that shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 117.16. The Supplier shall fully cooperate with the Buyer during internal and / or external audits of the Service.

## **Call-Off Schedule 20 (Call-Off Specification)**

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117.17. 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 Additional Works and Approval Process.

### **118. Service J2 - Off-Site Classified Waste Shredding Services**

- 118.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 118.2. The Supplier shall act in accordance with, including but not limited to;
  - 118.2.1. National Protective Security Authority (NPSA) best practice;
  - 118.2.2. National Cyber Security Centre (NCSC) best practice;
- 118.3. The Supplier shall provide an off-site classified waste shredding Service in line with all UK Government disposal Standards and any special requirements stipulated by the Buyer
- 118.4. The Supplier shall follow Government policy in relation to the destruction baseline for protectively marked documents.
- 118.5. The Supplier and Buyer shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s on a [once per week] basis. The Buyer reserves the right to alter these collection points, giving the Supplier a minimum of [7 days] notice;
- 118.6. Lockable, tamper-proof and sufficient standard sized secure consoles shall be utilised for all confidential waste and shall be provided at Buyer Premises to enable the secure storage of all Buyer classified waste;
- 118.7. The Supplier shall ensure 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;
- 118.8. The Supplier shall ensure that material classified as OFFICIAL, SECRET and TOP SECRET, or as classified by the Buyer, is only destroyed by a National Protective Security Authority (NPSA) approved company or on-site using NPSA approved shredders from the NPSA Catalogue of Security Equipment (CSE);

## **Call-Off Schedule 20 (Call-Off Specification)**

Crown Copyright 2025

- 118.9. The Supplier shall ensure that all shredded classified materials are 100% recycled;
- 118.10. The Supplier shall ensure a certificate of destruction is issued to the Buyer confirming destruction of the waste (detailing origin, relevant European Waste Codes (EWC) codes, method and location of treatment / destruction, and fate of any effluents or by-products);
- 118.11. The Supplier shall ensure that Supplier Staff delivering the Services shall be security cleared to the security clearance levels as per 4.2.5 as a minimum.
- 118.12. All Supplier staff employed to deliver the Service shall receive UK GDPR and information security training. The Buyer reserves the right to audit this training on an ad hoc basis throughout the Call-Off Contract Period;
- 118.13. The Supplier shall ensure that where classified materials comprise of a mix of security classifications, that the shredding requirements attributable to the highest classification are applied to all the material being shredded;
- 118.14. 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 Buyer requirements that shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 118.15. 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;
- 118.16. 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 Additional Works and Approval Process;

## **119. Service J3 - General Waste**

- 119.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 119.2. The Supplier shall act in accordance with, including but not limited to;
  - 119.2.1. ISO 18604 Packaging and the environment; and
  - 119.2.2. ISO 24161 Waste collection and transportation management
- 119.3. The Supplier shall collect and remove all general waste, in a manner appropriate to the waste item, from the Buyer designated central waste storage point(s) on a [weekly] basis.
- 119.4. The Supplier shall agree regular collection times with the Buyer during the Mobilisation Period, with the aim of collections having minimal impact on Buyer activities.
- 119.5. The Supplier shall provide waste receptacles, recycling stations and consumables appropriate to the waste item, in sufficient numbers and conveniently located. All Costs for these shall be included within the Supplier Costs within the Charges.
- 119.6. This Service shall consist of the collection, transport, treatment, recovery and disposal of all non-classified waste materials, including but not limited to foodstuffs and cooking oil.
- 119.7. In fulfilment of its statutory duty of care, the Supplier shall 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.
- 119.8. The Supplier shall provide the Buyer with [Monthly] waste diversion reports and waste recycling performance reports of Buyer Premises performance against building waste arising, diversion and recycling benchmarks. Further details of these requirements shall be provided by the Buyer in the Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. Please see Call-Off Schedule X for more information. If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 119.9. When furniture and fittings, or non-hazardous equipment and machinery are decommissioned and marked for disposal, the Supplier shall assess them for repair and reuse potential, and advise the Buyer on this including consideration for donations in the local community. This advice shall include guidance on whether the item in question can be repaired to a point where it

## **Call-Off Schedule 20 (Call-Off Specification)**

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is safe for continued use, and a high-level estimate of the costs and materials involved.

- 119.10. 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 the Additional Works and Approvals Process as detailed in Call-Off Schedule 25 - *(Additional Works)*.

### **120. Service J4 - Recycled Waste and Waste for Re-use**

- 120.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 120.2. The Supplier shall act in accordance with, including but not limited to;
  - 120.2.1. ISO 18604 Packaging and the environment.
- 120.3. The Supplier shall collect and remove all recyclable waste and waste suitable for re-use from the Buyer Premises on a [weekly] basis. The Services shall include, but not be limited to, the following waste streams:
  - 120.3.1. Wood;
  - 120.3.2. Metals;
  - 120.3.3. Cardboard;
  - 120.3.4. Plastics;
  - 120.3.5. Dry mixed recyclables (DMR);
  - 120.3.6. Cooking oils;
  - 120.3.7. Horticultural waste;
  - 120.3.8. Furniture and fittings;
  - 120.3.9. Equipment and machinery;
  - 120.3.10. Textiles;
  - 120.3.11. Food;
  - 120.3.12. Construction waste (including plasterboard);
  - 120.3.13. Glass;
  - 120.3.14. Toner cartridges;
  - 120.3.15. Inert materials and timber (if applicable);
- 120.4. The Supplier shall agree regular collection times with the Buyer during the Mobilisation Period, with the aim of collections having minimal impact on Buyer activities.
- 120.5. The Supplier shall provide waste receptacles including recycling stations, in sufficient numbers and conveniently located. All Costs for these shall be included within the Supplier Costs within the Charges

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 120.6. The Supplier shall ensure that food waste is segregated to support the Buyer in meeting the Greening Government Commitments.
- 120.7. 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.
- 120.8. 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.
- 120.9. Weights of all materials recycled on a [Monthly] basis shall be recorded and made available upon request and meet current diversion from landfill initiatives.
- 120.10. 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 the Additional Works and Approvals Process as detailed in Call-Off Schedule 25 (*Additional Works*).

## **121. Service J5 - Sanitary Waste**

- 121.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 121.2. The Supplier shall provide a [four-weekly] Service for the disposal of sanitary waste and shall be required to provide waste receptacles appropriate to the waste item, in sufficient numbers and conveniently located.
- 121.3. The Supplier shall agree regular collection times with the Buyer during the Mobilisation Period, with the aim of collections having minimal impact on Buyer activities.
- 121.4. The Supplier shall handle, transport, treat and dispose of all sanitary 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.
- 121.5. Details of the provision of vending machines for sanitary hygiene products if and where required shall be specified by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further

[details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

- 121.6. The Supplier is responsible for the removal of sanitary waste on an ad hoc basis, as and when required by the Buyer. Costs shall be managed via Call-Off Schedule 25 (*Additional Works*).

## 122. **Service J6 - Hazardous Waste**

- 122.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 122.2. The Supplier shall provide a Service for the disposal of hazardous waste(s).
- 122.3. The Supplier shall seek advice from trade and governing bodies for the sector.
- 122.4. The Supplier shall ensure that all hazardous waste(s) is 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.
- 122.5. The Supplier shall ensure that lockable UN specification bins are utilised for all hazardous waste and should display the appropriate hazardous waste labelling.
- 122.6. The Supplier shall handle, transport, treat and dispose of all hazardous waste(s) 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 as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
- 122.7. All Supplier Staff employed to deliver this Service are to receive carriage of dangerous goods and ADR training. The Buyer reserves the right to audit this.
- 122.8. Where the Buyer's 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.

## Call-Off Schedule 20 (Call-Off Specification)

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- 122.9. The Supplier shall provide certificates of destruction for all hazardous or controlled wastes upon Buyer request, detailing origin, relevant EWC codes, method and location of treatment / destruction, and fate of any effluents or by-products.
- 122.10. When hazardous equipment and machinery are decommissioned and marked for disposal, the Supplier shall assess them for repair and reuse potential, and advise the Buyer on this for the Buyer's assessment. This advice shall include guidance on whether the item in question can be repaired to a point where it is safe for continued use, and a high-level estimate of the costs and materials involved.
- 122.11. Where Waste Electrical and Electronic Equipment (WEEE) can be feasibly repaired, the Supplier shall do so, or arrange for this to be carried out. Records of the fate of repaired equipment shall be kept (donations, sales, failed repairs) and shared with the Buyer on an agreed basis. All WEEE shall only be returned to service following suitable testing, in compliance with Law and guidance (e.g. Portable Appliance Testing requirements).
- 122.12. The Supplier shall keep records (types and quantities) of all WEEE and share them with the Buyer on a [Quarterly] basis.
- 122.13. Where safe and feasible, the Supplier shall disassemble WEEE to maximise recycling and recovery potential, in compliance with all relevant Law and guidance.
- 122.14. The Supplier shall be responsible for the removal of hazardous materials on an ad hoc basis as and when required by the Buyer. Costs shall be managed via Additional Works and Approvals Process as detailed in Call-Off Schedule 25 (*Additional Works*).

## 123. Service J7 - Additional Waste Services

- 123.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 123.2. The Supplier shall provide additional waste Services, including, but not limited to:
  - 123.2.1. **Clinical Waste** - where this Service is requested by the Buyer, the Supplier shall provide disposal of hazardous and non-hazardous clinical waste and shall be required to provide suitable receptacles for this type of waste. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the

## Call-Off Schedule 20 (Call-Off Specification)

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Buyer, please consider either replacing the text with NOT USED or amend accordingly];

123.2.2. **Radioactive/Radiological Waste** - where this Service is requested by the Buyer, the Supplier shall provide disposal of radioactive and radiological waste; [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly];

123.2.3. **Specialist Waste Destruction Services** - where this Service is requested, the Supplier shall provide specialist waste destruction Services of hazardous and/or non-hazardous waste items for contraband items seized by the Buyer including but not limited to:

- 123.2.3.1. Alcohol;
- 123.2.3.2. Drugs;
- 123.2.3.3. Fuel;
- 123.2.3.4. Vehicles;
- 123.2.3.5. Counterfeit items;
- 123.2.3.6. Illegal weapons;
- 123.2.3.7. Textiles;
- 123.2.3.8. Pharmaceuticals;
- 123.2.3.9. Organic produce;
- 123.2.3.10. Currency; and
- 123.2.3.11. Liquid waste.

123.2.3.12. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

123.2.4. **Collection and disposal of e-cigarettes** - where this Service is requested by the Buyer, the Supplier shall collect used disposable e-cigarettes from the Buyer's premises and dispose of them in accordance with WEEE legislation; [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly];

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 123.2.5. **Management of on-site bulk waste storage areas -** where this Service is requested by the Buyer, the Supplier shall monitor the remaining capacity and condition of agreed designated bulk waste storage areas on a [daily] basis. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly];
- 123.2.6. **Barcoding / Radio Frequency Identification (RFID) -** where this Service is requested by the Buyer, the Supplier shall provide an auditable tracing system by either:
  - 123.2.6.1. barcoding each waste receptacle, bins and equipment; or
  - 123.2.6.2. providing a radio frequency identification (RFID) system which involves a RFID tracking device being fixed into each specified asset.
- 123.2.7. **Collection and disposal of persistent organic pollutants (POPs) -** where this Service is requested by the Buyer, the Supplier shall collect and dispose of them in accordance with The Persistent Organic Pollutants (Amendment) Regulations. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

**Work Package K - Specialist FM Services**

**124. Service K1 - End-User Accommodation Services**

- 124.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 124.2. In order to meet the requirements of each allocation, the Supplier shall be responsible for the planning, preparation, designation, management and servicing of the Buyer Staff and/or Building User accommodation requirements. When delivering the accommodation Services, the Supplier, where required shall provide the following:
  - 124.2.1. Limited hotel type Service and catering (in line with the requirements set out in Work Package F (Catering)). Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
  - 124.2.2. Statutory and mandatory inspections (in line with the requirements set out in Work Package D (Statutory Compliance)). Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
  - 124.2.3. Maintenance Services (in line with the requirements set out in Work Package C (Maintenance Services)). Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
  - 124.2.4. Support Services (in line with the requirements set out in Work Package H (Miscellaneous FM Services)). Further details of these requirements shall be highlighted as part

## **Call-Off Schedule 20 (Call-Off Specification)**

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of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].

- 124.3. In order for all Buyer Staff and/or Building User 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.
- 124.4. Where control of access is required, the Supplier shall be responsible for:
  - 124.4.1. The operation and control of main vehicular secure access and/or egress points;
  - 124.4.2. Operation of control of access infrastructure (such as security physical objects and security CCTV and remote access systems);
  - 124.4.3. The checking and issue of visitor passes and any additional passes required by the Buyer;
  - 124.4.4. Verifying identities at the point of entry;
  - 124.4.5. Directing visitors and Buyer Third Parties;
  - 124.4.6. Traffic control, when required, to facilitate control of access;
  - 124.4.7. Maintaining records of visitors and vehicles and logging information.
- 124.5. The Supplier shall escort visitors and Buyer Third Parties in and around all Buyer Premises (including any stated secure Buyer Premises) when required by the Buyer and in accordance with any relevant Standard.
125. **Service K2 - Management and Control of Ranges and Training Areas (MCRT) and specialist FM services (including the Operation of a Bidding and Allocation Management (BAMS) system)**
  - 125.1. **K2.1 - Management and Control of Ranges and Training Areas (MCRT) (including the Operation of a Bidding and Allocation Management (BAMS) system)**

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 125.2. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 125.3. The Supplier shall be responsible for the management, maintenance and control of ranges, training areas and training facilities throughout the Call-Off Contract Period to ensure the safe running and operation for the Buyer, Buyer Staff and all Building Users pre, during and post training in line with the Buyer's required Standards and current legislation. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
- 125.4. The Supplier shall operate a management and control of ranges and training areas (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.
- 125.5. 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 as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
- 125.6. The Supplier shall be responsible for the full end-to-end MCRT Services including but not limited to:
  - 125.6.1. 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:
    - 125.6.1.1. Ranges;
    - 125.6.1.2. Simulators;
    - 125.6.1.3. Dry training areas (DTA);
    - 125.6.1.4. MTFs (such field training farms, barns, stone tents, bivouac sites etc.);
    - 125.6.1.5. Specialist MTF (such as but not limited to operations in built-up areas (OBUA) villages);
    - 125.6.1.6. Training camp accommodation;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 125.6.2. Management of foreign forces cost recovery and billing Services;
- 125.6.3. 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 shall include but not be limited to: the management of the Buyer's land, buildings and intellectual property to generate such income opportunities. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 125.6.4. 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);
- 125.6.5. Management of incursions relating to both land and sea range danger areas including but not limited to:
  - 125.6.5.1. 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;
  - 125.6.5.2. 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.
- 125.6.6. The Supplier shall ensure a safe place to train when delivering MCRT Services to the Buyer. As a minimum unless otherwise stated by the Buyer, under a safe place to train, the Supplier shall ensure:
  - 125.6.6.1. 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;

## Call-Off Schedule 20 (Call-Off Specification)

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- 125.6.6.2. 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;
  - 125.6.6.3. The necessary medical cover and equipment and the emergency procedures are understood and implemented;
  - 125.6.6.4. 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;
  - 125.6.6.5. Maximum use of the range space available is utilised and guidance is given to users unfamiliar with the range and associated training facilities;
  - 125.6.6.6. 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);
  - 125.6.6.7. 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;
  - 125.6.6.8. The continual monitoring of the Buyer's intranet for relevant advice and safety notices;
  - 125.6.6.9. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 125.7. The Supplier shall manage and monitor independent (3rd party) range inspections on an [annual] basis and shall carry out their own inspections as required by this Contract;
  - 125.8. The Buyer shall fully specify the requirements relating to the management, maintenance and safety requirements of the ranges as part of the Call-Off Procedure, to allow the Supplier to fully develop and monitor the required [annual] inspections. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such

## **Call-Off Schedule 20 (Call-Off Specification)**

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requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly;

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

### **125.11. K2.2 - Specialist Defence FM services**

- 125.11.1. The Supplier shall be responsible for the provision of specialist defence FM Services to the Buyer at the Buyer Premises, these shall include but not be limited to;
  - 125.11.1.1. Nuclear support Services in support of Buyer operations;
  - 125.11.1.2. Energy procurement Services, engaging an energy broker on behalf of the Buyer to negotiate energy contracts;
  - 125.11.1.3. Airfield operational support Services
  - 125.11.1.4. Fire and rescue Services
  - 125.11.1.5. Quarry management & operations
  - 125.11.1.6. Further details of these requirements shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information"]

### **126. Service K3 - Training Areas and Ranges Operation and Management (TAROM) Services and the provision of a service for Targets deployed overseas**

- 126.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 126.2. The Supplier shall make available, manage and operate all ranges, training areas and training facilities in accordance with legislation and relevant Standard. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
- 126.3. The Supplier shall ensure that the ranges, training areas and training facilities meet the requirements of the allocation.
- 126.4. TAROM shall include but not limited to:
  - 126.4.1. Provision of ranges, training areas and training facilities;
  - 126.4.2. Operation of ranges, training areas and training facilities;
  - 126.4.3. Operation of training control offices (TCO);
  - 126.4.4. Operation and maintenance of range safety radar and surveillance equipment;
  - 126.4.5. Provision and maintenance of land based range communications;
  - 126.4.6. Provision of range and training area equipment;
  - 126.4.7. Issue of ammunition;
  - 126.4.8. Armoury Services;
  - 126.4.9. Provision of UK targets and targetry;
  - 126.4.10. Clearance and disposal of military debris and litter;
  - 126.4.11. Provision of helicopter landing sites;
  - 126.4.12. Provision of location specific Services that may include but not limited to:
    - 126.4.12.1. The maintenance and operation of a multi-path railway system used for transportation purposes of targetry and other vehicles as required. Further details shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
    - 126.4.12.2. The operation and supply of a safety boat if required by a specific training estate. Further details shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack]

## Call-Off Schedule 20 (Call-Off Specification)

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e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].

- 126.4.12.3. The operation of a ferry transportation Service across water as and when required by the Buyer at specific training estates. Further details shall be provided by the Buyer as part of a Call-Off Procedure; [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
- 126.4.12.4. Provision of support to internal and external end users and organisations.

## 127. Service K4 - Rural Estate Maintenance (REM) Services

- 127.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 127.2. In order to deliver the rural estate maintenance (REM) Services and provide ongoing availability for the Buyer and maintain the operational training outputs for its Buyer Staff and Building Users. 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 (Management Services). Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 127.3. 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 Premises within [1 Month] of the Call-Off Start Date.
- 127.4. The Estate Management Plan shall identify the current management policies and practices under which the estate operates in, which shall be highlighted by the Buyer as part of a Call-Off Procedure, [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X

## Call-Off Schedule 20 (Call-Off Specification)

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*for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]* and how the Supplier shall maintain and enhance the rural estate throughout the Call-Off Contract Period against the required Standards and the following objectives:

- 127.4.1. To support the Buyer in ensuring a sustainable agricultural estate which can accommodate changes in military tactics, training methods, force levels, advances in equipment and other Buyer requirements;
  - 127.4.2. 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 the Buyers activities;
  - 127.4.3. 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;
  - 127.4.4. Within Buyer, 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;
  - 127.4.5. Consider opportunities to rationalise holdings to generate capital receipts and/or reduce maintenance cost, including rationalisation of tenancies to reduce management costs;
  - 127.4.6. Within statutory, stakeholder and sustainability constraints, to manage the estate to maximise its utility for the current and future Buyer requirements.
- 127.5. When delivering the Services, the Supplier shall provide the following:
- 127.5.1. Statutory and mandatory inspections and related tasks (in line with the requirements set out in Work Package D (Statutory Compliance). Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are

## Call-Off Schedule 20 (Call-Off Specification)

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[required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

- 127.5.2. Maintenance Services (in line with the requirements set out in Work Package C (Maintenance Services)). Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 127.5.3. Rural estate Planned Preventative Maintenance (PPM) specific to the Buyer's Premises including but not limited to the:
- 127.5.3.1. Gates and barriers;
  - 127.5.3.2. Fences and walls plus associated stiles and crossing points;
  - 127.5.3.3. Cattle grids;
  - 127.5.3.4. 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;
  - 127.5.3.5. 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);
  - 127.5.3.6. Tank crossings and intersections with public highways;
  - 127.5.3.7. Unmade or earth tracks, with no imported construction material (primary or secondary routes only);
  - 127.5.3.8. Ditches, drains, gullies and culverts, to keep clear and free-flowing;
  - 127.5.3.9. Public rights of way and associated access furniture and signage;
  - 127.5.3.10. Permissive rights of way and associated access furniture and signage;
  - 127.5.3.11. Access furniture, associated with open access land;
  - 127.5.3.12. Car parks. To include but not limited to associated signage, vegetation and parking control measures;
  - 127.5.3.13. Vehicle control measures. To include but not limited to barriers, bollards, palisades, access control, bunds and ditches;

## **Call-Off Schedule 20 (Call-Off Specification)**

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127.5.3.14. All signs, interpretation panels, public information boards and signage;

127.5.3.15. General cleanliness;

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

127.5.3.16.1. Unimproved grassland, heath land, moor land, coastlines, cliffs, otter holts and stone curlew plots;

127.5.3.16.2. Young plantations and hedgerows (0-10 years from planting year);

127.5.3.16.3. Pole stage plantations (up to and including the age of first thinning) and coppice woodland;

127.5.3.16.4. Mature plantations and woodlands;

127.5.3.16.5. Established hedgerows; and

127.5.3.16.6. Individual trees and shrubs.

127.5.3.17. Water bodies to include but not limited to:

127.5.3.17.1. Reservoirs, water courses, canals, rivers, ponds, sluices, penstock valves and dams;

127.5.3.17.2. Sea defences and land flood defences;

127.5.3.17.3. Silt traps and interceptors; and

127.5.3.17.4. Fire breaks and tracks.

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

127.6.1. Wilful estate damage;

127.6.2. Forestry;

127.6.3. Ditching and land drainage;

127.6.4. Boundaries;

127.6.5. Land reinstatement following military activity;

127.6.6. Scrub clearance;

127.6.7. Access and interpretation;

127.6.8. Pest control;

127.6.9. Landscaping and grass cutting;

127.6.10. Road and track maintenance;

127.6.11. Snow and ice clearance;

127.6.12. Forestry harvesting income generation.

127.6.13. Habitats, environmental management and sites of special scientific interest (SSSI).

127.7. 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:

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 127.7.1. The protection and restoration of grazing, heathland, sand dunes, woodlands etc; and
- 127.7.2. 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.
- 127.8. The Supplier shall provide rural estate reactive maintenance specific to the Buyer's rural estate.
- 127.9. Rural estate reactive maintenance shall be Delivered in line with the requirements set out with Work Package C (Maintenance Services) and as defined as part of the Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **128. Service K5 - Land Management Service (LMS)**

- 128.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 128.2. The Supplier shall deliver to the Buyer comprehensive land management Services with due consideration and accountability for but not limited to:
  - 128.2.1. Procedural;
  - 128.2.2. Valuation;
  - 128.2.3. Negotiation;
  - 128.2.4. Legal position
  - 128.2.5. Impacts on the Buyer both on reputation and operationally.
- 128.3. The Supplier shall provide the geospatial information system (GIS), records and data management needed for the provision of the Service.
- 128.4. 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:
  - 128.4.1. Lettings;
  - 128.4.2. Leases and hirings;
  - 128.4.3. Town and country planning;
  - 128.4.4. Valuations;
  - 128.4.5. Council tax;

## **Call-Off Schedule 20 (Call-Off Specification)**

Crown Copyright 2025

- 128.4.6. Claims;
- 128.4.7. Forestry and woodland management;
- 128.4.8. Property disposal process;
- 128.4.9. Acquisitions;
- 128.4.10. Property ownership issues;
- 128.4.11. Geospatial Services; and
- 128.4.12. General enquiries and advice.

**Work Package L - Occupancy and Property Management Services**

**129. Service L1 - Applications and Allocations Services**

- 129.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 129.2. The Supplier shall provide a professionally managed accommodation occupancy and property management Service for the Buyer's Premises (including mess and mess accommodation). These shall include but not be limited to:
  - 129.2.1. Leasehold properties;
  - 129.2.2. PFI properties; and
  - 129.2.3. Freehold properties
- 129.3. The Supplier shall be required to provide an accommodation application and allocation Service overseas as required by the Buyer.
- 129.4. Further details of the requirement shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

**130. Service L2 - Occupancy Management**

- 130.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 130.2. The Supplier shall administer and manage occupancy charging.
- 130.3. The Supplier shall administer and manage all aspects of Contribution In Lieu of Council Tax (CILoCT).
- 130.4. Further details of the requirement shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

**131. Service L3 - Rental Services**

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 131.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 131.2. 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:
  - 131.2.1. The advertising and promotion of the Buyer's Premise;
  - 131.2.2. Accompanying prospective tenants when viewing the property;
  - 131.2.3. Obtaining references for the prospective tenants;
  - 131.2.4. Preparing tenancy agreements;
  - 131.2.5. Collection of rent, together with any deposit payable by the tenant;
  - 131.2.6. 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;
  - 131.2.7. Registering the tenant for council Tax;
  - 131.2.8. Recover of property and serve termination notice;
  - 131.2.9. Update and maintain records;
  - 131.2.10. Market rent assessments; and
  - 131.2.11. Recovery of any outstanding debts.
- 131.3. Further details shall be provided to the Supplier as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 131.4. Where the Buyer requires the Supplier to let surplus property this shall be managed via the Additional Works and Approval Process.

## **132. Service L4 - Emergency Accommodation**

- 132.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

- 132.2. 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 shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

### 133. **Service L5 - Occupation Management**

- 133.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 133.2. The Supplier shall provide an occupation management Service for the Buyer's Premises. This shall include but not be limited to:
- 133.2.1. Manage and undertake applications and allocations;
  - 133.2.2. Verify that all move-in / void preparation tasks have been completed by the Buyer's accommodation maintenance suppliers and Buyer Third Parties;
  - 133.2.3. Organise and attend all pre-move in appointments with the Buyer's accommodation maintenance suppliers, Buyer Third Parties and occupants as required and undertake associated activities;
  - 133.2.4. Organise and attend all move in appointments and undertake associated activities;
  - 133.2.5. Manage and undertake all in-occupation activities and processes;
  - 133.2.6. Undertake all end of occupation administration activities;
  - 133.2.7. Organise and attend all pre-move out appointments and undertake associated activities;
  - 133.2.8. Organise and attend all move out appointments and undertake associated activities;
  - 133.2.9. 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.

## Call-Off Schedule 20 (Call-Off Specification)

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- 133.2.10. The Supplier shall provide a void management service to identify, prioritise and deliver the appropriate services to the properties that have failed to have the service carried out by the outgoing supplier. Further details on the process shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 133.3. The Supplier shall be responsible for the management of the combined accommodation assessment system (CAAS) challenges, liaising with the Buyer's accommodation maintenance suppliers 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 as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 133.4. The supplier shall undertake a CAAS check of the property at change of occupancy.
- 133.5. Further detail shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## 134. Service L6 - Housing Stock Management

- 134.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 134.2. The Supplier shall manage the housing stock with reference to, but not limited to:
  - 134.2.1. Condition reporting;
  - 134.2.2. Void property management;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 134.2.3. Collect addressed mail during regular visits and pass to Buyer. All other mail / leaflets to be collected, and recycled;
- 134.2.4. Planning (life cycle replacement);
- 134.2.5. Forward Maintenance Register;
- 134.2.6. Production of property details;
- 134.2.7. Interface with Buyer Third Parties;
- 134.3. Further details of the requirement shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **135. Service L7 - Accommodation Stores Service**

- 135.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 135.2. The Supplier shall provide an accommodation stores (AS) Service to the Buyer.
- 135.3. The acquisition of AS items shall be funded by the Buyer as Government Furnished Equipment (GFE) and items shall remain the property of the Buyer at all times.
- 135.4. The Supplier shall carry out all stock management, accounting and reporting. The Service shall include maintaining an inventory of stored items and managing the receipt of new and replacement items.
- 135.5. The Supplier shall manage the storage of all AS items within Buyer provided facilities
- 135.6. 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 provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 135.7. 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.
- 135.8. The Supplier shall provide at each move-in the minimum furnishing standard details of which shall be provided by the Buyer on a case-by case basis prior to each move-in. Prior to issue to occupants all electrical appliances including but not limited to: vacuum cleaners, kettles, irons, and lawn mowers shall be PAT tested.
- 135.9. Further details of the requirement shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

### **136. Service L8 - Special Need or Disability Adoptions**

- 136.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 136.2. 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.
- 136.3. Further details of the requirement shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

### **137. Service L9 - Third Party Claims**

- 137.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 137.2. 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 satisfactorily. This shall include, but not limited to:

- 137.2.1. Undertaking a full investigation of the incident;
  - 137.2.2. Recording full details including photographic evidence;
  - 137.2.3. Establishing details of the third party;
  - 137.2.4. 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; and
  - 137.2.5. Management of the claims process to ensure that all costs are recovered from the insurer on behalf of the Buyer as appropriate.
- 137.3. Further details of the requirement shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

**138. Service L10 - Customer Service Centre**

- 138.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 138.2. The Supplier shall provide a customer service centre for all applications, allocations and occupancy management services under its control during the Operational Working Hours.
- 138.3. The Supplier shall provide a customer service centre linked for all property related fault reporting [[24] hours per day [365] days] per year.
- 138.4. The Buyer and the Supplier shall agree a reporting function in relation to the customer service centre requirements during the Mobilisation Period.
- 138.5. 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' CAFM systems. Further details of the requirement shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 138.6. 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.
- 138.7. 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.
- 138.8. 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).
- 138.9. The Supplier shall accept service requests from all Buyer's Staff, Building Users, occupants residing in Buyer's residential properties and stakeholders who are requesting provision of any in scope Service.
- 138.10. Where the Supplier receives service requests for out-of-scope services, the Supplier shall inform the Buyer and forward the calls to the relevant appropriate provider and record the details on the CAFM System. Further details of these services shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 138.11. 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 CAFM System without unnecessary delay and allocated a unique reference number.
- 138.12. The Supplier shall provide service requests to the Buyers accommodation maintenance suppliers detailing reported faults or requesting provision of any FM services.
- 138.13. 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 CAFM System or upon request.
- 138.14. The customer service centre shall record details of the service request on the CAFM System, to include but not be limited to:
  - 138.14.1. Name;

## Call-Off Schedule 20 (Call-Off Specification)

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- 138.14.2. Contact details, to include telephone number, email address and work location;
  - 138.14.3. Location of the Buyer Premises to which the request is related;
  - 138.14.4. Nature of the request;
  - 138.14.5. Date and time;
  - 138.14.6. The actual response time as specified within the agreed Service Level Agreement as highlighted as part of a Call-Off Procedure; [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly];
  - 138.14.7. A unique service request reference number;
  - 138.14.8. Action taken; and
  - 138.14.9. Details of progress throughout the Service request management lifecycle.
- 
- 138.15. 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.
  - 138.16. Further information shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
  - 138.17. The Supplier shall ensure that all necessary procedural and contact information is kept up to date at all times within the CAFM and Buyer IT systems.
  - 138.18. 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 as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 138.19. 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.
- 138.20. The Supplier shall ensure that all Supplier 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.
- 138.21. The Supplier shall provide all Supplier Staff appointed to operate in the customer service centre with documented training, including but not limited to:
  - 138.21.1. Training on the CAFM System;
  - 138.21.2. Customer service skills;
  - 138.21.3. Service call management;
  - 138.21.4. Listening skills;
  - 138.21.5. Escalation procedures; and
  - 138.21.6. Buyer procedures,
- 138.22. The Supplier shall ensure that all Supplier Staff appointed to operate in the customer service centre have the appropriate security clearance to work on the appropriate Buyer account.
- 138.23. 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.
- 138.24. Further details of the requirement shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **139. Service L11 - Professional Property Advice and Management Service**

- 139.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 139.2. The Supplier shall provide a professional property advice and management Service for the private rental, management and purchase of residential accommodation. The Buyer requires the Supplier to provide the full range of property advice and management functions, including but not limited to:

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 139.2.1. Advising potential occupants of the accommodation options, in accordance with Buyer accommodation policy as highlighted as part of a Call-Off Procedure [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly], which may include use of Buyer Premises or the private rental sector;
- 139.2.2. Administer accommodation allowances and payments to [Buyer's Staff] in accordance with accommodation policy;
- 139.2.3. The Supplier shall procure properties from the private rental sector for the [Buyer/Buyer Staff/Building User];
- 139.3. Further details shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **140. Service L12 - Property Maintenance Support Desk Services**

- 140.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 140.2. 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, [[24] hours per day [365] days] per year.
- 140.3. The Supplier shall ensure that the property maintenance support desk services are capable of interacting with the Buyer's and the Buyer Authorised Representative's IT systems. Further details of the requirement shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 140.4. The Buyer and the Supplier shall agree a reporting function in relation to the property maintenance support desk requirements during the Mobilisation Period.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 140.5. The Supplier shall collaborate with the Buyer, the Buyer's Authorised Representative and any Buyer Third Party to create, maintain and develop Services which shall deliver a common user experience for all users of the Service.
- 140.6. 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.
- 140.7. 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.
- 140.8. The Supplier shall ensure continued service Delivery for all Services under its control during the Operational Working Hours.
- 140.9. The Supplier helpdesk shall only accept service requests via agreed [Buyer Third Parties] and raised via industry standard interactive multimedia applications to achieve industry best practice.
- 140.10. The Supplier shall ensure that all service requests are logged on to the CAFM System without unnecessary delay.
- 140.11. The Supplier's helpdesk shall be provided with recorded details of all service to include:
  - 140.11.1. Name of requestor;
  - 140.11.2. Contact details, to include telephone number, email address and work location;
  - 140.11.3. Location of the Buyer Premises to which the request is related;
  - 140.11.4. Nature of the request;
  - 140.11.5. Date and time;
  - 140.11.6. The actual response time as specified within the agreed Response Times; and
  - 140.11.7. A 'unique service request' reference number;
  - 140.11.8. Further information shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 140.12. The Supplier shall provide the Buyer with:
  - 140.12.1. Action taken;

## Call-Off Schedule 20 (Call-Off Specification)

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- 140.12.2. Details of progress throughout the service request management lifecycle;
- 140.12.3. Further information shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 140.13. The Supplier shall ensure that whoever 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.
- 140.14. The Supplier shall ensure that where a service request was not completed in accordance with the timeframes specified in the agreed KPIs highlighted as part of a Call-Off Procedure [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly], they reprioritise the service request and proactively manage the task to completion at the earliest opportunity or to the revised timeframes as 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.
- 140.15. 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 KPIs on the CAFM System and issue daily reports to the Buyer. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 140.16. The Supplier shall ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM System.
- 140.17. The Supplier shall provide an appropriate number of Supplier Staff to ensure that the property maintenance support desk can operate within the requested performance parameters as highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please

## **Call-Off Schedule 20 (Call-Off Specification)**

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[see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

- 140.18. The Supplier shall ensure that all Supplier 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.
- 140.19. The Supplier shall ensure that all Supplier 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 Buyer Representative.
- 140.20. The Supplier shall provide all Supplier Staff appointed to operate on the property maintenance support desk with documented training, including but not be limited to:
  - 140.20.1. Training on the CAFM System package;
  - 140.20.2. Customer service skills;
  - 140.20.3. Service call management;
  - 140.20.4. Listening skills;
  - 140.20.5. Escalation procedures;
  - 140.20.6. Buyer emergency procedures;
  - 140.20.7. Training in respect of all operational areas of the Buyer Premises; and
  - 140.20.8. Ensure that all staff appointed to operate on the property maintenance support desk have the appropriate security clearance to work on a Buyer account.
- 140.21. 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 shall be provided by the Buyer as part of a Call-Off Procedure.  
[The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **141. Service L13 - Accommodation Compliance Services**

- 141.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 141.2. The Supplier shall manage all activities relating to compliance through the CAFM System and that the Buyer has access to the data.

## **Call-Off Schedule 20 (Call-Off Specification)**

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141.3. The Supplier shall provide paper copies of all Documentation associated with statutory Compliance Reports or Documentation for retention at the Buyer's Premises.

141.4. 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:

141.4.1. Hot water boiler and associated pressure systems;

141.4.2. Lifts and stair lifts;

141.4.3. Foul and surface water drainage systems;

141.4.4. Gas Installations and appliances including LPG installations, distribution networks and tank installations; and

141.4.5. Oil installations including fuel tanks and bunds;

141.4.6. [Other INSERT HERE]

141.5. The Supplier shall undertake the Services in compliance with all applicable legislation and Good Industry Practice. Further details of the requirement shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **142. Service L14 - Accommodation Maintenance Services**

142.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

142.2. The Supplier shall provide vacant/unoccupied property preparation and management Services for the Buyer's Premises, to include but not limited to:

142.2.1. Works related to change in occupancy;

142.2.2. At the 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 shall be provided by the Buyer as part of a Call-Off Procedure;

[The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

142.2.3. Maintenance & repair;

## Call-Off Schedule 20 (Call-Off Specification)

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- 142.2.4. Ground maintenance;
  - 142.2.5. Carrying out utility surveys to include provision of energy performance certificate (EPC), recording meter details and assessment of utility efficiency measures;
  - 142.2.6. The management and payment of any utility costs shall be considered in accordance with the Contract for all vacancy periods;
  - 142.2.7. Provision of security services;
  - 142.2.8. Wind and weather protection measures; and
  - 142.2.9. Internal / external redecoration.
- 142.3. 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 shall be utilised where appropriate. Further details shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 142.4. 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. Further details shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 142.5. Curtains shall be removed from rails and cleaned by a suitable approved method. Care shall be taken to maintain any guarantees on the carpets and curtains.

**Work Package M - CAFM Services**

**143. Service M1 - Soft FM CAFM Requirements**

- 143.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 143.2. The Supplier shall act in accordance with, including but not limited to;
  - 143.2.1. ISO/IEC 27000 Information technology–Security techniques-Information security management systems-Overarching vocabulary;
  - 143.2.2. ISO/IEC 27001 Information technology–Security techniques-Information security management systems-Requirements;
  - 143.2.3. ISO/IEC 27002 Information technology–Security techniques-Information security management systems-Security controls;
  - 143.2.4. ISO/IEC 27003 Information technology–Security techniques-Information security management systems-Guidance;
  - 143.2.5. ISO/IEC 27005 Information technology–Security techniques-Information security Risk Management;
  - 143.2.6. ISO/IEC 27014 Information technology–Security techniques-Governance for Information security;
  - 143.2.7. BS EN ISO 19650 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;
  - 143.2.8. Waste and Resources Action Programme's (WRAP) Mobile Asset Management Planning; and
  - 143.2.9. The UK Government Functional Standard GovS004 and other relevant UK Government Functional Standard applicable to the Services.
- 143.3. Where a Buyer requires a CAFM provision that interfaces with an existing Buyer CAFM System, the Supplier shall be responsible for the provision of this interface. All Costs for these Services shall be included within the Supplier Costs within the Charges. [The Buyer is to define interface requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for

## Call-Off Schedule 20 (Call-Off Specification)

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*more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]*

- 143.4. The Supplier shall provide hardware, including cabling, servers, sensors, switching technology, and firewall devices, together with any physical containment as necessary to implement their solution.
- 143.5. The Supplier shall be responsible for the provision of up to [5] Buyer licenses. All Costs for this provision shall be included within the Supplier Costs within the Charges. Further details of the Buyer's requirements shall be provided as part of a Call-Off Procedure. *[The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]*
- 143.6. The Supplier shall be responsible for ensuring:
  - 143.6.1. 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.
  - 143.6.2. The Buyer has full access to the live CAFM System data at all times and that the Supplier is responsible for ensuring that the data can be accessed electronically via the Buyer's internal network i.e. a web based application which shall be accessed via a web browser.
  - 143.6.3. An application programming interface or export function for the system's data shall be available at all times to the Buyer.
  - 143.6.4. 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.
  - 143.6.5. 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 but not be limited to:
    - 143.6.5.1. The adoption of point cloud survey information;
    - 143.6.5.2. Building information models;
    - 143.6.5.3. Photogrammetry; and

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 143.6.5.4. Telemetry.
- 143.6.6. All response and rectification periods required by the Buyer shall be 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.
- 143.6.7. 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.
- 143.6.8. All parent and child relationships are codified and recorded within any data or information exchange from the CAFM System(s).
- 143.6.9. The CAFM System captures all Costs including direct labour, Subcontractor labour, consumable and material Costs;
- 143.6.10. 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 Buyer's defined master data to report activities against. Further details of these requirements shall be highlighted as part of the Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 143.6.11. 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 shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 143.6.12. The Supplier shall have the capability to operate its CAFM System in a way that it enables the capture of

## **Call-Off Schedule 20 (Call-Off Specification)**

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third-party data where appropriate. Where this is a requirement, further information shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

143.7. The CAFM System shall have the capability to:

- 143.7.1. Record and report by each Buyer Premises or location;
- 143.7.2. Review work assignment to Supplier Staff and Subcontractors;
- 143.7.3. Record and track the history of reactive work on specific Assets as required by the Buyer;
- 143.7.4. Track progress on logged activities, issue status updates and the provision of on-screen alerts;
- 143.7.5. Provide automated email notifications of work requests;
- 143.7.6. Provide automatic status updates to the Buyer's representatives;
- 143.7.7. Provide current and Historic Volumes of statutory and contractual compliance across all planned and reactive activities across all Buyer Premises (e.g. compliance dashboard);
- 143.7.8. Provide search and visibility of calls and activities logged directly by Buyer Staff via an interface or other electronic means;
- 143.7.9. Provide automatic associated hazard warnings, for example asbestos alerts;
- 143.7.10. Allocate and schedule appointment dates and times with the occupants of residential housing and Buyer's representatives within Buyer Premises for audits and inspections;
- 143.7.11. 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;
- 143.7.12. Provide automated facilities for online invoicing, hard and soft charging processes and payment processes;

## **Call-Off Schedule 20 (Call-Off Specification)**

Crown Copyright 2025

- 143.7.13. Provide clear and proactive management of KPI agreements;
- 143.7.14. Provide accurate reporting management information and KPI performance data to meet the requirements of the Buyer;
- 143.7.15. Log Service requests via intranet and internet;
- 143.7.16. Automatically prioritise work and job escalation when appropriate; and
- 143.7.17. Manage room booking / workplace allocation, to include but not be limited to desks, 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:
  - 143.7.17.1. Accept electronic online bookings and confirmations;
  - 143.7.17.2. Ensure no double bookings;
  - 143.7.17.3. Provide a holistic range of ancillary Services such as hospitality, room set-up and audio visual (AV) support;
  - 143.7.17.4. 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 AV support;
  - 143.7.17.5. Integrate with other facilities data to provide detailed financial and ownership details; and
  - 143.7.17.6. Enable two-way communication including importing data from third party financial software or exporting to a data file.
- 143.7.18. The cost control functionality shall have the capability to:
  - 143.7.18.1. Track costs through multi-level hierarchy of budgets, contracts and projects;
  - 143.7.18.2. Provide transparency of full facilities spend and generation of single or multi-line purchase orders;
  - 143.7.18.3. Discount purchase orders or individual line items;
  - 143.7.18.4. Provide purchase order receipt acknowledgement;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 143.7.18.5. Provide details of benchmarking data;
  - 143.7.18.6. Navigate, search and view all budget information;
  - 143.7.18.7. Link trade rates to the contractual resource rates agreed with the Buyer;
  - 143.7.18.8. Provide projects functionality which enables tracking of project spend, progress against key milestone dates and stakeholders;
  - 143.7.18.9. Provide Costs for all Additional Works, to include Call-Off unit of measure pricing metrics and bespoke schedule of rates pricing metric data where required by the Buyer as part of the Call-Off Procedure.
  - 143.7.18.10. Easily distribute information to stakeholders;
  - 143.7.18.11. Ensure Financial Reports are available for ad-hoc reporting or scheduled generation basis;
  - 143.7.18.12. Navigate data tree to ensure simple management and retrieval of all facilities information; and
  - 143.7.18.13. Manage health and safety equipment and Service requests.
- 143.8. The property management functionality shall have the capability to:
- 143.8.1. Store all Buyer Premises related Documents including contracts and lease agreements;
  - 143.8.2. Store all Buyer Premises related Documentation as required for inclusion within the Buyer Premises logbook, to include but not be limited to:
    - 143.8.2.1. Health and safety documentation;
    - 143.8.2.2. COSHH risk assessments;
    - 143.8.2.3. Audit reports;
    - 143.8.2.4. Security assignment instructions;
    - 143.8.2.5. Emergency isolation and utility metering data;
    - 143.8.2.6. Business continuity and disaster recovery data; and
    - 143.8.2.7. Emergency out-of-hour contact details.
  - 143.8.3. 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;

## **Call-Off Schedule 20 (Call-Off Specification)**

Crown Copyright 2025

- 143.8.4. Navigate the storage of Buyer Premises contact information; and
- 143.8.5. Generate property management reports.
- 143.9. The report functionality shall have the capability to:
  - 143.9.1. Report on helpdesk performance management;
  - 143.9.2. Automatically generate reports;
  - 143.9.3. Provide direct email distribution to stakeholders;
  - 143.9.4. Produce specific corporate reporting requirements;
  - 143.9.5. Analyse data;
  - 143.9.6. Provide reports that are comprehensive, thorough, and cover a wide range of information or details as standard;
  - 143.9.7. Provide measured performance benchmarking; and
  - 143.9.8. Provide cost control and monitoring.
- 143.10. The Supplier shall ensure 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.
- 143.11. The Supplier shall support the Buyer in any assurance process as necessary. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 143.12. 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.

## **144. Service M2 - Hard / Soft FM CAFM Requirements**

- 144.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 144.2. The Supplier shall act in accordance with, including but not limited to;
  - 144.2.1. ISO/IEC 27000: Information technology–Security techniques–Information security management systems–Overarching vocabulary;
  - 144.2.2. ISO/IEC 27001:Information technology–Security techniques–Information security management systems–Requirements;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 144.2.3. ISO/IEC 27002 Information technology—Security techniques—Information security management systems—Security controls;
  - 144.2.4. ISO/IEC 27003 Information technology—Security techniques—Information security management systems—Guidance;
  - 144.2.5. ISO/IEC 27005 Information technology—Security techniques—Information security Risk Management;
  - 144.2.6. ISO/IEC 27014 Information technology—Security techniques—Governance for Information security;
  - 144.2.7. The CAFM System shall have the capability to meet the requirements of Government Soft Landings (GSL);
  - 144.2.8. 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);
  - 144.2.9. BS EN ISO 19650 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;
  - 144.2.10. Waste and Resources Action Programme's (WRAP) Mobile Asset Management Planning; and
  - 144.2.11. The UK Government Functional Standard GovS004 and other relevant UK Government Functional Standard applicable to the Services.
- 144.3. Where a Buyer requires a CAFM provision that interfaces with an existing Buyer CAFM System, the Supplier shall be responsible for the provision of this interface. All Costs for these Services shall be included within the Supplier Costs within the Charges.
- 144.4. The Supplier shall provide hardware, including cabling, servers, sensors, switching technology, and firewall devices, together with any physical containment as necessary to implement their solution.
- 144.5. The Supplier shall be responsible for the provision of up to [5] Buyer licenses to allow access to the CAFM System. All Costs for this provision shall be included within the Supplier costs within the Charges. Further details of the Buyer's requirements shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g.

## **Call-Off Schedule 20 (Call-Off Specification)**

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*"Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]*

144.6. The Supplier shall be responsible for ensuring:

- 144.6.1. 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;
- 144.6.2. The CAFM System has the capability to codify Asset to [Uniclass 2015, NRM3 and SFG20] coding; Uniclass Classification Tables; National Rules of Measurement (NRM3);
- 144.6.3. The CAFM System has the capability and data outputs that can directly support the generation of required information, enabling transparent reporting on building condition, backlog, investment planning, and risk management.
- 144.6.4. The CAFM System enables the Buyer full access to the live CAFM System data at all times and the Supplier is responsible for ensuring that the data can be accessed electronically via the Buyer's internal network i.e. a web based application which shall be accessed via a web browser.
- 144.6.5. The CAFM System has the capability to enable live reporting on levels of statutory compliance across all in-scope Services and Buyer Premises.
- 144.6.6. The availability of an application programming interface or export function for the systems data at all times to the Buyer.
- 144.6.7. 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.
- 144.6.8. 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 but not be limited to:
  - 144.6.8.1. The adoption of point cloud survey information;
  - 144.6.8.2. Building information models;
  - 144.6.8.3. Photogrammetry; and

## **Call-Off Schedule 20 (Call-Off Specification)**

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### 144.6.8.4. Telemetry.

- 144.6.9. All response and rectification periods required by the Buyer shall be 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.
- 144.6.10. 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.
- 144.6.11. All parent and child relationships are codified and recorded within any data or information exchange from the CAFM System(s).

### 144.7. The CAFM System shall have the capability to:

- 144.7.1. Record and report by each Buyer Premises or location;
- 144.7.2. Review work assignment to Supplier Staff and Subcontractors;
- 144.7.3. Record and track the history of reactive work on specific Assets as required by the Buyer; and
- 144.7.4. Track progress on logged activities, issue status updates and the provision of on-screen alerts;
- 144.7.5. Provide automated email notifications of work requests;
- 144.7.6. Provide automatic status updates to the Buyer's representatives;
- 144.7.7. Provide current and historical levels of statutory and contractual compliance across all planned and reactive activities across all Buyer Premises (e.g. compliance dashboard);
- 144.7.8. Provide search and visibility of calls and activities logged directly by Buyer Staff via an interface or other electronic means;
- 144.7.9. Provide automatic associated hazard warnings, for example asbestos alerts;
- 144.7.10. Allocate and schedule appointment dates and times with the occupants of residential housing and Buyer's representatives within Buyer Premises for audits and inspections;

## **Call-Off Schedule 20 (Call-Off Specification)**

Crown Copyright 2025

- 144.7.11. 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;
- 144.7.12. Provide automated facilities for online invoicing, hard and soft charging processes and payment processes;
- 144.7.13. Provide clear and proactive management of KPI agreements;
- 144.7.14. Provide accurate reporting management information and KPI performance data to meet the requirements of the Buyer;
- 144.7.15. Log Service requests via intranet and internet;
- 144.7.16. Automatically prioritise work and job escalation when appropriate; and
- 144.7.17. Manage room booking / workplace allocation, to include but not be limited to desks, 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:
  - 144.7.17.1. Accept electronic online bookings and confirmations;
  - 144.7.17.2. Ensure no double bookings;
  - 144.7.17.3. Provide a holistic range of ancillary Services such as hospitality, room set-up and audio visual (AV) support;
  - 144.7.17.4. 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 AV support;
  - 144.7.17.5. Integrate with other facilities data to provide detailed financial and ownership details;
  - 144.7.17.6. Enable two-way communication including importing data from third party financial software or exporting to a data file.
- 144.7.18. Individually reference all Assets and have the capability to identify Assets in four hierarchical structures to include

## Call-Off Schedule 20 (Call-Off Specification)

Crown Copyright 2025

- service type, geographical location, NRM3 and Uniclass 2015;
- 144.7.19. 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.
- 144.7.20. The Supplier shall take into account the appropriate data security considerations of how this information is stored and be aware of the National Protective Security Authority (NPSA) guidance;
- 144.7.21. 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;
- 144.7.22. Ensure that all Planned Preventative Maintenance and reactive maintenance activities are managed, executed and monitored through the CAFM System.
- 144.7.23. Capture all greenhouse gas emission and carbon net zero related data as it applies to the Buyer's Assets and systems;
- 144.7.24. 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 shall be provided by the Buyer as part of the Call-Off Procedure.  
[The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 144.7.25. Operate in a way that it enables the capture of third-party data where appropriate. Where this is a requirement, further information shall be provided by the Buyer as part of a Call-Off Procedure.  
[The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 144.7.26. Interact with the Buyer's IT systems, an independent helpdesk, assurance and / or performance partner where

## Call-Off Schedule 20 (Call-Off Specification)

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appropriate. In such a situation, the Supplier shall be required to use the Buyer's defined master data to report activities against. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly];

- 144.7.27. Record data which shall be aligned with the Buyer's Asset information requirements. This shall be aligned with the service level and duties required under an [SFG20] regime. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 144.7.28. Produce and maintain a Contract fixed Asset register. 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. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 144.8. The Supplier shall work with the Buyer throughout the Contract Period to limit the requirement for any further survey and Asset Verification in advance of the Call-Off Expiry Date.
- 144.9. 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.
- 144.10. In advance of the Call-Off Expiry Date , the Supplier shall be responsible for ensuring that all information is quality checked to

## **Call-Off Schedule 20 (Call-Off Specification)**

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ensure full compliance with the Standards of a Construction Operations Building information exchange (COBie). Information shall be codified in line with [SFG20], Uniclass 2015 and NRM3 for quality assurance purposes for completeness and accuracy.

- 144.11. 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:
  - 144.11.1. Provide various forms of information relating to Assets including;
    - 144.11.1.1. Location, warranty, parts and maintenance records;
    - 144.11.1.2. Construction Operation Building information exchange (COBie) sheets;
    - 144.11.1.3. Building information models for new build and retrofit projects. This shall include access to BIM object library where available.
  - 144.11.2. Provide logical grouping of Assets for easy storage, retrieval and viewing codified in line with [SFG20, NRM3 and Uniclass 2015];
  - 144.11.3. Provide the ability to record planned and reactive maintenance information to enable full visibility of an Asset's service history;
  - 144.11.4. Ensure future planned and reactive maintenance requirements generate alerts at the appropriate time;
  - 144.11.5. Identify movement and tracking of Assets within existing or external systems;
  - 144.11.6. Associate Assets to the Buyer's Staff departments or locations;
  - 144.11.7. Associate each Asset contract for automatic issue of related service requests to Buyer Third Parties maintaining the Asset;
  - 144.11.8. 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;
  - 144.11.9. Provide full Asset reporting for distribution to interested parties. Further details of these requirements shall be highlighted as part of a Call-Off Procedure; [The Buyer is

## Call-Off Schedule 20 (Call-Off Specification)

Crown Copyright 2025

[to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

- 144.11.10. Utilise the NRM3 standard to classify the information;
  - 144.11.11. Provide processes to allocate accommodation and manage Buyer's residential property portfolio;
  - 144.11.12. Provide a dynamic link to property related Planned Preventative Maintenance activities;
  - 144.11.13. Provide storage and maintenance of data related to the nature and location of hazardous or deleterious materials, for example asbestos;
  - 144.11.14. Track the condition of the Buyer Premises including structure, fabric and mechanical elements;
  - 144.11.15. Monitor building lifecycle costs and energy efficiency;
  - 144.11.16. Provide status reports and updates on the level of statutory compliance at the Buyer Premises; and
  - 144.11.17. 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.
- 144.12. The cost control functionality shall have the capability to:
- 144.12.1. Track costs through multi-level hierarchy of budgets, contracts and projects;
  - 144.12.2. Provide transparency of full facilities spend and generation of single or multi-line purchase orders;
  - 144.12.3. Provide details of spend for planned and reactive maintenance expenditure against specific Asset types and systems;
  - 144.12.4. Capture all costs including direct labour, Subcontractor labour, Replacement Equipment, materials and consumable costs associated with Planned Preventative Maintenance and reactive maintenance Services;
  - 144.12.5. Provide details of benchmarking data;
  - 144.12.6. Discount purchase orders or individual line items;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 144.12.7. Provide purchase order receipt acknowledgement;
  - 144.12.8. Navigate, search and view all budget information;
  - 144.12.9. Link trade rates to the contractual labour rates agreed with the Buyer;
  - 144.12.10. Provide project functionality which enables tracking of project spend, progress against the defined outputs, key milestone dates and stakeholders;
  - 144.12.11. Provide costs for all Additional Works, to include Call-Off unit of measure pricing metrics and bespoke schedule of rates pricing metric data;
  - 144.12.12. Easily distribute information to stakeholders;
  - 144.12.13. Ensure Financial Reports are available for ad-hoc reporting or scheduled generation basis;
  - 144.12.14. Navigate data tree to ensure simple management and retrieval of all facilities information; and
  - 144.12.15. Manage health and safety equipment and Service requests.
- 144.13. The property management functionality shall have the capability to:
- 144.13.1. Use industry standard BIM tools to detail, plan and manage space allocation;
  - 144.13.2. Utilise industry standard classifications to map spaces, Assets and assign attributes; in line with the COBie structure; and
  - 144.13.3. Ensure easy movement and tracking of Assets within the CAFM System.
  - 144.13.4. Store all Buyer Premises related Documents including contracts and lease agreements;
  - 144.13.5. Store all Buyer Premises related Documentation as required for inclusion within the Buyer Premises logbook, to include but not be limited to:
    - 144.13.5.1. Health and safety documentation;
    - 144.13.5.2. Written schemes of examination;
    - 144.13.5.3. Written schemes of control;
    - 144.13.5.4. Fire risk assessments;
    - 144.13.5.5. Electrical testing data;
    - 144.13.5.6. Asset data / registers;
    - 144.13.5.7. Asset condition data;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 144.13.5.8. Planned Preventative Maintenance schedules;
  - 144.13.5.9. Asbestos Management Plans;
  - 144.13.5.10. COSHH risk assessments;
  - 144.13.5.11. Energy performance / utility usage data;
  - 144.13.5.12. Audit reports;
  - 144.13.5.13. Asset data;
  - 144.13.5.14. Insurance inspection records;
  - 144.13.5.15. Water risk assessments;
  - 144.13.5.16. Emergency isolation and utility metering data;
  - 144.13.5.17. Security assignment instructions;
  - 144.13.5.18. Business continuity and disaster recovery data; and
  - 144.13.5.19. Emergency out-of-hours contact details.
- 144.13.6. 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;
- 144.13.7. Navigate the storage of Buyer Premises contact information; and
- 144.13.8. Generate property management reports.
- 144.14. The report functionality shall have the capability to:
- 144.14.1. Report on helpdesk performance management;
  - 144.14.2. Report on levels of statutory compliance;
  - 144.14.3. Automatically generate reports;
  - 144.14.4. Provide direct email distribution to stakeholders;
  - 144.14.5. Produce specific corporate reporting requirements;
  - 144.14.6. Analyse data;
  - 144.14.7. Provide extensive reports as standard;
  - 144.14.8. Provide measured performance benchmarking; and
  - 144.14.9. Provide cost control and monitoring.
- 144.15. The Supplier shall ensure 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.
- 144.16. The Supplier shall support the Buyer in any assurance process as necessary. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

**Call-Off Schedule 20 (Call-Off Specification)**

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- 144.17. 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 N - Helpdesk Services**

**145. Service N1 - Helpdesk Services**

- 145.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 145.2. The Supplier shall provide a fully staffed, supervised helpdesk Service linked to the CAFM System for all FM related Service requests and fault reporting, [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.
- 145.3. The Supplier shall:
  - 145.3.1. Collaborate with the Buyer to create, maintain and develop Services which Deliver a common user experience for all users of the Service;
  - 145.3.2. Collaborate with the Buyer to create a decision tree question set that will efficiently determine the nature of the Service request and enable the appropriate course of action.
  - 145.3.3. Provide the Buyer with a draft decision tree [3] months prior to the Call-Off Service Start Date for Buyer approval.
  - 145.3.4. 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 Services;
  - 145.3.5. 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
  - 145.3.6. Ensure continued Service Delivery for all Services under its control during the core service hours (as agreed by the Buyer as part of the Call-Off Procedure).
- 145.4. 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.
- 145.5. 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.

## Call-Off Schedule 20 (Call-Off Specification)

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Further details of these services shall be provided by the Buyer as part of the Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

- 145.6. The Supplier helpdesk shall accept Service requests raised by telephone calls, emails, text messages and web portals or apps.
- 145.7. 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:
  - 145.7.1. Telephone call requests within [20 seconds];
  - 145.7.2. Text message requests within [10 minutes];
  - 145.7.3. Email requests within [15 minutes]; and
  - 145.7.4. Portal/App requests within [5 minutes].
- 145.8. The Supplier shall be responsible for the issue of an acknowledgment within [5 minutes] of receipt and shall issue an update to the Buyer advising on the action to be taken within [1 hour] of the request being logged on the CAFM System or upon request.
- 145.9. If for any reason the helpdesk response to a telephone request exceeds [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 [1 hour].
- 145.10. The Supplier helpdesk shall record details of the Service request on the CAFM System, to include but not be limited to:
  - 145.10.1. Name;
  - 145.10.2. Contact details, to include telephone number, email address and work location;
  - 145.10.3. Location of the Buyer Premises to which the request is related;
  - 145.10.4. Nature of the request;
  - 145.10.5. Date and time;
  - 145.10.6. The actual response time
  - 145.10.7. A 'unique Service request' reference number;
  - 145.10.8. Action taken; and
  - 145.10.9. Details of progress throughout the Service request management lifecycle.

## Call-Off Schedule 20 (Call-Off Specification)

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- 145.11. Further information shall be provided by the Buyer as part of the Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 145.12. 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.
- 145.13. The Supplier shall ensure that where a Service request was not completed in accordance with the timeframes specified in the agreed KPI [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly] 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.
- 145.14. The Supplier shall ensure that all revisions to timeframes as agreed and authorised with the Buyer are recorded on the CAFM System.
- 145.15. 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 shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 145.16. The Supplier shall:
  - 145.16.1. Ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM System;
  - 145.16.2. Make audio recordings of all telephone conversations for the purpose of monitoring and auditing helpdesk performance. The Supplier shall retain such recordings for [12 Months] on a rolling programme. Further details shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements

## Call-Off Schedule 20 (Call-Off Specification)

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here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

- 145.16.3. Provide appropriate Supplier Staff to ensure that the helpdesk can operate within the requested performance parameters as agreed between the Buyer and the Supplier;
- 145.16.4. Ensure that all Supplier 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;
- 145.16.5. Ensure that all Supplier 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;
- 145.16.6. Provide all Supplier Staff appointed to operate on the helpdesk with documented training, including but not limited to:
  - 145.16.6.1. Training on the CAFM System;
  - 145.16.6.2. Customer service skills;
  - 145.16.6.3. Service call management;
  - 145.16.6.4. Listening skills;
  - 145.16.6.5. Escalation procedures;
  - 145.16.6.6. Buyer emergency procedures; and
  - 145.16.6.7. Training in respect of all operational areas of the Buyer Premises.
- 145.16.7. Ensure that all Supplier Staff appointed to operate on the helpdesk have the appropriate security clearance to work on a Buyer account;
- 145.16.8. Where required, provide a room booking Service via the helpdesk;
- 145.16.9. Where required, provide a car park management Service via the helpdesk;
- 145.16.10. Where required, provide EV charging point management Service via the helpdesk;
- 145.16.11. 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 shall be provided by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such

## Call-Off Schedule 20 (Call-Off Specification)

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requirements can be located within the bid pack e.g. “Please see Call-Off Schedule X for more information”. If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

- 145.16.12. The provision of multilingual helpdesk operators and translation Services may be required to meet Buyer requirements. Where the Buyer requires these services, further details shall be provided as part of a Call-Off Procedure. Costs for the provision of these Services shall be managed via Call-Off Schedule 25 (*Additional Works*).  
[The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. “Please see Call-Off Schedule X for more information”. If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

**Work Package O - Security Officer Services**

**146. Service O - Generic Requirements**

- 146.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 146.2. The Supplier shall be an approved contractor accredited by the Security Industry Authority (SIA). Guidance can be found on the Government website under SIA Approved Contractor Scheme.
- 146.3. Supplier Staff delivering licensable activities shall hold a current SIA licence. SIA licences shall not be required where exemptions apply, for example airside security Services. [The Buyer is to define such exemptions here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 146.4. The Supplier Staff delivering the Services shall be security cleared to the security clearance levels as per 4.2.5 as a minimum.
- 146.5. All Supplier Staff shall have effective communication skills, be able to follow direction and orders as necessary and provide detailed written reports/updates as required by the Buyer.
- 146.6. All Supplier Staff shall be confident and competent to make quick decisions, to challenge, to give clear and specific directions to mitigate any security risks to the Buyer.
- 146.7. The Supplier shall;
  - 146.7.1. Ensure provision of Supplier Staff of a specific gender to meet any Buyer's security requirements. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
  - 146.7.2. Ensure that Supplier Staff are 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.
  - 146.7.3. Ensure that Supplier Staff shall at all times be aware of the Buyer's current strategy to deal with emergency evacuations.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 146.7.4. Ensure that all Supplier Staff are competent and trained in the response to and use of the emergency response equipment, for example alarm systems and they understand the procedures to be followed in the event of an emergency situation.
- 146.8. The Supplier's Staff shall undertake non security officer activities, where it does not fundamentally change the scope of the Services Delivered. For example, ad hoc reception duties or reactive cleaning i.e. spillages or other ad hoc FM services as required by the Buyer.
- 146.9. The provision of multilingual Supplier Staff and translation Services may be required to meet Buyer requirements, this shall be provided as part of a Call-Off Procedure. Costs for the provision of these Services shall be managed via Call-Off Schedule 25 (*Additional Works*). [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **147. Service O1 - Security Officer Services**

- 147.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 147.2. The Supplier shall provide this Service at the Buyer Premises across internal, external and/ or locations as specified as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
- 147.3. The Supplier Staff shall conduct and record evidence of daily checks on all security and searching equipment, for example testing body worn cameras to ensure effective operation prior to use. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly].
- 147.4. Duties under security officer Service shall include but not limited to:
  - 147.4.1. Operating building access control systems for people and vehicles to prevent unauthorised access;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 147.4.2. Responding to intruder detection system alarms, incidents and hazards or threats identified;
- 147.4.3. Conducting vehicle and / or personnel searches;
- 147.4.4. Undertake checks on Non Humans; [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 147.4.5. Monitoring all security and searching equipment to identify suspicious activity and if necessary, initiate effective response in line with the Buyer's requirements;
- 147.4.6. Patrolling the interior/ exterior (including car park areas) of the Buyer's Premises to identify and report any hazards, security weaknesses, threats and defects and take appropriate action; and
- 147.4.7. Interrogating video surveillance system (VSS) 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.

## **148. Service O2 - Video Surveillance Systems (VSS) and Alarm Monitoring**

- 148.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 148.2. The Supplier shall operate VSS and alarm monitoring Services at the Buyer Premises across internal, external and/ or locations specified by the Buyer.
- 148.3. The Services shall be Delivered by an on-site team or by an external, shared services mobile security service.
- 148.4. The Supplier shall conduct and record evidence of daily checks on all VSS and alarm monitoring equipment to ensure effective operation prior to use.
- 148.5. The Supplier shall ensure that:
  - 148.5.1. Supplier Staff are fully trained to ensure competent use of VSS and alarm monitoring equipment and are fully aware of the processes to deal with and escalate any incidents;
  - 148.5.2. All Supplier Staff viewing VSS displays are changed regularly to maintain alertness. The Supplier shall operate

## Call-Off Schedule 20 (Call-Off Specification)

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VSS control rooms in line with recognised industry guidelines including NPSA guidance, the surveillance camera code of practice and in compliance with health and safety legislation; Guidance can be found online under NPSA guidance on control rooms, surveillance camera code of practice, and working safely with display screen equipment.

- 148.5.3. All Supplier Staff viewing VSS displays have immediate access to other Supplier Staff, including emergency / incident control Supplier Staff, to ensure the Buyer Premises, Buyer Staff and Building Users are kept safe and secure and to facilitate the instigation of action. Supplier Staff are to be fully trained to ensure competent use of communications equipment in such event;
- 148.5.4. Supplier Staff are to be fully trained in the initiation and management of appropriate lockdown procedures, and where required, shall work with the Buyer to design, implement, maintain and regularly test appropriate standard operating procedures (SOPs) to manage emergencies / incidents;
- 148.5.5. Any digital video recorders (DVRs) used by the Supplier to monitor VSS shall be provided and maintained by the Supplier, unless provided by the Buyer. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly] All forms of media used by the Supplier to monitor VSS activity shall be kept in a fire-proof secure facility to allow immediate access to its contents;
- 148.5.6. All VSS media is retained as agreed with the Buyer before re-use and / or deletion and make it available for review by the Buyer or other third parties for example the local Police force, where required.
- 148.5.7. Compliance with National Protection Security Authority (NPSA), and Information Commissioner's Office guidance. These can be found on the Government website under Storage and Retention of Recorded CCTV Images (NPSA) and the Information Commissioner's Office on video surveillance.
- 148.5.8. Where VSS are deployed onto sensitive sites, they must adhere to any policy set by the Government Security Group (GSG).

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 148.6. It shall be the Supplier's responsibility to ensure that any incidents of breakdown of the systems are reported as required by the Buyer.
- 148.7. Where VSS coverage has failed, the Supplier shall inform the Buyer immediately and ensure they have adequate Supplier Staff on site to maintain safety of the site. Whichever party (the Buyer or the Supplier) is at fault for the failure shall be liable for the Costs of any additional Services. Where provision of additional resources is required this shall be managed via the Additional Works and Approvals Process.
- 148.8. The Supplier shall keep the VSS systems under continuous review and recommend to the Buyer any changes to systems that would be advantageous and improve the Delivery of the Service.
- 148.9. The Supplier shall ensure that a record is kept of any incidents requiring investigation / intervention by their Supplier Staff and shall make the record available to the Buyer.
- 148.10. All incidents shall additionally be reported to the helpdesk. The Supplier shall report information on incidents /security breaches as agreed with the Buyer. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 148.11. VSS footage shall only be released to third parties in accordance with the current guidance including a specific court order, or to assist with a police investigation and with the agreement of the Buyer.
- 148.12. This Service may require control room operators to be trained to industry standards, including but not limited to the NPSA Control Room Operators Course. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **149. Service O3 - Control of Access and Security Passes**

- 149.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 149.2. It shall be the sole responsibility of the Supplier to control entry and exit to Buyer Premises during [Operational Working Hours].
- 149.3. The Supplier shall not allow unauthorised individuals to enter the Buyer Premises any incident of unauthorised access shall be reported to the Buyer.
- 149.4. A policy for random stop and search of baggage shall, if required, be implemented by the Supplier in line with any Buyer's requirements.
- 149.5. Where required a minimum of [2] security staff (Supplier Staff) shall be present in order to provide corroborative evidence in the event of an incident, unless otherwise stated by the Buyer.
- 149.6. The Supplier shall ensure provision of gender appropriate Supplier Staff to undertake searches of people and personal items.
- 149.7. **Passes**

- 149.7.1. The Supplier shall be responsible for the production of all visitor passes including the development on the instruction from the Buyer of new pass designs at each Buyer Premises.
- 149.7.2. The Supplier shall be responsible for the management of all consumables necessary for the production of security passes from the Call-Off Service Start Date or as agreed with the Buyer. This shall include but not limited to paper visitor passes, printing consumables, lanyards and pass-holders.
- 149.7.3. The Supplier shall not be responsible for the provision of access cards, hardware equipment including digital cameras, computers and printers as these shall be provided by and at cost to the Buyer for the Supplier's use.
- 149.7.4. The Supplier shall liaise with the Buyer's Authorised Representative to ensure that processes, format and content of the passes meet any Buyer's requirements.

## **150. Service O4 - Control of Access - Vehicles**

- 150.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 150.2. The Supplier shall be responsible for the control of vehicle entry and exit to the Buyer Premises during [Operational Working

## **Call-Off Schedule 20 (Call-Off Specification)**

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[Hours]. At no time shall the Supplier allow the entry of unauthorised vehicles onto the Buyer Premises.

- 150.3. The Supplier shall not allow unauthorised vehicles to enter the Buyer Premises any incident of unauthorised vehicle access shall be reported to the Buyer.
- 150.4. The Supplier shall maintain a log of all vehicle entry and exit to the Buyer Premises which shall include but not be limited to:
  - 150.4.1. Name of delivery/ transport/ courier company;
  - 150.4.2. Vehicle registration number;
  - 150.4.3. Name of driver;
  - 150.4.4. Identification provided;
  - 150.4.5. Details of Buyer receiving the delivery/ goods;
  - 150.4.6. Details of goods being delivered; and
  - 150.4.7. Time of entry and exit.
- 150.5. Supplier Staff shall ensure that all visitors are made aware of the Buyer's emergency / incident management procedures.
- 150.6. The Supplier shall, if required, undertake planned and random searches of goods vehicles upon entry and exit from each Buyer Premises. Searching may include but not be limited to;
  - 150.6.1. A full visual check inside the vehicle to confirm goods are genuine; and
  - 150.6.2. Mirror searches around the perimeter and underside of the vehicle.
- 150.7. The Supplier shall be responsible for providing all search equipment. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 150.8. The Supplier shall put procedures in place to ensure that Supplier Staff are notified in advance of scheduled deliveries to Buyer Premises.
- 150.9. The Supplier shall be responsible for notifying the Buyer when a scheduled delivery arrives at the Buyer Premises.

### **151. Service O5 - Patrolling Services**

- 151.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 151.2. The Supplier shall provide and utilise an auditable patrol monitoring system, which monitors frequency and location of patrolling.
- 151.3. Patrolling services may be delivered by an on site team or by an external, shared services mobile security service.
- 151.4. The patrol timetable shall be set at intervals agreed with the Buyer as part of a Call-Off Procedure for each required Buyer Premises and may include internal, external and off site locations. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 151.5. The Supplier shall ensure that Supplier Staff are fully trained to use equipment required for patrolling the Buyer's Premises.
- 151.6. The patrolling Services shall include, but shall not be limited to the following:
  - 151.6.1. Checking of suspicious activity, items or persons;
  - 151.6.2. Checking security equipment, for example barriers, locks, doors and windows; and
  - 151.6.3. Identifying and recording potential health and safety, fire issues and hazards identified in the Buyer Premises.
- 151.7. The Supplier shall maintain records of patrols undertaken, document finding and report to the Buyer.
- 151.8. The Supplier Staff shall immediately respond and investigate alarm activations at the Buyer Premises and report and record all instances of these events during [Operational Working Hours].
- 151.9. 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 action to reduce risks identified.
- 151.10. The Buyer may request via the Additional Works and Approval Process, the frequency of patrols to be increased if the response level or local threat increases and the Supplier shall act accordingly.
- 151.11. The Supplier shall liaise with the Buyer to establish and agree the necessary training requirements during the Mobilisation Period. Further details of these requirements shall be provided

by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

**152. Service O6 - Management of Visitors and Passes**

- 152.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 152.2. The Supplier shall put procedures in place to ensure that Supplier Staff are notified in advance of visitors arriving at each Buyer Premises.
- 152.3. The Supplier shall ensure that all visitors to the Buyer Premises have a valid reason for gaining access, by checking with the appropriate Buyer Representative and ensuring that visitors remain at reception until their meeting sponsor arrives.
- 152.4. Supplier Staff shall contact the appropriate Buyer Representative on the arrival of a visitor.
- 152.5. The Supplier shall implement a registration procedure to log the arrival and departure of each visitor to the Buyer Premises. Registration shall include but not be limited to recording the:
  - 152.5.1. Visitor's full name;
  - 152.5.2. Visitor's organisation;
  - 152.5.3. Identification provided;
  - 152.5.4. The name of the person being visited; and
  - 152.5.5. Time of arrival; and departure.
- 152.6. 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.
- 152.7. 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 Buyer Staff.
- 152.8. The Supplier shall be responsible for the removal of all visitors denied access from the Buyer's Premises and shall:
  - 152.8.1. During [Operational Working Hours], inform the Buyer where any individuals refuse to leave the Buyer's Premises upon instruction as part of the agreed reporting processes; and

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 152.8.2. Where security incidents require the support of the emergency services, the Supplier shall take control of the situation, making contact with the emergency services, if required and advise the Buyer as part of the agreed reporting processes.
- 152.9. Where there is no out-of-hour access to the Buyer for reporting or Approval purposes, the Supplier shall;
  - 152.9.1. Take control of the incident and manage to resolution; and
  - 152.9.2. Complete a written incident report and issue to the Buyer.
- 152.10. The Supplier shall maintain a record of all visitor passes issued by Supplier Staff and carry out a daily audit to ensure that all passes are returned.
- 152.11. In the event that visitor passes are lost or not returned, the Supplier shall complete an incident report and report to the Buyer.

## **153. Service O7 - Additional Security Officer Services**

- 153.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 153.2. The Buyer may request additional security officer Services which include but may not be limited to.
  - 153.2.1. Additional security Services, including Court Security Officers as defined in Courts Act 2003 Section 1 (1), Prisoner Custody Officers as defined in The Criminal Justice Act 1991;
  - 153.2.2. Transportation of prisoners or detainees, ensuring welfare and safeguarding during transit;
  - 153.2.3. Enhanced security requirements including close protection;
  - 153.2.4. Cash and valuables in transit, includes transporting, storing and sorting;
  - 153.2.5. Lock-up / open-up of Buyer Premises, including vacant premises;
  - 153.2.6. Canine detection including explosives detection. Suppliers shall ensure that teams delivering this service are trained and accredited to the National Canine Training and Accreditation Scheme (NCTAS). Guidance can be found on the Government website under National

## Call-Off Schedule 20 (Call-Off Specification)

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Canine Training and Accreditation Scheme. Suppliers shall where requested provide evidence of accreditation to the Buyer.

153.2.7. [The Buyer is to further define such requirements or any additional requirements above or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

153.3. If any of the above additional Services are required by the Buyer, they shall be priced in line with the Additional Works and Approvals Process.

### 154. Service O8 - Key Holding

154.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.

154.2. 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.

154.3. Off-site keyholding [may] be provided via a specialist key holding company, unless otherwise stated by the Buyer as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

154.4. 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.

154.5. The Supplier shall be available to respond to situations requiring a key holder on both a planned and unplanned basis, to attend Buyer Premises [24 hours a day, 7 days a week, 52 weeks a year]. These shall include provision of access for the Buyer Authorised Representative, responses to fire alarms, lift alarms and security alarms.

154.6. 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. [The Buyer is to define such requirements]

## **Call-Off Schedule 20 (Call-Off Specification)**

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here or provide details of where such requirements can be located within the bid pack e.g. “Please see Call-Off Schedule X for more information”. If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

- 154.7. The Supplier shall provide an effective system to manage and control the issue and retrieval of keys.
- 154.8. 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 P - Design, Supply, Install and Commission of Physical and Electronic Security Systems and Services**

**155. Service P - Generic Requirements**

- 155.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 155.2. Suppliers delivering this work package shall be certified by either the National Security Inspectorate (NSI) or The Security Systems and Alarms Inspection Board (SSAIB) and provide evidence upon request to CCS and / or the Buyer.
- 155.3. Buyers may require products from the National Protective Security Authority (NPSA) Catalogue of Security Equipment which have been evaluated against specific NPSA security Standards and the performance rating achieved. These can be found on the Government website under NPSA Catalogue of Security Equipment [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 155.4. Buyers may require products with the BSI Kitemark. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

**156. Service P1 - Design, Supply, Install and Commission of Physical and Electronic Security Systems and Services**

- 156.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 156.2. The Supplier shall design, supply, install and commission physical infrastructure that meet the Buyers requirements and Standards. Buyers may require the Goods and Services to be combined or as stand-alone Services.
- 156.3. Physical security products shall include but not be limited to:
  - 156.3.1. Hostile vehicle mitigation measures;
  - 156.3.2. Perimeter fences and gates;
  - 156.3.3. Automatic barriers;
  - 156.3.4. Gates;
  - 156.3.5. Rising bollards and blockers;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 156.3.6. Glazing, windows and doors;
- 156.3.7. Security doors and door furniture;
- 156.3.8. Security walling systems; and
- 156.3.9. X-ray, scanners and wands

156.4. Electronic security systems shall include but not be limited to:

- 156.4.1. Perimeter intrusion and intruder detection systems;
- 156.4.2. Alarm signalling;
- 156.4.3. Security lighting;
- 156.4.4. Video surveillance systems;
- 156.4.5. Network video recorders and digital video recorders;
- 156.4.6. Automatic access control system;
- 156.4.7. Security management systems;
- 156.4.8. IT equipment - operating base for security systems;
- 156.4.9. Electronic locking systems;
- 156.4.10. Security screening applications;
- 156.4.11. Biometric technologies; and
- 156.4.12. Electronic airspace coverage;

156.5. The Supplier shall advise the Buyer about the interoperability of new infrastructure and systems with existing security systems and products, including Open Network Video Interface Forum (ONVIF) where appropriate.

156.6. The Supplier shall advise the Buyer about the obsolescence of current systems and advise on appropriate, fit for purpose replacement options for the Buyer within their allocated budget and aligned to their requirements.

### **156.7. Replacement Parts and Equipment**

156.7.1. Where any new or Replacement Equipment is 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.

156.7.2. 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 shall be provided as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 156.7.3. All Replacement Equipment delivered shall meet the Buyer's requirements, which may include recycled, reconstructed or unused.
- 156.7.4. All manufacturer warranties covering the equipment shall be assignable to the Buyer on request and at no cost.
- 156.7.5. Unless otherwise stated by the Buyer, title of the Replacement Equipment shall transfer to the Buyer on completion of the Installation Works requiring the Replacement Equipment.
- 156.7.6. Unless otherwise agreed by the Buyer in writing, the risk in any Replacement Equipment shall remain with the Supplier during the Contract Period.
- 156.7.7. The Supplier shall 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.
- 156.7.8. The Supplier shall 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 shall pay the Buyer's costs including repair, replacement or re-supply by a third party.

**Work Package Q - Maintenance of Security Systems**

**157. Service Q - Generic requirements**

- 157.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 157.2. The Supplier shall provide Planned Preventative Maintenance Service, reactive maintenance Service, ad-hoc Services (as required) and supply appropriate consumables relating to maintenance of security systems.
- 157.3. The Supplier shall maintain where required, all security systems and/ or Assets within the Buyer Premises and any new systems put in place to ensure correct functioning throughout the course of the Call-Off Contract.
- 157.4. The Supplier shall ensure the continued functioning of security systems and / or Assets. The Supplier shall ensure that any failure leading to a security risk / weakness is rectified within a timescale agreed by the Buyer as part of a Call-Off Procedure and recorded and reported accordingly. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 157.5. The Supplier shall ensure that new or remedial installation provided does not compromise the integrity of any historic Buyer Premises and in a manner so as to avoid damage.
- 157.6. Prior to carrying out work new or remedial works to historic Buyer Premises, 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.
- 157.7. 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.
- 157.8. The Supplier shall agree access arrangements for restricted areas in advance with the Buyer 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 and Buyer Staff requirements in respect of all of the Services.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 157.9. The Supplier shall agree with the Buyer, the process relating to the retention of all statutory and mandatory certificates and related Documentation.
- 157.10. The Supplier shall ensure they operate a Safe System of Work in accordance with their health and safety policy.
- 157.11. The Supplier shall ensure that all Supplier Staff undertaking maintenance have the suitable and sufficient equipment, undertake the required training to carry out the maintenance repair in a competent, safe and efficient manner.
- 157.12. The Supplier shall ensure that Supplier Staff are fully qualified / trained so that they are competent to undertake the maintenance requirements. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 157.13. The Supplier shall be responsible for the provision and use by Supplier Staff of all equipment, work wear, and PPE for Supplier Supplier for use during maintenance Services.
- 157.14. The Supplier shall cooperate fully with any periodic inspections made by public health, hygiene, fire inspectors, the Buyer Authorised Representative, landlord and other such organisations or persons.
- 157.15. All Planned Preventive Maintenance and Reactive Maintenance Works (including labour, materials, profit, overheads and any other relevant Costs) up to an Inclusive Repair Threshold (as stated in the Order Form) shall be carried out and included within the Supplier's Charges.
- 157.16. All Planned Preventive Maintenance and Reactive Maintenance Works (including labour, materials, profit, overheads and any other relevant Costs) above the Inclusive Repair Threshold (as stated in the Order Form) are to be managed using the Additional Works and Approvals Process as outlined in Call-Off Schedule 25 (*Additional Works*). [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "*Please see Call-Off Schedule X for more information*". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 157.17. **Cable Management**

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 157.17.1. The Supplier shall be responsible for installing additional data cabling and other associated tasks, for example moving floor boxes and grommets.
- 157.17.2. The Supplier shall ensure that all cabling installed by the Supplier is of a suitable specification to guarantee continuity of the Services and signal quality.
- 157.17.3. This Service requirement shall be outside the Charges and shall be managed using the Additional Works and Approvals Process as outlined in Call-Off Schedule 25 (*Additional Works*).

### **158. Service Q1 - Planned Preventative Maintenance (PPM) Services**

- 158.1. All applicable requirements detailed in paragraph 1 (Mandatory Requirements), shall apply to this Service.
- 158.2. The Supplier shall ensure that the planned maintenance schedules capture the requirements outlined within the Buyer's quality management plan and Sustainability Management Plan and are recorded in the Service Delivery Plan.
- 158.3. In respect of all of the Services, the Supplier shall provide a comprehensive PPM system in accordance with [SFG20] , manufacturer recommendations/guidance or (if not applicable), with Good Industry Practice, for example NSI and Standards. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 158.4. The Supplier shall submit an [annual] programme of PPM. It shall detail the frequency, schedule of tasks, input requirements and maintenance Standards to be applied and resource requirements for all Goods and Services. Further details of these requirements shall be highlighted as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly] Timescale for submission and ongoing review of the annual programme shall be agreed with the Buyer during the [Mobilisation Period].
- 158.5. The Supplier shall prioritise work and make any proposed improvements and adjustments to suit availability of resources.

## Call-Off Schedule 20 (Call-Off Specification)

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Any such proposed improvements and adjustments shall be submitted to the Buyer for Approval.

- 158.6. All planned maintenance regimes shall be approved by the Buyer prior to upload on the CAFM and undertaking any works. Further details of the Services required shall be defined as part of a Call-Off Procedure. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 158.7. The Supplier shall be responsible for the delivery of all PPM. The Service shall be inclusive of;
  - 158.7.1. the delivery of all statutory inspections;
  - 158.7.2. risk assessments;
  - 158.7.3. written scheme of examination; and
  - 158.7.4. insurance inspections.
- 158.8. The Supplier shall ensure that:
  - 158.8.1. The PPM works task sheet clearly identifies the Asset type, location, [SFG20] task instruction and frequency. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
  - 158.8.2. Costs for all consumable items and replacement parts which are required to satisfactorily maintain the Goods and Services are of the same quality and type or better as provided for the original installation.
  - 158.8.3. Replacement components shall be of the same manufacturer as the equipment being serviced. Where this is not possible, the Supplier shall inform the Buyer before commencing work.
- 158.9. The Supplier shall recognise Buyer requirements for planned maintenance. The Supplier shall be responsible for ensuring these requirements are fully captured in the PPM programme.
- 158.10. Where the Buyer has specified bespoke requirements for maintenance of systems / Assets the Supplier shall be responsible for the creation of discretionary PPM task instructions to meet the Buyer's requirements.

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 158.11. The Supplier shall ensure that these discretionary PPM activities are approved by the Buyer prior to their addition to the PPM schedules and uploaded to their SMT.
- 158.12. The Supplier shall inform the Buyer of enhancements and / or modifications to the 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 to the implementation of the change, they shall be managed via the Contract Variation Procedure process as detailed in the General Terms.
- 158.13. The Supplier shall, subject to the Inclusive Repair Threshold as may be appropriate, maintain Assets leased to or leased by the Buyer in accordance with the requirement of the lease or as specified by the Buyer.

## **159. Service Q2 - Reactive Maintenance Services**

- 159.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
  - 159.2. The Supplier shall provide a professionally managed Service for reactive repairs and maintenance. This service shall be required [24 hours per day, 365 days] per year.
  - 159.3. The Supplier shall work alongside the Buyer in forward planning, providing cost estimates for financial planning. The Supplier 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 i.e. Beyond Economic Repair.
  - 159.4. 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 Additional Works and Approval Process as detailed in Call-Off Schedule 25 (*Additional Works*).
- 159.4.1. 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.
- 159.5. The Buyer shall be the final arbiter on whether an Asset is Beyond Economic Repair but shall act reasonably in reaching such decisions taking into account any one of the following:
    - 159.5.1. If the projected cost of the repair exceeds the cost of replacing the Asset;

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 159.5.2. 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;
- 159.5.3. Any recommendations carried out as a result of Condition Surveys.
- 159.6. 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.
- 159.7. The Supplier shall proceed with emergency tasks to mitigate health and safety or Business Continuity and Disaster Recovery risks as per Call-Off Schedule 8 (*Business Continuity and Disaster Recovery*).
- 159.8. 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.
- 159.9. The Inclusive Repair Threshold shall apply to the task of making safe and shall be applied retrospectively after the situation has been made safe.
- 159.10. 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 but not be limited to:
  - 159.10.1. The date and time the damage was identified;
  - 159.10.2. A summary of the findings upon inspection;
  - 159.10.3. Photographic evidence of the damage;
  - 159.10.4. Details of the condition at the previous maintenance work or inspection; and
  - 159.10.5. An estimate of the cost of repair or replacement.
- 159.11. Where the Buyer agrees the cause was deliberate, the Inclusive Repair Threshold shall not apply and the repair shall be managed via the Additional Works and Approval Process, as detailed in Call-Off Schedule 25 (*Additional Works*).

**Work Package R - Security Operations Centre**

**160. Service R1 - Security Operations Centre**

- 160.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 160.2. The Supplier shall provide a central facility for receiving alarm notifications, monitoring VSS images, radio and any other communication, controlling response to emergency incidents.
- 160.3. The Service shall be provided [24 hours per day, 365 days per year].
- 160.4. The Services shall include but not be limited to the following:
  - 160.4.1. Alarm receiving centres for intruder and fire alarms;
  - 160.4.2. Remote video response centres for detector-activated VSS;
  - 160.4.3. After-theft vehicle tracking for tracking and recovery;
  - 160.4.4. Monitoring of lone worker devices;
  - 160.4.5. Remote monitoring of security and/or surveillance systems, including body worn cameras;
  - 160.4.6. Remote access control and visitor/access management;
  - 160.4.7. Remote tannoy or voice activated response;
  - 160.4.8. Appropriate resilience and contingency measures; [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]; and
  - 160.4.9. Post incident review corrective actions, identification of patterns or issues and recommending appropriate changes or actions.
- 160.5. Monitoring activity, where required, is to be accredited by a third party.
- 160.6. This central facility shall not be located on the Buyer's Premises and may be a shared facility.
- 160.7. The Service shall be Delivered in accordance with Good Industry Practice and comply with Standards appropriate to meeting the Buyers requirements. [The Buyer is to define such

## **Call-Off Schedule 20 (Call-Off Specification)**

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requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see *Call-Off Schedule X* for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

**Work Package S - Security Advisory Services**

**161. Service S1 - Security Advisory Services**

- 161.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 161.2. The Supplier shall undertake security related advisory Services, which shall include but not limited to:
  - 161.2.1. Advise the Buyer and Buyer Representatives of their responsibility and required actions ensuring they comply with Martyn's Law;
  - 161.2.2. Audits;
  - 161.2.3. Surveys;
  - 161.2.4. Design services;
  - 161.2.5. Specification / Standards review and writing;
  - 161.2.6. Review and advise on security and risk assessment report recommendations;
  - 161.2.7. Technical assurance of design/compliance/delivery etc;
  - 161.2.8. Project management and programme governance; and
  - 161.2.9. Advice on appropriate technologies and innovation, including artificial intelligence (AI).
- 161.3. The Supplier Staff delivering the Services shall be security cleared to the security clearance levels as per 4.2.5 as a minimum.
- 161.4. The Supplier shall be expected to provide advice and assurance on different delivery options, if applicable, to the Buyer with a clear assessment of each option including, but not limited to;
  - 161.4.1. Practicality;
  - 161.4.2. Timescales;
  - 161.4.3. Cost;
  - 161.4.4. Comparative value for money; and
  - 161.4.5. Risks
- 161.5. This advice and assurance shall involve producing reports, outlining strategies, identifying programs of work and associated project plans.
- 161.6. The Supplier shall ensure that knowledge acquired during the Call-Off Contract Period and prior to exit, is transferred to the Buyer. Allowing for the Buyer to improve awareness of strategic approaches, market intelligence and to share the learnings to internal and external stakeholders in the future.
- 161.7. The Supplier shall provide to the Buyer a full project plan which includes outputs and milestones [insert timings]. The Supplier

shall agree with the Buyer the frequency of updates on milestone delivery, risks, issues and any other metrics required.

**Work Package T - Security and Risk Assessments****162. Service T1 - Security Assessments**

- 162.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 162.2. The Supplier shall undertake security assessments and provide feedback in the format and within the timescales agreed during the Mobilisation Period.
- 162.3. As a minimum, the security assessment shall evaluate existing or planned security measures to protect the Buyer from threats and identify improvements when deemed necessary.
- 162.4. The Supplier shall ensure that where the Buyer requests the Supplier to produce or assist in the production of a security assessment, that this is undertaken by a registered member of one of the following accreditation bodies;
  - 162.4.1. Register of Security Specialists and Engineers (RSES) which encompasses Generalist Security Advisors (GSA) and Specialist Security Advisors (SSA); or
  - 162.4.2. Register of Chartered Security Professionals;
- 162.5. The feedback shall include risks identified, the proportionate, appropriate and cost-effective deployment of security measures to mitigate risks identified, including but not limited to:
  - 162.5.1. An assessment of risk to Buyer's Staff and Buyer Premises;
  - 162.5.2. Review of existing security measures and their effectiveness;
  - 162.5.3. Counter terrorism threat and mitigation actions;
  - 162.5.4. The prevailing Security Response Level.
- 162.6. As a minimum, the Supplier shall comply with the NPSA Guidance and relevant Standards. These can be found on the Government website under NPSA Security Considerations Assessment, and Security-minded approach to digital engineering.

**163. Service T2 - Risk Assessments**

## **Call-Off Schedule 20 (Call-Off Specification)**

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- 163.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 163.2. The Supplier shall undertake risk assessments for sites / locations and provide feedback in the format and within timescales agreed during the Mobilisation Period.
- 163.3. The risk assessments shall include but not limited to
  - 163.3.1. Health and safety,
  - 163.3.2. Fire safety,
  - 163.3.3. Identifying hazards,
  - 163.3.4. Audit of existing services,
  - 163.3.5. Testing of policies and procedures.
- 163.4. The Supplier shall ensure that where the Buyer requests the Supplier to produce or assist in the production of a risk assessment, it is undertaken by a competent person [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]
- 163.5. The risk assessment shall include the proportionate, appropriate and cost-effective deployment of measures to mitigate risk, including but not limited to:
  - 163.5.1. The profile and operations of the organisation(s) occupying the site(s);
  - 163.5.2. The area where the site is located, neighbouring sites, local threats, etc;
  - 163.5.3. The importance of the site / operation to the continuity of Buyer's organisation; and
  - 163.5.4. The prevailing Security Response Level.
- 163.6. As a minimum, the Supplier shall comply with the NPSA Guidance and relevant Standards. These can be found on the Government website under NPSA Security Considerations Assessment, and Security-minded approach to digital engineering.

**Work Package U - Security Awareness / Training**

**164. Service U1 - Security Awareness / Training**

- 164.1. All applicable requirements detailed in paragraph 1 (Statutory and Mandated Requirements), shall apply to this Service.
- 164.2. The Supplier shall design, deliver and evaluate security awareness and training to the Buyer's Staff and stakeholders.
- 164.3. Topics shall include but not limited to;
  - 164.3.1. Changes in legislation and regulations; including Martyn's Law;
  - 164.3.2. Counter terrorism awareness;
  - 164.3.3. Security threats and mitigation;
  - 164.3.4. Hostile reconnaissance;
  - 164.3.5. Conflict management;
  - 164.3.6. Identifying threats;
  - 164.3.7. Incident reporting; and
  - 164.3.8. Threat levels
- 164.4. The Supplier shall ensure that Supplier Staff delivering this Service have the required security clearance as detailed in this Specification and that Supplier Staff are competent to deliver and cover the topics. [The Buyer is to define such requirements here or provide details of where such requirements can be located within the bid pack e.g. "Please see Call-Off Schedule X for more information". If no further details are required by the Buyer, please consider either replacing the text with NOT USED or amend accordingly]

## Call-Off Schedule 20 (Call-Off Specification)

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### APPENDIX A - Core and Additional Service Table:

This table summarises the Work Packages contained within this Specification, the individual Service lines within each Work Package, which Lots they form part of, and whether they are Core or Additional Services.

Please note (as per Joint Schedule 1 (*Definitions*)) Total Facilities Management is any combination of Hard and Soft Facilities Management Services.

				Lot 1a	Lot 1b	Lot 1c	Lot 2a	Lot 2b	Lot 3a	Lot 3b	Lot 4a	Lot 4b	Lot 4c	Lot 4d
				Total Facilities Management			Hard Facilities Management		Soft Facilities Management		Total Security Services	Security Officer Services	Physical and Electronic Security Systems and Services	Security Advisory and Assessment Services
Work Package	Service Ref	Service Name	Core / Additional	<£2m	£2m-£15m	£15m+	<£2m	£2m+	<£2m	£2m+				
A - Management Services	A1	Integration	Core	✓			✓		✓		✓	✓	✓	✓
	A2	Health and Safety	Core	✓			✓		✓		✓	✓	✓	✓
	A3	Management Services	Core	✓			✓		✓		✓	✓	✓	✓
	A4	Service Delivery Plans	Core	✓			✓		✓		✓	✓	✓	✓
	A5	Fire Safety Advice	Core	✓			✓		✓		✓	✓	✓	✓
	A6	Accessibility Services	Core	✓			✓		✓		✓	✓	✓	✓
	A7	Risk management	Core	✓			✓		✓		✓	✓	✓	✓

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A8	Customer satisfaction	Core	✓	✓	✓	✓	✓	✓	✓	✓	✓		
A9	Reporting	Core	✓	✓	✓	✓	✓	✓	✓	✓	✓		
A10	Performance self-monitoring	Core	✓	✓	✓	✓	✓	✓	✓	✓	✓		
A11	Business Continuity and Disaster Recovery (BCDR) Plan	Core	✓	✓	✓	✓	✓	✓	✓	✓	✓		
A12	Quality Management Systems	Core	✓	✓	✓	✓	✓	✓	✓	✓	✓		
A13	Staff Management, Recruitment and Training	Core	✓	✓	✓	✓	✓	✓	✓	✓	✓		
A14	Selection and Management of Subcontractors	Core	✓	✓	✓	✓	✓	✓	✓	✓	✓		
A15	Compliance	Core	✓	✓	✓	✓	✓	✓	✓	✓	✓		
A16	Sustainability	Core	✓	✓	✓	✓	✓	✓	✓	✓	✓		
A17	Social Value	Core	✓	✓	✓	✓	✓	✓	✓	✓	✓		
A18	Carbon Net Zero	Core	✓	✓	✓	✓	✓	✓	✓	✓	✓		
			Lot 1a TFM <£2m	Lot 1b TFM £2m- £15m	Lot 1c TFM £15m+	Lot 2a HFM <£2m	Lot 2b HFM £2m+	Lot 3a SFM <£2m	Lot 3b SFM £2m+	Lot 4a Total Security Services	Lot 4b Security Officer Services	Lot 4c Physical and Electronic Security Systems and	Lot 4d Security Advisory and Assessment Services

## Call-Off Schedule 20 (Call-Off Specification)

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												Services	
B - Contract Mobilisation	B1	Contract Mobilisation	Core	✓		✓		✓		✓		✓	✓
C - Maintenance Services	C1	Mechanical and Electrical Engineering Maintenance	Core	✓		✓							
	C2	Ventilation and air conditioning systems maintenance	Core	✓		✓							
	C3	Environmental cleaning service	Core	✓		✓							
	C4	Fire detection and firefighting systems maintenance	Core	✓		✓							
	C5	Lifts maintenance	Core	✓		✓							
	C6	Hoists and Conveyance Systems Maintenance	Additional	✓		✓							
	C7	Security, access and intruder systems maintenance	Core	✓		✓							
	C8	Internal and external building fabric maintenance	Core	✓		✓							
	C9	Reactive maintenance services	Core	✓		✓							
	C10	Planned / Group re-lamping service	Additional	✓		✓							

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C11	Automated barrier control systems maintenance	Core	✓	✓					
C12	Building Management System (BMS) maintenance	Core	✓	✓					
C13	Standby power system maintenance	Core	✓	✓					
C14	High Voltage (HV) and switchgear maintenance	Core	✓	✓					
C15	Catering equipment maintenance	Additional	✓	✓					
C16	Audio Visual (AV) equipment maintenance	Additional	✓	✓					
C17	Television cabling maintenance	Additional	✓	✓					
C18	Mail room equipment maintenance	Additional	✓	✓					
C19	Office Machinery Servicing and Maintenance	Additional	✓	✓					
C20	Voice announcement system maintenance	Additional	✓	✓					
C21	Locksmith Services	Additional	✓	✓					
C22	Specialist maintenance Services	Additional	✓	✓					

## Call-Off Schedule 20 (Call-Off Specification)

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				Lot 1a TFM <£2m	Lot 1b TFM £2m- £15m	Lot 1c TFM £15m+	Lot 2a HFM <£2m	Lot 2b HFM £2m+	Lot 3a SFM <£2m	Lot 3b SFM £2m+	Lot 4a Total Security Services	Lot 4b Security Officer Services	Lot 4c Physical and Electronic Security Systems and Services	Lot 4d Security Advisory and Assessment Services
D - Statutory Compliance	D1	Asbestos Management	Core	✓			✓							
	D2	Water hygiene maintenance	Core	✓			✓							
	D3	Statutory Inspections	Core	✓			✓							
	D4	Portable Appliance Testing (PAT)	Additional	✓			✓							
	D5	Miscellaneous Surveys, Audits and Testing Services	Additional	✓			✓							
	D6	Condition surveys	Additional	✓			✓							
	D7	Electrical Testing	Core	✓			✓							
	D8	Fire Risk Assessments	Core	✓			✓							
	D9	Building Information Modelling (BIM) and Government Soft Landings (GSL)	Additional	✓			✓							
	D10	Display Energy Certificates (DECs)	Core	✓			✓							
	D11	Energy Performance Certificates (EPCs)	Core	✓			✓							

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	D12	Radon Gas Management Services	Additional	✓	✓	✓								
	D13	Permit to Work (PtW)	Core	✓	✓	✓								
				Lot 1a TFM <£2m	Lot 1b TFM £2m- £15m	Lot 1c TFM £15m+	Lot 2a HFM <£2m	Lot 2b HFM £2m+	Lot 3a SFM <£2m	Lot 3b SFM £2m+	Lot 4a Total Security Services	Lot 4b Security Officer Services	Lot 4c Physical and Electronic Security Systems and Services	Lot 4d Security Advisory and Assessment Services
E - Landscaping / Horticultural Services	E1	Hard Landscaping Services	Core	✓										
	E2	Soft Landscaping Services	Core	✓										
	E3	Tree Surgery (Arboriculture)	Additional	✓										
	E4	Planned snow and ice clearance	Core	✓										
	E5	Reactive snow and ice clearance	Core	✓										
	E6	Reservoirs, ponds, river walls and water feature maintenance	Additional	✓										
	E7	Internal planting	Additional	✓										
	E8	Cut flowers and Christmas trees	Additional	✓										
F - Catering Services	F1	Chilled potable water	Additional	✓										

## Call-Off Schedule 20 (Call-Off Specification)

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	F2	Kiosk	Additional	✓			✓							
	F3	Deli / coffee bar	Core	✓			✓							
	F4	Events and functions	Additional	✓			✓							
	F5	Full service restaurant	Core	✓			✓							
	F6	Hospitality and meetings	Additional	✓			✓							
	F7	Outside catering	Additional	✓			✓							
	F8	Trolley service	Additional	✓			✓							
	F9	Vending Services (food and beverages)	Core	✓			✓							
	F10	Residential catering Services	Additional	✓			✓							
				Lot 1a TFM <£2m	Lot 1b TFM £2m-£15m	Lot 1c TFM £15m+	Lot 2a HFM <£2m	Lot 2b HFM £2m+	Lot 3a SFM <£2m	Lot 3b SFM £2m+	Lot 4a Total Security Services	Lot 4b Security Officer Services	Lot 4c Physical and Electronic Security Systems and Services	Lot 4d Security Advisory and Assessment Services
G - Cleaning Services	G1	Routine cleaning	Core	✓			✓							
	G2	Infection prevention and control / Touchpoint cleaning	Core	✓			✓							

## Call-Off Schedule 20 (Call-Off Specification)

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	G3	Deep (periodic) cleaning services	Core	✓		✓				
	G4	Window cleaning (internal)	Core	✓		✓				
	G5	Window cleaning (external)	Core	✓		✓				
	G6	Cleaning of external areas	Core	✓		✓				
	G7	Pest control Services	Core	✓		✓				
	G8	Cleaning of integral barrier mats	Core	✓		✓				
	G9	Reactive cleaning (outside operational hours)	Additional	✓		✓				
	G10	Additional cleaning services	Additional	✓		✓				
	G11	Housekeeping	Additional	✓		✓				
	G12	Standard Wash Linen and laundry Services	Additional	✓		✓				
H - Miscellaneous FM Services	H1	Mail Services	Additional	✓		✓				
	H2	Internal messenger Service	Additional	✓		✓				
	H3	Courier booking and distribution services	Additional	✓		✓				

## Call-Off Schedule 20 (Call-Off Specification)

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H4	Repairperson Services	Additional	✓		✓				
H5	Move and space management (internal moves)	Additional	✓		✓				
H6	Porterage	Additional	✓		✓				
H7	Signage	Additional	✓		✓				
H8	Archiving (on-site)	Additional	✓		✓				
H9	Furniture management	Additional	✓		✓				
H10	Space management	Additional	✓		✓				
H11	Cable management	Additional	✓		✓				
H12	Reprographics Service	Additional	✓		✓				
H13	Stores and Goods Management Services	Additional	✓	✓	✓				
H14	Portable washroom solutions	Additional	✓	✓	✓				
H15	Childcare facility	Additional	✓		✓				
H16	Sports and leisure service	Additional	✓		✓				

## Call-Off Schedule 20 (Call-Off Specification)

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	H17	Transport, Driver and Vehicle Service	Additional	✓			✓							
	H18	First aid and medical service	Additional	✓			✓							
	H19	Housing and residential accommodation management	Additional	✓		✓	✓							
	H20	Energy and utilities management bureau Services	Additional	✓		✓	✓							
	H21	Additional support Services	Additional	✓			✓							
				Lot 1a TFM <£2m	Lot 1b TFM £2m-£15m	Lot 1c TFM £15m+	Lot 2a HFM <£2m	Lot 2b HFM £2m+	Lot 3a SFM <£2m	Lot 3b SFM £2m+	Lot 4a Total Security Services	Lot 4b Security Officer Services	Lot 4c Physical and Electronic Security Systems and Services	Lot 4d Security Advisory and Assessment Services
I - Visitor Support Services	I1	Reception Services	Core	✓					✓					
	I2	Taxi-booking Services	Additional	✓					✓					
	I3	Car park management and booking services	Additional	✓					✓					
	I4	Voice announcement system operation	Additional	✓					✓					
	I5	Concierge Services	Additional	✓					✓					

## Call-Off Schedule 20 (Call-Off Specification)

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J - Waste Management	J1	On Site / Mobile Classified Waste Shredding Service	Core	✓		✓					
	J2	Off Site Classified Waste Shredding Service	Core	✓		✓					
	J3	General waste	Core	✓		✓					
	J4	Recycled waste and waste for re-use	Core	✓		✓					
	J5	Sanitary waste	Core	✓		✓					
	J6	Hazardous waste	Additional	✓		✓					
	J7	Additional Waste Services	Additional	✓		✓					
K - Specialist FM Services	K1	End-User Accommodation Services	Additional	✓							
	K2	Management and Control of Ranges and Training Areas (MCRT) and specialist FM services (including the Operation of a Bidding and Allocation Management (BAMS) system)	Additional	✓							
	K3	Training Areas and Ranges Operation and Management (TAROM) Services and the provision of a	Additional	✓							

## Call-Off Schedule 20 (Call-Off Specification)

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		service for Targets deployed overseas												
	K4	Rural Estate Maintenance (REM) Services	Additional	✓										
	K5	Land Management Service (LMS)	Additional	✓										
				Lot 1a TFM <£2m	Lot 1b TFM £2m- £15m	Lot 1c TFM £15m+	Lot 2a HFM <£2m	Lot 2b HFM £2m+	Lot 3a SFM <£2m	Lot 3b SFM £2m+	Lot 4a Total Security Services	Lot 4b Security Officer Services	Lot 4c Physical and Electronic Security Systems and Services	Lot 4d Security Advisory and Assessment Services
L - Occupancy and Property Management Services	L1	Applications And Allocations Services	Additional	✓										
	L2	Occupancy Management	Additional	✓										
	L3	Rental Services	Additional	✓										
	L4	Emergency Accommodation	Additional	✓										
	L5	Occupation Management	Additional	✓										
	L6	Housing Stock Management	Additional	✓										
	L7	Accommodation Stores Service	Additional	✓										
	L8	Special Need Or Disability Adoptions	Additional	✓										

## Call-Off Schedule 20 (Call-Off Specification)

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	L9	Third Party Claims	Additional	✓							
	L10	Customer Service Centre	Additional	✓							
	L11	Professional Property Advice and Management Service	Additional	✓							
	L12	Property Maintenance Support Desk Services	Additional	✓							
	L13	Accommodation Compliance Services	Additional	✓							
	L14	Accommodation Maintenance Services	Additional	✓							
M - CAFM	M1	Soft FM CAFM Requirements	Core				✓		✓		
	M2	Hard / Soft FM CAFM Requirements	Core	✓		✓		✓		✓	
				Lot 1a TFM <£2m	Lot 1b TFM £2m-£15m	Lot 1c TFM £15m+	Lot 2a HFM <£2m	Lot 2b HFM £2m+	Lot 3a SFM <£2m	Lot 3b SFM £2m+	Lot 4a Total Security Services
N - Helpdesk Services	N1	Helpdesk Services	Core	✓			✓		✓		✓
O - Security Officer Services	O1	Security Officer Services	Core	✓			✓		✓		
	O2	Video Surveillance Systems (VSS) and Alarm Monitoring	Core	✓			✓		✓		

## Call-Off Schedule 20 (Call-Off Specification)

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	O3	Control of Access and Security Passes	Core	✓			✓	✓	✓					
	O4	Control of Access - Vehicles	Core	✓			✓	✓	✓					
	O5	Patrolling Services	Core	✓			✓	✓	✓					
	O6	Management of Visitors and Passes	Core	✓			✓	✓	✓					
	O7	Additional Security Officer Services	Additional	✓			✓	✓	✓					
	O8	Key Holding	Core	✓			✓	✓	✓					
P - Design, Supply, Install and Commission of Physical and Electronic Security Systems and Services	P1	Design, Supply, Install and Commission of Physical and Electronic Security Systems and Services	Core					✓		✓				
			Lot 1a TFM <£2m		Lot 1b TFM £2m-£15m	Lot 1c TFM £15m+	Lot 2a HFM <£2m	Lot 2b HFM £2m+	Lot 3a SFM <£2m	Lot 3b SFM £2m+	Lot 4a Total Security Services	Lot 4b Security Officer Services	Lot 4c Physical and Electronic Security Systems and Services	Lot 4d Security Advisory and Assessment Services
Q - Maintenance of Security Systems	Q1	Planned Preventative Maintenance Services	Core						✓		✓			
	Q2	Reactive Maintenance Services	Core						✓		✓			

## Call-Off Schedule 20 (Call-Off Specification)

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R - Security Operations Centre	R1	Security Operations Centre	Core				✓		✓	
S - Security Advisory Services	S1	Security Advisory Services	Core				✓			✓
T - Security and Risk Assessments	T1	Security Assessments	Core				✓			✓
	T2	Risk Assessments	Core				✓			✓
U - Security Awareness / Training	U1	Security Awareness / Training	Additional				✓			✓

**APPENDIX B - Helpdesk Response Times:**

Service requests of any nature shall be acknowledged within [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:

Each **Category 'A'** work request is available to both the appropriate Supplier and Buyer Authorised Representative within [5 minutes] of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.

Oral escalation to the Buyer Authorised Representative (within [20 minutes] of allocation to the Supplier) of those Category 'A' work requests unacknowledged by the Supplier [10 minutes] after such allocation.

All **Category B** reactive work requests and any elective work requests to be available on the systems to the appropriate Buyer Authorised Representative within [15 minutes] of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.

All **Category C** reactive work requests and any elective work requests to be available on the systems to the appropriate Buyer Authorised Representative within [30 minutes] of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.

**APPENDIX C - Service Delivery Response and Rectification Times:**

**Overarching response requirements**

It is required when sending a person/engineer to attend a reactive event, at the time of despatch, the person/engineer dispatched is suitably qualified and has the appropriate spares and materials required to ensure a first-time fix of the repair is achieved.

For activities detailed in Tables A and B 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.

When the activity above is closed or concluded, within [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.

**On-site FM service delivery response times**

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.

The Supplier shall meet these reactive response times in relation to the Buyer requirements.

**Call-Off Schedule 20 (Call-Off Specification)**

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**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	Additional 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)

## Call-Off Schedule 20 (Call-Off Specification)

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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-scope or problems at conferences, meetings etc.	[15] minutes	n/a	Capable assistance to be in attendance within [15] minutes of notification to the Help Desk.
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

## Call-Off Schedule 20 (Call-Off Specification)

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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	Reprographic s request	A request for Service; allocated a call category dependent on the time frame requested (between [2] & [72] hours).	[2] / [72] hours	n/a	[2] / [72] hours

## Call-Off Schedule 20 (Call-Off Specification)

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### Off-site FM service delivery response times

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.

The Supplier shall meet these reactive response times in relation to the Buyer requirements.

**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

## Call-Off Schedule 20 (Call-Off Specification)

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D	Routine	Matters of a routine nature.	[10] Working Days	n/a	[15] Working Days
E	Additional 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])

## Call-Off Schedule 20 (Call-Off Specification)

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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	Reprographic s request	A request for Service, allocated a call category depending on the time frame requested – between [2] & [72] hours.	[2] / [72] hours	n/a	[2] / [72] hours

**Call-Off Schedule 20 (Call-Off Specification)**

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**APPENDIX D - Property Classifications:**

Building types	Description	Priced at Framework or Call-off
General office - up to 1000 square metres GIA	General office areas, up to 1000 square metres in size (Gross Internal Area). Includes both customer facing and non-customer facing areas.	Framework
General office - 1000 to 5000 square metres GIA	General office areas, between 1000 and 5000 square metres in size (Gross Internal Area). Includes both customer facing and non-customer facing areas.	Framework
General office - greater than 5000 square metres GIA	General office areas, greater than 5000 square metres in size (Gross Internal Area). Includes both customer facing and non-customer facing areas.	Framework
Call centre operations	Call centre operations.	Framework
Restaurant and catering facilities	Areas including restaurants, deli-bars and coffee lounge areas used exclusively for consuming food and beverages.	Framework
Schools	Schools, including but not limited to, pre-schools (including creche, nursery and after-school facilities), primary and secondary schools, and special education need schools.	Framework
Universities and Colleges	University and college, including on and off site campus facilities but excluding student residential accommodation facilities.	Framework
Doctors, Dentists and Health Clinics	Community led facilities including doctors, dentists and health clinics.	Framework
Nursing and Care Homes	Nursing and care home facilities.	Framework

**Call-Off Schedule 20 (Call-Off Specification)**

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Hospitals	Areas including mainstream medical, healthcare facilities such as hospitals and medical centres.	Call-off
Warehouses	Large storage facility with limited office space and low density occupation.	Call-off
Data Centre Operations	Data centre operation.	Call-off
External parks, grounds and car parks	External car parks and grounds including externally fixed Assets - such as fences, gates, fountains etc.	Call-off
Laboratory	Includes Government facilities where the standard of cleanliness is high, access is restricted and is not public facing.	Call-off
Heritage Buildings	Buildings of historical or cultural significance.	Call-off
Nuclear Facilities	Areas associated with nuclear activities.	Call-off
Animal Facilities	Areas associated with the housing of animals such as dog kennels and stables.	Call-off
Custodial Facilities	Facilities relating to the detention of personnel such as prisons and detention centres.	Call-off
Fire, Police and Ambulance Stations	Areas associated with emergency services.	Call-off
Production facilities and workshops	An environment centred around a fabrication/production facility, or workshop such as joinery or metal working.	Call-off
Garages	Areas where motor vehicles are cleaned, serviced, repaired and maintained.	Call-off

**Call-Off Schedule 20 (Call-Off Specification)**

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Shopping Centres	Areas where retail services are delivered to the public.	Call-off
Museums / Galleries	Museums, galleries and display areas, generally open to the public but may have some restrictions in place or no public access.	Call-off
Fitness and leisure establishments	Areas associated with fitness and leisure such as swimming pools, gymnasia, fitness centres and internal / external sports facilities.	Call-off
Residential Buildings	Residential accommodation and associated areas.	Call-off
Port and Airport buildings	Areas associated with air and sea transportation and supporting facilities, such as airports, aerodromes and dock areas.	Call-off
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.	Call-off
Mothballed / Vacant / Disposal	Areas which are vacant or awaiting disposal where no services are being undertaken.	Call-off
Portable building	A portacabin or portable building used as a temporary space.	Call-off
Other	Building types not listed with this Building Type list, but within the public sector estate.	Call-off

**APPENDIX E - Estate Information:**

**E.1 - Building Overview and Building Specific Information**

[The Buyer is to provide information within the template here (or use their own template), or alternatively provide details of where such information can be located within the bid pack e.g. *"Please see Call-Off Schedule X for more information"*.]

**E.2 - Asset Data**

[The Buyer is to provide information within the template here (or use their own template), or alternatively provide details of where such information can be located within the bid pack e.g. *"Please see Call-Off Schedule X for more information"*.]

**E.3 - Historic Reactive Works (For Information Only)**

[The Buyer is to provide information within the template here (or use their own template), or alternatively provide details of where such information can be located within the bid pack e.g. *"Please see Call-Off Schedule X for more information"*.]

**[Buyer Guidance - Anticipated volume/service adjustments**

Buyers should clearly set out in Appendix E or sub-sections, any potential or planned adjustments to the volumes/Service requirements that are anticipated throughout the Contract Period. This could include but not be limited to: closure of existing Buyer Premises, opening of new Buyer Premises and/or any extension of provision of Services at Buyer Premises etc that is known/unknown prior to the release of the Tender. Buyers should be supported with appropriate legal advice and also consider the use of any required Special Term accordingly.]

**APPENDIX F - Complaints, Failure and Recall Process:**

**F.1 - Process Map 1: Complaints**

[Buyer to insert relevant process map]

**F.2 - Process Map 2: Failure**

[Buyer to insert relevant process map]

**F.3 - Process Map 3: Recall**

[Buyer to insert relevant process map]