

RM3830 SERVICE REQUIREMENTS and STANDARDS
(FACILITIES MANAGEMENT SERVICES)

1. STRUCTURE

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

1.1.1. Part A - Specification

- 1.1.1.1. Work Package A – Contract Management;
- 1.1.1.2. Work Package B – Contract Mobilisation;
- 1.1.1.3. Work Package C – Maintenance Services;
- 1.1.1.4. Work Package D – Horticultural Services;
- 1.1.1.5. Work Package E – Statutory Obligations;
- 1.1.1.6. Work Package F – Catering Services;
- 1.1.1.7. Work Package G – Cleaning Services;
- 1.1.1.8. Work Package H – Workplace FM Services;
- 1.1.1.9. Work Package I – Reception Services;
- 1.1.1.10. Work Package J – Security Services;
- 1.1.1.11. Work Package K – Waste Services;
- 1.1.1.12. Work Package L – Miscellaneous FM Services;
- 1.1.1.13. Work Package M – CAFM;
- 1.1.1.14. Work Package N – Helpdesk Services;
- 1.1.1.15. Work Package O – Management of Billable Works.

1.1.2. Part B - Annexes

- 1.1.2.1. Annex A - FM Service Standards;
- 1.1.2.2. Annex B - Legislative Standards;
- 1.1.2.3. Annex C - Classification of Waste Disposal;
- 1.1.2.4. Annex D - Helpdesk Response Times;
- 1.1.2.5. Annex E - Service Delivery Response Times;
- 1.1.2.6. Annex F – Maintenance and Cleaning Standards;
- 1.1.2.7. Annex G - Property Classification;

1.1.3. Part C - Appendices

- 1.1.3.1. Appendix 1 – Government Buying Standards ("**GBS**") for Food and Catering;
- 1.1.3.2. Appendix 2 – Complaints, Failure and Recall Process;
 - 1.1.3.2.1. Appendix 2.1 Process Map 1 - Complaints;
 - 1.1.3.2.2. Appendix 2.2 Process Map 2 - Failure;
 - 1.1.3.2.3. Appendix 2.3 Process Map 3 - Recall;
- 1.1.3.3. Appendix 3 – Billable Works and Approval Process;
 - 1.1.3.3.1. Appendix 3.1 Process Map 1 – Billable Works and Approval Process;
 - 1.1.3.3.2. Appendix 3.2 Process Map 2 – Issuing Quotation by Supplier Process;
 - 1.1.3.3.3. Appendix 3.3 Process Map 3 – Issuing Instruction for Quotation for Approved Work Order.

PART A: SPECIFICATION

SERVICE REQUIREMENTS

Work Package A – Contract Management

1. Service A:1 - Integration

- 1.1. The Supplier shall provide an integrated Service ensuring a seamless and coordinated Delivery and effective synergies with the Buyer's third party suppliers and service providers are Delivered at all times. The Supplier shall take advantage of synergies between the different Services and the benefits that integration will bring.
- 1.2. The Supplier shall be aware that Services shall be delivered across all Buyer Premises as highlighted within Annex G - Property Classification.
- 1.3. The Supplier will work collaboratively with the Buyer to promote excellence and innovation and enhance the reputation of the Buyer amongst key stakeholders across Government and within local communities.
- 1.4. The Supplier shall:
 - 1.4.1. Focus on cross / multi-skilling of Supplier Staff to allow for efficiencies when delivering the required Services;
 - 1.4.2. Share more efficient ways of working with the Buyer that will ensure better working practices in delivering the Services;
 - 1.4.3. Work collaboratively with the Buyer and identify opportunities in relation to delivering the Services;
 - 1.4.4. Procure billable works Services only with the sanction of the Buyer and shall use pan-Government Frameworks approved by the Authority wherever possible. The Supplier shall be invited to review the use of such contracts and make proposals for alternative procurement routes if these can be demonstrated to provide greater value for money for the Buyer; and
 - 1.4.5. Be alert and provide the benefits of working together to the Buyer. The Supplier shall also provide the most advantageous options in relation to the deployment of Supplier Staff in order to deliver the required Services in the most efficient, cost effective and sensible manner.
- 1.5. The Supplier shall work collaboratively with the Buyer when establishing their operational delivery plan and shall focus on the use of technology, data and analytics to develop, maintain and improve the workplace experience and value-for-money for the Buyer. These initiatives shall include:
 - 1.5.1. Use of intelligent software to monitor working conditions (e.g. lighting levels, office temperatures);
 - 1.5.2. Use of intelligent systems to aid with the Delivery of smarter cleaning, energy usage and maintenance solutions;
 - 1.5.3. Use of new technology, to include CCTV, movement sensors, drones and robotic solutions, to support the Delivery of Services where appropriate; and
 - 1.5.4. Use of automated room booking systems and technology to maximise efficient use of facilities at the Buyer Premises and to monitor space utilisation.
- 1.6. The Supplier shall ensure that all opportunities identified that have the potential to deliver performance, economic and social value improvements are presented to the Buyer for consideration.
- 1.7. The Supplier shall ensure that the initiatives agreed with the Buyer are:
 - 1.7.1. Captured within the Service Delivery Plan ("**SDP**"), as defined within Annex A – FM Service Standards;
 - 1.7.2. Recorded within the Supplier's CAFM system; and

1.7.3. Reported upon as part of the agreed contract reporting regime.

2. Service A:2 - Health and Safety

- 2.1. The Supplier shall prepare and as appropriate, revise a written safety policy statement. This safety policy must be signed by the Supplier Managing Director or appropriate senior manager.
- 2.2. The Supplier shall ensure:
 - 2.2.1. Their safety policy statement aligns with the requirements of the Buyer and that throughout the Contract period, they have suitable organisation and arrangements in place to implement their safety policy;
 - 2.2.2. 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; and
 - 2.2.3. Details of their Safety Management shall be reviewed and revised accordingly to take account of legislation and other factors that may affect its effectiveness.
 - 2.2.4. They have appropriate number of first aid trained personnel deployed to successfully meet their own and the Buyer's H&S requirements in accordance with the Health and Safety (First Aid Regulations) 1981.
- 2.3. If required, the Supplier shall provide a professional advice service on all matters relating to the Health and Safety at Work Act 1974 and any subsequent re-enactments.
- 2.4. The Services may be requested by mutual agreement between the Buyer and the Supplier and shall be limited to the Buyer Premises and FM issues.
- 2.5. The Supplier shall notify the Buyer in writing of any potential implications of not implementing the recommendations of any advice given.
- 2.6. The Supplier shall provide a single point of contact for professional advice pertaining to Health and Safety matters as they relate to the Delivery of the Services and management at each Buyer Premises.
- 2.7. The Supplier is required to provide a Health and Safety expert who is either a member of the Institution of Occupational Safety and Health ("IOAH") or hold an equivalent qualification that is issued by a recognised organisation. Details of the professional qualifications and accreditation required will be defined at Call-Off.
- 2.8. The Supplier shall be responsible for recording and investigating all accidents, incidents, dangerous occurrences and near misses involving their staff, to include Sub-Contracted third party staff delivering FM Services on their behalf, and shall issue a written report which shall include recommendations to prevent any repeat to the Buyer.
- 2.9. The Supplier shall be responsible for ensuring that all RIDDOR related incidents are reported in accordance with HSE legislation and shall ensure the Buyer is notified immediately in writing.

3. Service A:3 - Management Services

- 3.1. The Supplier shall:
 - 3.1.1. Be responsible for ensuring a change management plan is in place which shall be developed and agreed with the Buyer at the Contract mobilisation phase;
 - 3.1.2. Ensure that they have processes in place to attract, recruit and retain appropriately skilled and experienced Supplier Staff for the duration of the Call-Off Contract. The Supplier Staff shall be security cleared to "SC" level unless the Buyer specifies otherwise at Call Off. Details of the professional qualifications and accreditation required will be defined at Call-Off;
 - 3.1.3. Develop and maintain appropriate management and staffing levels for the supply of the Services as documented in the SDP within the FM Service Standards;

- 3.1.4. Develop and maintain appropriate working practices, policies, procedures and methods to ensure that the Services are supplied in accordance with Annex A - FM Service Standards. The Supplier shall follow such FM Standards at all times;
- 3.1.5. Review all method statements and risk assessments from third party suppliers prior to the start of any FM related activities to ensure:
 - 3.1.5.1. The works processes and control measures are compliant with all Health and Safety and Buyer requirements; and
 - 3.1.5.2. All Supplier Staff engaged in the work possess the relevant skills, qualifications and accreditations to undertake the works.
- 3.1.6. Comply with all of the Buyer's procedures and Security Policies and act upon the instructions of the Buyer should there be a change in the threat assessment and Response Level (Response Level has the meaning given to it at SJ9 of Annex A - FM Service Standards of this framework Schedule 1 (Specification) associated with the Buyer Premises. Further details of the security requirements will be provided at Call-Off;
- 3.1.7. Ensure that all staff adopt and follow all security contingency plans as directed by the Buyer in the event of a security alert or incident;
- 3.1.8. Be responsible for ensuring all Supplier staff are provided with the necessary training in relation to their responsibilities and activities when changes in security status occur;
- 3.1.9. Be aware that the implementation of these enhanced measures may require all Supplier, Sub Contractor and supply chain staff to vacate an Affected Property as directed by the Buyer;
- 3.1.10. Ensure that Supplier Staff and Subcontractors requiring access to the Buyer's Premises have the appropriate security clearance. It is the Supplier's responsibility to establish whether or not the level of clearance will be sufficient for access;
- 3.1.11. Unless prior approval has been received from the Buyer the Supplier shall be responsible for meeting the costs associated with security clearances for Supplier staff and sub-contractors;
- 3.1.12. Unless prior approval has been received from the Buyer the Supplier shall be responsible for the provision of security cleared escort services and shall meet all associated costs as required for works undertaken by the Supplier on in-scope Services; and
- 3.1.13. Recognise that some of the Buyer's data is protectively marked and may contain potentially sensitive information and shall ensure that management systems are in place to maintain the security of the Buyer's data. Further information will be provided at Call-Off stage.
- 3.2. The Suppliers staff, to include all sub-contracted and supply chain staff, shall cooperate with and assist the Buyer with the implementation of all enhanced security related measures required in the event that enhanced security measures be required in response to increased threat assessment and / or level of alert.
- 3.3. Where required, the Supplier shall provide, maintain and repair any furniture, furnishings, special fittings, office equipment and training equipment for Supplier Personnel located at Buyer Premises as necessary to provide the Service. The Supplier shall also provide Supplier Personnel with all consumables necessary to deliver the Service including but not limited to stationery.
- 3.4. The Supplier shall provide expert technical and professional advice to the Buyer upon request on issues related to the Services detailed within this Framework Schedule 1 (Specification).

4. Service A:4 - Service Delivery Plans

- 4.1. The Supplier shall prepare a SDP for each Buyer's requirements, describing its approach to providing the required Services. As a minimum, the buildings and Asset maintenance management SDP shall contain:

- 4.1.1. Scope and Services objectives;
- 4.1.2. Approach and methodology: Asset management method statement for meeting the Buyer's requirements, including treatment of any lifecycle / sinking funds (if applicable) and details regarding where such funds will reside, safeguards on early draw down and control of such funds;
- 4.1.3. Variation Procedures and additional work requests;
- 4.1.4. Operational structure including resource proposals;
- 4.1.5. Planned maintenance and Asset lifecycle replacement schedule and Delivery methodology;
- 4.1.6. Quality policy / quality statement;
- 4.1.7. Third party suppliers / partners;
- 4.1.8. Balanced scorecard certification;
- 4.1.9. Procurement of Services;
- 4.1.10. Procurement of materials taking account of embodied carbon and recycled content;
- 4.1.11. Management of energy use including lighting;
- 4.1.12. Planned Preventative Maintenance ("**PPM**") methodology / SFG20 methodology / schedules; including Uniclass and NRM classifications for interoperability;
- 4.1.13. Computerised Asset management system;
- 4.1.14. A single Common Data Environment are for hosting building information models and any associated current state and achieved geometry in line with PAS1192:3;
- 4.1.15. Building management system;
- 4.1.16. Routine maintenance;
- 4.1.17. Formulation of the PPM programme;
- 4.1.18. Maintenance management, recording and reporting;
- 4.1.19. Critical spares management;
- 4.1.20. Inspections;
- 4.1.21. Conservation and sustainability;
- 4.1.22. Maintenance and renewal;
- 4.1.23. Management arrangements;
- 4.1.24. Quality management;
- 4.1.25. Complaints management processes;
- 4.1.26. Operational liaison;
- 4.1.27. Reactive maintenance Service; and
- 4.1.28. Reactive vandalism maintenance Service.

5. Service A:5 - Fire Safety

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

6. Service A:6 - Permit to Work

- 6.1. The Supplier shall:
 - 6.1.1. 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;
 - 6.1.2. Also include the management and compliance with business unit specific access control requirements;

- 6.1.3. Be required to manage and agree all third party consents as part of this process (for example landlords) before commencing works or Services. The Supplier shall liaise with the helpdesk and any estates management suppliers in order to comply with this requirement. All permits to work shall be supported by full risk assessments and method statements for undertaking the work;
- 6.1.4. Be responsible for the setting-up and the operation of a safe system of work, including risk assessments and method statements, with regard to all aspects of its operation. As part of this process the Supplier shall ensure that Supplier Staff and sub-contractors who are undertaking work at the Buyer Premises, consult the asbestos register and sign to indicate that this has been carried out;
- 6.1.5. Operate the permit to work system through the CAFM System. The Supplier shall ensure that the permit is approved by the Buyer and that the timing for when it can occur is agreed with the Buyer;
- 6.1.6. Be cognisant that the Buyer Authorised Representative will have access via a web portal to the CAFM System and to details of planned visits to Site, including the status of permit to work. The Supplier shall not be allowed on an Buyer Premises should the permit to work not be indicated as authorised within the CAFM System; and
- 6.1.7. 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.

7. Service A:7 - Accessibility Services

- 7.1. The Supplier shall:
 - 7.1.1. Provide advice relating to the Equality Act 2010 including health and safety matters;
 - 7.1.2. Manage the procurement of specialist furniture and equipment (not IT equipment);
 - 7.1.3. Ensure continuous interactions with the Buyer's Staff and stakeholders, including any Disability Advisor and the Occupational Health and Safety representatives;
 - 7.1.4. Provide advice on further special needs issues including technical problem-solving regarding access and signage;
 - 7.1.5. 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;
 - 7.1.6. Manage the supply of furniture for those with accessibility needs, including orthopaedic chairs. Where the Buyer requires the Supplier to supply these furniture items they shall be managed via the Billable Works and Projects process; and
 - 7.1.7. Provide advice relating to the Equality Act 2010 including Health and Safety matters.

8. Service A:8 - Risk management

- 8.1. 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.
- 8.2. The Supplier shall be required to operate business unit specific risk management systems including the drafting and updating of such systems.

9. Service A:9 – Customer satisfaction

- 9.1. The Supplier shall ensure that:
 - 9.1.1. They have processes in place to provide a proactive and responsive customer service, managing customer satisfaction to the agreed levels throughout the duration of the Framework Contract Period;

- 9.1.2. They have processes in place for managing customer satisfaction, ensuring satisfactory customer service is provided to the Buyer, building users, occupants of Buyer housing, users of training facilities, all stakeholders and customers at all times;
- 9.1.3. Their customer satisfaction processes align with the Buyer's Quality Management System ("QMS") where appropriate. Further information will be provided at Call-Off; and
- 9.1.4. They administer the formal process for handling service failures, complaints and works Recall as set out in Appendix 2 – Complaints, Failure and Recall Process.
- 9.2. The Supplier shall conduct customer satisfaction surveys as part of their ongoing commitment to continuous improvement and performance management (in addition to ensuring value for money).
- 9.3. The Supplier's SDPs shall contain details of the proposed methodology for carrying out the customer satisfaction surveys including:
 - 9.3.1. Survey method / medium (online, paper based etc.);
 - 9.3.2. Approach to maximising survey responses;
 - 9.3.3. Sample / draft questionnaire; and
 - 9.3.4. Approach to the analysis of results.
- 9.4. Where the customer satisfaction survey results are of a score less than the agreed satisfaction level (satisfaction level to be agreed by the Buyer at Call-Off stage), the Supplier shall investigate the cause of the dissatisfaction and produce an action plan to address the root cause of customer dissatisfaction, and where appropriate carry out further investigations to establish whether the cause of the dissatisfaction has been resolved.

10. Service A:10 – Reporting

- 10.1. The Supplier shall ensure that:
 - 10.1.1. All data used to generate reports is held within or is accessible by the CAFM System;
 - 10.1.2. They deliver a dynamic reporting capability to the Buyer via electronic interface accessible via portal and web browser facility;
 - 10.1.3. The format, standard and frequency of reporting is developed and agreed with the Buyer and Delivered in accordance with their requirements; and
 - 10.1.4. The information required to report against its agreed KPIs is contained within the CAFM System and maintained accurately at all times.
- 10.2. The Supplier shall provide a broad and comprehensive reporting solution under the following categories:
 - 10.2.1. Industry-standard FM reports; and
 - 10.2.2. Performance measurement and statistical reporting.
- 10.3. The Supplier shall provide reports relating to the performance of the Supplier and statistical information relating to the Services being provided including:
 - 10.3.1. Reportable incidents;
 - 10.3.2. Real time Reporting;
 - 10.3.3. Expert analysis reports;
 - 10.3.4. Ad hoc reporting requirements;
 - 10.3.5. Self-service reporting capability;
 - 10.3.6. Performance measurement and reporting; and
 - 10.3.7. Buyer Premises related drawings.

Reportable incidents

- 10.4. 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:
 - 10.4.1. Health And Safety accidents and incidents, to include HSE RIDDOR reports;
 - 10.4.2. Pollution and contamination incidents;

- 10.4.3. Statutory compliance failures;
 - 10.4.4. Asset and system failures which may impact on business continuity;
 - 10.4.5. Physical and document security breaches;
 - 10.4.6. Service failures;
 - 10.4.7. Instances of wilful damage or vandalism;
 - 10.4.8. Issues with the potential to disrupt energy and utility provision;
 - 10.4.9. Staff disciplinary issues where associated with personal integrity which may have the potential to damage the reputation of the Buyer; and
 - 10.4.10. Complaints.
- 10.5. Further information on the reporting requirements will be provided at Call-Off stage.

Expert analysis reports

- 10.6. 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. This shall be in support of the Buyer's performance measurement and management of the Services. The Supplier shall interpret the reports and provide a written commentary of its expert analysis, as specified by the Buyer.

Ad hoc reporting requirements

- 10.7. The Buyer may request the Supplier to create and generate ad hoc reports on its behalf;
- 10.8. Where necessary and agreed, the Supplier shall provide the reports with expert commentary, as specified by the Buyer; and
- 10.9. The Buyer is answerable to Parliament and, on occasion, is required to respond to parliamentary questions regarding the Buyer's Buyer Premises on an urgent basis. The Supplier shall comply with any such reasonable request in the event information is required under these circumstances.

Self-service reporting capability

- 10.10. 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.

Supplier Performance measurement and reporting

- 10.11. The Supplier shall report on its own performance against the agreed KPIs and other measures reasonably requested by the Buyer. These reports shall include summaries at region, establishment, business and Service level, as appropriate, for the following:
- 10.11.1. Achievement against KPI agreements;
 - 10.11.2. Achievement against social value initiatives;
 - 10.11.3. Reasons for failure to meet any KPI agreements;
 - 10.11.4. Performance failures accruing as a result of failure to meet KPI agreements;
 - 10.11.5. Levels of statutory compliance;
 - 10.11.6. Performance against sustainability plan;
 - 10.11.7. Details of performance against planned maintenance activities, including reactive works generated from planned maintenance activities;
 - 10.11.8. Details of Assets or systems taken out-of-service for health and safety or operational reasons;
 - 10.11.9. Details of recommendations generated from Planned maintenance works;
 - 10.11.10. Reasons for failure to complete planned statutory and mandatory inspections / tasks;

- 10.11.11. Progress / status of work orders;
- 10.11.12. Waste volumes;
- 10.11.13. Complaints;
- 10.11.14. Health and Safety accident reporting / RIDDOR reports;
- 10.11.15. Environmental incidents;
- 10.11.16. Security breaches;
- 10.11.17. Achievement against the Delivery of statutory testing and inspections;
- 10.11.18. Progress on outstanding actions; and
- 10.11.19. Details of actions plans for the following Month which will be reviewed to check progress and track actions carried out to completion. The Buyer shall not unreasonably withhold or delay agreement of these action plans with the Supplier.
- 10.12. For performance measurement and reporting, the Supplier shall report against its performance through the following:

Calculation of Supplier performance results against Annex E - Service Delivery Response Times, and the KPI agreements in the Supplier performance mechanism

- 10.13. The Supplier shall be required to input performance data relating to its operational KPIs into the CAFM System.
- 10.14. The Supplier shall collate the data required to calculate its performance against the obligations in the Supplier performance mechanism;
- 10.15. The Supplier shall measure 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

- 10.16. During the mobilisation period, the Supplier shall provide a report for the Buyer on a Monthly basis. The format will be specified by the Buyer and agreed with the Supplier;
- 10.17. The Supplier shall provide a quarterly report to the Buyer detailing the performance scores and associated Deductions calculated; and
- 10.18. The Supplier shall provide a reconciliation report to the Buyer within seven (7) calendar days following the end of each quarter.
- 10.19. 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:
 - 10.19.1. Inbound volume, by type and region;
 - 10.19.2. Completed Service requests, by inbound channel;
 - 10.19.3. Average and maximum call waiting times;
 - 10.19.4. Average inbound call duration;
 - 10.19.5. Volume of duplicate Service requests;
 - 10.19.6. Total outbound calls;
 - 10.19.7. Benchmarking; and
 - 10.19.8. Volume of requests originated by the Supplier.
- 10.20. The Supplier shall provide the Buyer with any required reports, written information or statistical information in relation to the Services against all data held within the CAFM System. This will be in response to reasonable ad hoc requests from the Buyer.

Drawings

- 10.21. The Supplier shall:
 - 10.21.1. Review existing Buyer drawings within the mobilisation period; and;
 - 10.21.2. 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.

- 10.22. Further details of this requirement will be provided by the Buyer at Call Off. The costs for this service shall be managed via the Billable Works and Projects process.

11. Service A:11 – Performance self-monitoring

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

12. Service A:12 - Business Continuity and Disaster Recovery ("BCDR") Plan

- 12.1. 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.
- 12.2. The Supplier shall:
- 12.2.1. Notify the Buyer as soon as it becomes aware of a Disaster event or a likely Disaster event. The Supplier shall collaborate with the Buyer to ensure that the BCDR Plan interfaces seamlessly to support the Buyer's business;
 - 12.2.2. Liaise with the Buyer to ensure that appropriate communication lines are maintained;
 - 12.2.3. Ensure that its BCDR Plan addresses the loss of or disruption to all energy supplies and shall ensure that these have been reviewed and Tested to a programme agreed with the Buyer. The Supplier shall coordinate the BCDR Plan with the Buyer and utilities providers;
 - 12.2.4. Ensure its BCDR Plan is executed as planned with due expediency following the loss of one or more energy supplies. The Supplier shall inform the Buyer of all scheduled interruptions to any energy supply if it may affect the Buyer's operations; and
 - 12.2.5. Provide its BCDR Plan within thirty (30) Working Days (or as otherwise agreed by the Buyer at 'Further Competition' procedure) following the Call-Off Start Date. The BCDR Plan shall be reviewed on a regular basis and as a minimum once every six (6) months.
- 12.3. At the request of the Buyer, the Supplier shall assist in Testing the Buyer's BCDR Plan at intervals to be agreed by both Parties.

- 12.4. The Buyer may require the provision of professional advice in relation to its own BCDR Plan, including the safe evacuation of 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.
- 12.5. The Buyer's BCDR Plan is confidential and the Buyer will decide which information will be divulged to assist in the process. Any information divulged must be treated as confidential and shall not be issued to others without the written permission of the Buyer.

13. Service A:13 – Quality Management Systems

- 13.1. The Supplier shall have in place ISO 9001 accreditation.
- 13.2. The Supplier shall maintain such accreditation throughout the Framework Period.
- 13.3. The Supplier shall provide the Authority with evidence of its ISO 9001 accreditation upon request at any time during the Framework Period.
- 13.4. The Supplier shall implement a Quality Management Plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology to align with and support the Buyer's existing ISO 9001 accreditation and its related systems and for delivering continuous improvement.
- 13.5. The Supplier shall be responsible for undertaking an annual review of their quality management system with the Buyer to ensure compliance with ISO 9001 to ensure the management systems continue to be suitable, adequate and effective.
- 13.6. Where requested by the Buyer the Suppliers quality management system shall be accredited by the UK Accreditation Service ("UCAS"). Further details of the requirement will be provided at Call-Off.

14. Service A:14 – Staff and Training

- 14.1. The Supplier shall attract, recruit and retain staff to deliver the required Services and any future expansion of the required Services.
- 14.2. The Supplier shall ensure that all Supplier Staff employed on the Contract receive appropriate training to ensure the successful and safe Delivery of the Services, these shall include the SDP, quality management plan, the health and safety (safe system of work) plan and sustainability plan. The training shall be programmed such that it includes induction, refresher and awareness training.
- 14.3. The Supplier shall be responsible for the provision of training and refresher training to Buyer Staff including:
 - 14.3.1. Use of CAFM and associated IT systems;
 - 14.3.2. Business processes;
 - 14.3.3. Health and Safety;
 - 14.3.4. Use of fire-alarm testing and emergency systems; and
 - 14.3.5. Site Induction training.
- 14.4. Further details of these requirements will be provided at Call-Off stage.
- 14.5. The Supplier shall maintain appropriate staff records and training records for all Supplier Staff. The Supplier shall also maintain records of any training provided to the Buyer's Staff.
- 14.6. The Supplier shall work collaboratively with the Buyer by employing the Buyer's Staff on a secondment basis to assist their personal development by:
 - 14.6.1. Gaining hands on work experience;
 - 14.6.2. Receiving training;
 - 14.6.3. Gaining professional qualifications; and
 - 14.6.4. Gaining experience of work in the private sector.

- 14.7. Details of requirements will be defined by the Buyer at Call-Off stage.
- 14.8. 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.
- 14.9. 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.
- 14.10. 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.
- 14.11. The Supplier shall provide an induction programme for all Staff and for any relevant Buyer Staff, and also participate in any relevant Buyer induction programme.
- 14.12. The Supplier shall investigate where more than one (1) substantiated complaint is made against any individual member of its Staff within any Month. The Supplier shall take appropriate action to mitigate future reoccurrence and include the complaint and action taken in the Monthly performance reports as required through the Call-Off Contract with the Buyer.
- 14.13. Supplier Personnel 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, workwear, uniforms and PPE for their personnel for use on the Contract.
- 14.14. Where required by the Buyer, the Supplier shall provide uniforms for Buyer personnel (e.g. In-house security staff). Further details of these requirements will be provided at Call-Off.

15. Service A:15 - Selection and Management of Subcontractors

- 15.1. The Supplier is required to actively manage all aspects of Sub-Contract involvement in the Call-Off Contract to ensure that all Services received reflect that required under the Call-Off Contract, and specifically that which is paid for. Key aspects of the role include the Services set out below:
 - 15.1.1. Protecting the Buyer's agreed contractual position and ensuring that the agreed allocation of risk is maintained and that value for money is achieved from the Call-Off Contract;
 - 15.1.2. Ensuring that all Subcontractors operate a Safe System of Work and that all activities at the Affected Property are delivered in compliance with the Supplier's Health & safety policy statement and Management Plan;
 - 15.1.3. Performance monitoring against agreed KPIs;
 - 15.1.4. Benchmarking and market testing of Services against the provision from other Service providers;
 - 15.1.5. Problem solving and Dispute (prevention and) resolution where issues exist;
 - 15.1.6. Auditing and inspecting the Subcontractors' work, ensuring that they comply with the contractual requirements on quality, Health and Safety, environmental and legislative requirements;
 - 15.1.7. Establish and maintain appropriate records and information management systems to record and manage the performance of the Subcontractors;
 - 15.1.8. Receiving, checking and authorising invoices for payment for additional Services; and
 - 15.1.9. Monitoring Subcontractors' approach to rectifying defects.

16. Service A:16 - Property Information Mapping Service ("EPIMS")

- 16.1. The Buyer may require the Supplier to maintain up-to-date, accurate metrics including cost and performance data on its behalf.

17. Service A:17 – Sustainability

- 17.1. The Supplier shall develop, maintain and implement a sustainability management plan in line with the Buyer's sustainability requirements.
- 17.2. The content, structure and format of the sustainability management plan shall be agreed between the Buyer and the Supplier.
- 17.3. The Supplier shall submit the sustainability plan for the Buyer's Approval within three (3) Months of the Call-Off Start date.
- 17.4. The Supplier shall ensure that the sustainability management plan complies with GBS and all Buyer requirements to be defined at Call-Off stage.
- 17.5. The sustainability management plan shall include the Supplier's approach to:
 - 17.5.1. Energy management;
 - 17.5.2. Water, to include system infrastructure maintenance and waste water management;
 - 17.5.3. Waste prevention and management including waste Hierarchy and segregation;
 - 17.5.4. Recycling of waste paper; and
- 17.6. Minimising transport use. The Supplier shall ensure that the sustainability management plan includes the Buyer's specialist management requirements, including:
 - 17.6.1. Natural Environment;
 - 17.6.2. Nature Conservation Sites;
 - 17.6.3. Forestry Sites;
 - 17.6.4. Public access requirements;
 - 17.6.5. Environmental protection, including management of pollution spills, land contamination and groundwater levels;
 - 17.6.6. Historic environment; and
 - 17.6.7. Government historic estate.
- 17.7. Further details of the Buyer's specialist management requirements will be provided at Call-Off stage.

Buildings

- 17.8. The Supplier shall ensure that where they have a responsibility to deliver project works on behalf of the Supplier, all new buildings meet the BREEAM or equivalent schemes excellent standard, and that retrofits meet the very good standard.
- 17.9. The Supplier shall provide the availability of a professional BREEAM assessor service, provided by licensed BREEAM assessors on all matters relating to the BREEAM assessment of the Buyer Premises if required by the Buyer. This Service shall be upon request and by mutual agreement between the Buyer and the Supplier and be managed via the Billable Works and Projects process. The scope of any advice provided shall include:
 - 17.9.1. Reduction in running Costs;
 - 17.9.2. Measurement and improvement of the performance of Buyer Premises;
 - 17.9.3. Empowerment of staff;
 - 17.9.4. Development of action plans; and
 - 17.9.5. Reporting of performance.
- 17.10. The Supplier shall notify the Buyer in writing of the potential implications of not implementing the recommendations of any advice given.

Energy Management

- 17.11. The Supplier shall:
 - 17.11.1. 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 Government policy;
 - 17.11.2. Work with the Buyer to meet external and internal targets for reducing energy consumption;

- 17.11.3. Ensure that all energy-consuming plant under its jurisdiction or control is maintained to operate at optimum efficiency and all fuels, gas, electricity are used economically, in accordance with any operational policies issued by the Buyer;
- 17.11.4. Support the Buyer's initiatives for energy-saving strategies including separate heating, lighting and ventilation strategies and co-operate with the Buyer in achieving agreed objectives; and
- 17.11.5. Monitor and record readings of 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 and utilities management bureau Services

- 17.12. 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.
- 17.13. 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.
- 17.14. All related activities and data will be managed and recorded via the Supplier's CAFM System.
- 17.15. The Supplier shall be responsible for the provision of professional Services supplying proven data, expert technical advice and information to the Buyer, including:
 - 17.15.1. Provision of meter reading services;
 - 17.15.2. Provision of an invoice verification services for the payment of all energy and water bills. This service will attract a fee per completed transaction and will be further defined and priced at Call Off;
 - 17.15.3. Reporting on energy and water consumption at Contract, regional, area and business unit level;
 - 17.15.4. Benchmarking and comparison of energy and water related Services across the whole of the Buyer Premises;
 - 17.15.5. Issue of recommendations on potential utility and carbon saving initiatives;
 - 17.15.6. Identification of areas where there are excessive energy or water use in an Buyer Premises;
 - 17.15.7. Identification, evaluation and prioritisation of viable opportunities for renewable energy generation;
 - 17.15.8. Monitoring and reporting on the effectiveness of completed energy or water saving initiatives;
 - 17.15.9. Accurate reporting against the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Buyer to remain legislatively compliant; and
 - 17.15.10. Targeting and project planning future energy and water management initiatives.
- 17.16. The Supplier shall ensure that all energy and water related data is reported via and stored within the CAFM System.
- 17.17. The Supplier shall be responsible for undertaking a survey of the Buyer Premises to identify and assess existing utility metering provision, energy targeting and benchmarking regimes and shall provide recommendations to the Buyer in the agreed format.
- 17.18. Further details of the Services required shall be defined at Call-Off stage.

- 17.19. The Supplier shall ensure that the consumption of utilities are minimised whilst maintaining the Buyer building users' comfort and that these Services shall be provided in accordance with the Buyer's requirements for sustainable development.

Energy efficiency plans

- 17.20. The Supplier shall develop an energy efficiency plan with a tool to measure the energy efficiency of the Buyer Premises against the original energy efficiency predictions of the design if required by the Buyer.
- 17.21. The format and structure of the energy efficiency plan must be agreed with the Buyer at the Call-Off Start Date and shall include:
- 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).
- 17.22. The Supplier shall develop the energy efficiency plan over the Call-Off Contract Period to utilise best practice tools for continuous benchmarking, measurement and verification, and reporting protocols including TM22 2012, Carbon Buzz and iSERVcmb.
- 17.23. The Supplier shall develop an energy efficiency plan with a tool to measure the energy efficiency of the Buyer Premises against the original energy efficiency predictions of the design if required by the Buyer.
- 17.24. The format and structure of the energy efficiency plan must be agreed with the Buyer at the Call-Off Start Date and shall include:

Energy Efficiency Directive Article 6:

- 17.24.1.1. The Supplier shall ensure and agree with the Buyer that appliances and other energy-using products purchased for the Call-Off Contract meet the Default standard within Annex III of the Energy Efficiency Directive Article 6, unless the appliance or product is not:
- 17.24.1.1.1. Cost-effective over the lifecycle of those products;
 - 17.24.1.1.2. 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;
 - 17.24.1.1.3. Technically suitable;
 - 17.24.1.1.4. Consistent with wider sustainability objectives; and/or
 - 17.24.1.1.5. Viable within the constraints of effective competition of purchasing equipment.

Water management

- 17.25. The Supplier shall take account of and comply with the Buyer's water strategy and action plan and its targets and commitments under the Greening Government Commitments policy.

- 17.26. The Supplier shall be aware of and comply with existing and future water related statutory requirements and legislation put in place by any relevant Central Government Body. The Supplier shall take responsibility for building water consumption and efficiency and to work with the Buyer to strive to meet external and internal targets for reducing water consumption.
- 17.27. The Supplier shall manage the Buyer's water management software if required by the Buyer in order to provide all reports and volumetric data relating to water. The Supplier shall:
- 17.27.1. Analyse building water consumption and make recommendations to the Buyer on how to improve the efficiency and performance of buildings. This shall include all aspects of performance, for example installing water efficient technologies to enacting behavioural change; and
- 17.27.2. Keep a schedule of potential and recommended water efficiency projects which 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

- 17.28. 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.
- 17.29. The Supplier shall provide information to the Buyer on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable (if required by the Buyer). The Supplier shall assure that as much of the waste as possible will be recycled or used for energy recovery, rather than sent to landfill.

Waste minimisation plan

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

Waste hierarchy and waste segregation

- 17.32. The Supplier shall collect and dispose of all of the waste in line with the waste hierarchy and best practice.
- 17.33. The following waste hierarchy shall apply:
- 17.33.1. Eliminate;
- 17.33.2. Reduce;
- 17.33.3. Re-use and repair;
- 17.33.4. Recycle or compost;
- 17.33.5. Recover (energy recovery); and
- 17.33.6. Dispose.

- 17.34. If required by the Buyer, the Supplier shall provide a waste diversion report for the Month and cumulatively year-to-date.

Waste transfer notes/certificates of destruction

- 17.35. A full audit trail of waste management shall be maintained by the Supplier and waste handling must be compliant with the Environmental Agency guidelines.
- 17.36. The Supplier shall agree with the Buyer the process relating to the retention of certificates of destruction.

Waste collection

- 17.37. The Supplier shall:

- 17.37.1. Ensure that waste carriers at the Buyer Premises remain authorised at all times and will ensure they renew their licences promptly. If at any time the waste carrier's licence or an environmental permit is withdrawn or revoked, the Supplier must inform the Buyer immediately and cease any further movement of waste until they become authorised again;
- 17.37.2. Ensure that transport carbon emissions are minimised by optimising collections and ensuring that transportation schedules are planned to reduce carbon emissions and/or through the use of well maintained, low emission vehicles and e.g. electric vehicles;
- 17.37.3. Ensure that all Supplier Staff responsible for collecting waste are trained and adhere to the Buyer's Health and Safety and environmental policies; and
- 17.37.4. Consider the potential for products to be re-deployed elsewhere. For example, when electrical and electronic products are no longer required and using the CCS reuse website for furniture.
- 17.38. 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

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

Food and catering Services

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

Duty of care Documentation

- 17.44. 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.
- 17.45. It is recommended that the Supplier use the eDoc system.

Environmental management materials

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

Timber

- 17.47. The Supplier shall procure all timber and timber products from responsible sources in accordance with the UK Government Timber Procurement Policy or be recycled. No timber shall be procured if it is protected by international agreements such as the Convention on International Trade in Endangered Species of Wild Flora and Fauna ("**CITES**").
- 17.48. 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.
- 17.49. The Supplier shall ensure that procedures are established to monitor and verify the procurement of all timber products and so ensure Government policies are adhered to. The

information collected by the Supplier must include: the type of evidence used to verify compliance (Category A or Category B), if Category A the chain of custody certificate number and confirmation that the invoice and delivery note specifies Category A (FSC or PEFC) for each relevant product and chain of custody number; and volume data. CPET can provide templates for gathering this information. This information shall be held by the Supplier Contractor until requested by the Authority (for example the name of the plantation that provided the timber; a copy of the forestry policy held by the plantation; shipping documents confirming the timber Supplier obtained the timber from that source; and volume data). This shall be held by the Supplier until requested by the Buyer.

17.50. The Supplier shall ensure all timber is treated in accordance with the relevant British Standard.

17.51. The Supplier shall reduce paper usage through behavioural change and the use of dedicated technologies. This shall include Suppliers and Subcontractors setting up their systems to Default to double-sided printing when using the Buyer's systems.

Recycled Materials

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

17.54. On the occasions where there are no alternatives, hazardous materials must be stored, used and disposed of in accordance with the instructions of the product Control of Substances Hazardous to Health ("**CoSHH**") regulations and all relevant legislation.

17.55. 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.

17.56. The Supplier shall use products that contain low levels of solvents or are solvent-free, such as water-based paints, varnishes and/or glues.

17.57. The Supplier shall prohibit the use of lead-based paints and primers.

17.58. All materials procured for the buildings shall contain or have been produced using no Ozone Depleting Potential ("**ODP**") or Global Warming Potential ("**GWP**") compounds.

17.59. All refrigerants used within the Buyer Premises shall have a GWP of less than five (5).

17.60. 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.

17.61. No Chlorofluorocarbons ("**CFCs**") shall be used upon the Buyer Premises in line with the Montreal Protocol. The Supplier shall also prohibit the use of Hydro-chlorofluorocarbons ("**HCFCs**"). If equipment containing these materials is detected upon the estate, the Supplier shall maintain and/or phase out this equipment in line with the relevant legislation.

17.62. 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

17.63. The Supplier shall work to reduce the amount of travel undertaken by Supplier Staff and third party suppliers by combining deliveries of Goods to each Buyer Premises.

17.64. The Supplier shall provide monitoring to benchmark the performance of each Buyer Premises and report on its overall transport usage against internal targets and the Greening Government Commitments targets.

- 17.65. The Supplier may be requested to collect and provide the appropriate data to the Buyer on a Monthly basis.
- 17.66. The Supplier shall maintain records of actions taken to reduce the impact of transport. This will allow the Buyer to share effective strategies across its regions.
- 17.67. The Supplier shall ensure that any vehicle purchases used (or predominantly used) by the Supplier for the purpose of providing the Services are in compliance with the GBS for transport.

18. Service A:18 – Social Value

- 18.1. The Public Services (Social Value) Act 2012 requires public authorities to have regard to economic, social and environmental wellbeing in connection with public Services contracts and for connected purposes as well as allowing for national and local strategies around this area.
- 18.2. The Supplier may be required at the Call-Off stage to identify as an optional variant the social value initiatives it proposes as proportionate and relevant to the Call-Off Contract and shall be responsible for recording and reporting performance against agreed Social Value scorecards. These initiatives shall include:
 - 18.2.1. Creating supply chain opportunities for SME's;
 - 18.2.2. Appointment of apprenticeships;
 - 18.2.3. Providing additional opportunities for individuals or groups facing greater social or economic barriers;
 - 18.2.4. Supporting work placements to school children and young adults;
 - 18.2.5. Recruitment of locally engaged labour;
 - 18.2.6. Recruitment of long-term unemployed labour;
 - 18.2.7. Recruitment of NEET's labour;
 - 18.2.8. Recruitment of local supply chain partners;
 - 18.2.9. Procurement and sourcing of sustainable Services and products;
 - 18.2.10. Encouraging ethical and fair trade procurement; and
 - 18.2.11. Encouraging community engagement.

Community benefits

- 18.3. The Supplier shall ensure that they adopt a positive stance on delivering community benefits throughout the life of the Framework Contract Period and any Call-Off Contracts.

The public sector in the UK

- 18.4. The public sector in the UK is committed to the Delivery of high quality public services, and recognises that this is critically dependent on a workforce that is well rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, are diverse and is engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.
- 18.5. Public bodies in the UK are adopting fair work practices, which include:
 - 18.5.1. A fair and equal 'pay policy' that includes a commitment to supporting the Living Wage, including, for example being a 'Living Wage Accredited Employer';
 - 18.5.2. Clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to 'Modern Apprenticeships' and the development of the UK's young workforce;
 - 18.5.3. Promoting equality of opportunity and developing a workforce which reflects the population of the UK in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability;
 - 18.5.4. Support for learning and development; stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use of zero hours contracts;

- 18.5.5. Flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance; and
- 18.5.6. Support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice.
- 18.6. In order to ensure the highest Standards of service quality in this Contract the public bodies in the UK expect Suppliers to take a similarly positive approach to fair work practices as part of a fair and equitable employment and reward package.

Work Package B – Contract Mobilisation

19. Service B:1 – Contract Mobilisation

- 19.1. The mobilisation period will be a six (6) Month period (unless otherwise agreed with the Buyer at Call-Off stage). The legal rights and obligations of the Supplier during this period are those stipulated in the Call-Off Contract.
- 19.2. During the mobilisation period, the incumbent Supplier shall retain full responsibility for all extant Services until the Service Start Date or as otherwise formally agreed with the Buyer. The incoming Supplier's full service obligations shall formally be assumed on the Service Start Date as set out in Call-Off Schedule 22 - Call-Off Tender.
- 19.3. The Supplier shall work cooperatively and in partnership with the Buyer, incumbent Supplier, and other FM supplier(s), where applicable, to understand the scope of Services to ensure a mutually beneficial handover of the Services.

Mobilisation Plan

- 19.4. The Supplier shall:
 - 19.4.1. Work with the incumbent Supplier and Buyer to assess the scope of the Services and prepare a plan which demonstrates how they will mobilise the Services;
 - 19.4.2. Mobilise all the Services specified in the Specification within the Call-Off Contract;
 - 19.4.3. Appoint a Supplier Authorised Representative who shall be responsible for the management of the mobilisation period. This is to ensure that the mobilisation period is planned and resourced adequately, and act as a point of contact for the Buyer;
 - 19.4.4. Produce a Mobilisation Plan, to be agreed by the Buyer, for carrying out the requirements within the mobilisation period including key Milestones and dependencies;
 - 19.4.5. Detail how they will work with the incumbent Supplier and the Buyer Authorised Representative to capture and load up information such as Asset data;
 - 19.4.6. Liaise with the incumbent Supplier to enable the full completion of the mobilisation period activities;
 - 19.4.7. Produce and implement a communications plan, to be agreed with the Buyer, including the frequency, responsibility for and nature of communication with the Buyer and end users of the Services;
 - 19.4.8. Produce a mobilisation report for each Buyer Premises to encompass programmes that will fulfil all the Buyer's obligations to landlords and other tenants. The format of reports and programmes shall be in accordance with the Buyer's requirements. Particular attention shall be paid to establishing the operating requirements of the occupiers in drawing up these programmes for agreement with the Buyer;
 - 19.4.9. Manage and report progress against a Mobilisation Plan;
 - 19.4.10. Construct and maintain a mobilisation risk and issue register in conjunction with the Buyer detailing how risks and issues will be effectively communicated to the Buyer in order to mitigate them;
 - 19.4.11. Attend Progress Meetings (frequency of such meetings shall be determined at Call-Off stage) in accordance with the Buyer's requirements during the mobilisation period. Mobilisation meetings shall be chaired by the Buyer and all meeting minutes shall be kept and published by the Supplier; and
 - 19.4.12. Ensure that all risks associated with the mobilisation period are minimised to ensure a seamless change of control between incumbent provider and the Supplier.

Interaction with stakeholders

- 19.5. The Supplier shall conduct site visits where weaknesses in Asset data have been identified, to reassess the accuracy of the data.

- 19.6. The Supplier shall familiarise itself with the Buyer's Buyer Premises and the needs of the building users.
- 19.7. The Supplier shall ensure that it is appropriately equipped to deal with the level of liaison and stakeholder management, including:
 - 19.7.1. Liaison;
 - 19.7.2. Reporting;
 - 19.7.3. Co-ordination and provision of Services;
 - 19.7.4. Attendance at meetings; and
 - 19.7.5. Management and resolution of stakeholder issues
- 19.8. Further details of the stakeholder management requirements will be provided at Call-Off stage.
- 19.9. The Supplier shall ensure that all the necessary arrangements to allow continuous operations by the building users are in place by the end of the mobilisation period.
- 19.10. During the mobilisation period the Supplier shall undertake the routine examinations and inspections of the premises and Services necessary to assume its duties.

CAFM during the mobilisation period

- 19.11. The Supplier shall:
 - 19.11.1. Ensure that via Asset verification or by other means that all Assets held on Buyer Premises are uploaded into the CAFM System during the mobilisation period;
 - 19.11.2. Work with the incumbent Supplier to facilitate a transfer of all Asset data and historical maintenance data into the new CAFM System during the mobilisation period ready for Service Start Date;
 - 19.11.3. Be responsible for undertaking an Asset verification exercise that shall review and establish the quality of the Buyer's Asset data and hierarchies as issued at Call Off. The Buyer shall provide the results of the Asset verification exercise in a formal Report within 12 months of contract commencement which shall include:
 - 19.11.3.1. A summary of findings;
 - 19.11.3.2. A proposed project plan; and
 - 19.11.3.3. An estimate of costs for developing the data held on the CAFM system so that it is fully compliant with the coding requirements of SFG20, Uniclass 2015 (or later version) and NRM3.
 - 19.11.4. Liaise in detail with the Buyer to ensure that its proposed systems can interface with existing systems during the mobilisation period;
 - 19.11.5. Be in continuous contact with the Buyer's IT supplier for the establishment of the CAFM System and for the provision of information on the Buyer's intranet. The Supplier shall provide the CAFM System for the Buyer and at the end of the Call-Off Contract Period, or in the event of termination of the Call-Off Contract for any reason, ownership of the Buyer's data contained within the CAFM System shall remain with the Buyer.
 - 19.11.6. Be responsible for implementing the full CAFM System with the assistance of the Buyer's IT Supplier in accordance with the Buyer's requirements as set out in the KPI Requirements, during the mobilisation period;
 - 19.11.7. 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 are applied. Where this information is not available or incomplete, the Supplier shall assess the scope of the Asset and advise the Buyer where there are business critical Assets or Assets requiring maintenance;
 - 19.11.8. Ensure that full CAFM System training is provided to all staff, Subcontractors, Buyer Authorised Representatives and other FM supplier(s) where applicable prior to Service Start Date;

- 19.11.9. Ensure that all Supplier helpdesk staff are fully trained and ready to mobilise the helpdesk at the Service Start Date;
- 19.11.10. Provide a reasonable quantity of user licences for the Buyer which shall be transferable, where the CAFM System is provided by the Supplier;
- 19.11.11. Ensure that all appropriate information required for a successful mobilisation and transition of Service Delivery is obtained from the incumbent Supplier before the Service Start Date;
- 19.11.12. Ensure a timely build of all IT platforms in their CAFM System to meet the requirements triggered by the Service Start Date of the Call-Off Contract;
- 19.11.13. Ensure the CAFM System can produce all reports required under the MI Reporting Template as provided at Framework Schedule 5 - Management Charges, and information from the Service Start Date;
- 19.11.14. Ensure the format, standard and frequency of reporting is developed and agreed with the Buyer and any other FM supplier(s) where applicable, and Delivered in accordance with their requirements;
- 19.11.15. Ensure that the full reporting capability is fully functional within the CAFM System at Service Start Date to enable the Supplier to report against their contractual performance measures;
- 19.11.16. Ensure that at Service Start Date it has the ability to report on the Supplier performance;
- 19.11.17. Ensure that the information required to report its KPIs is contained within the CAFM System;
- 19.11.18. Ensure that all Assets are referenced in two (2) hierarchical structures to include Service type and location;
- 19.11.19. Ensure that at the end of the mobilisation period that the CAFM System has the ability to perform all Services within the CAFM System; and
- 19.11.20. Ensure that the CAFM System is sufficiently populated at the Service Start Date to accommodate all required maintenance activities within the PPM schedule for each Buyer Premises.

Security during the mobilisation period

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

PPM during the mobilisation period

- 19.18. The Supplier shall detail in a Service Delivery Plan (SDP) any specific requirements of the Buyer during the mobilisation period including the creation of a PPM schedule. The SDP shall be presented to the Buyer and agreed with them.
- 19.19. The Supplier shall ensure that for all Buyer Premises, a fully compliant and accurate PPM schedule which plans all required maintenance activities for the first twelve (12) Months of the Call-Off Contract is uploaded to the CAFM System.
- 19.20. The Supplier shall review the PPM schedules of the outgoing Supplier and deliver an asset validation exercise to identify potential non-compliance and / or inaccuracies in the data provided by the Buyer at Call Off during contract mobilisation phase.
- 19.21. The asset verification report should be presented to the Buyer in a format and timeframe to be agreed with the Buyer at mobilisation

Work Package C – Maintenance Services**20. Generic maintenance requirements**

- 20.1. In respect of all of the Services, the Supplier shall provide a comprehensive PPM system in accordance with SFG20 or (if not applicable), with good industry practice and Standards defined by the Buyer at Call-Off stage during operational hours,
- 20.2. The Supplier will be responsible for the delivery of all planned 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.
- 20.3. The Service shall recognise Buyer requirements in regard to the Delivery of planned maintenance that may be in addition to or in replacement of SFG20 requirements, landlord tenancy agreements that exist at the Buyer Premises and shall be responsible for ensuring these requirements are fully captured in the planned 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.
- 20.4. Where SFG20 is not applicable to a planned maintenance activity or where the Buyer has specified bespoke requirements for the maintenance of systems and / or Assets are applicable, the Supplier shall be responsible for the creation of discretionary PPM task instructions to meet the Buyer's requirements in accordance with SFG20. The Supplier shall ensure that these discretionary PPM activities are approved by the Buyer prior to their addition to the PPM schedules and upload to their SFG20 / CAFM System.
- 20.5. The Supplier shall inform the Buyer of enhancements and/or modifications to SFG20 PPM management regimes where they are likely to impact on the agreed Charges for maintenance services e.g. changes in PPM task frequencies. Where the Buyer agrees the implementation of the change they will be managed via the Contract Variation process.
- 20.6. The Supplier shall ensure that the planned maintenance schedules capture the requirements outlined within the Buyer's quality management plan and sustainability management plan.
- 20.7. Where agreed with the Buyer, the PPM schedule should include any agreed maintenance system, such as business focussed maintenance ("BFM"), condition based maintenance ("CBM") etc. The revised planned maintenance processes and scheduling shall be reflected within SFG20 where appropriate and be managed via the Supplier's CAFM System.

- 20.8. The Supplier shall provide installation work associated with planned and reactive maintenance works and Billable Works without compromising the integrity of any historic Affected Property and in a manner so as to avoid damage. Prior to carrying out work to a historic Affected Property 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.
- 20.9. 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:
- 20.9.1. Not less than six (6) weeks prior to the start of an annual planned maintenance programme, the Supplier shall provide the Buyer with a proposed annual planned maintenance programme;
- 20.9.2. The Buyer will notify the Supplier of any comments;
- 20.9.3. The Supplier will revise the proposed annual planned maintenance programme to take account of the Buyer's comments; and
- 20.9.4. The Supplier will then resubmit the proposed annual planned maintenance programme to the Buyer;
- 20.10. In the absence of any comments from the Buyer, the Supplier is in no way relieved of any of its obligations under this Framework Schedule 1 - Specification including this PPM strategy.
- 20.11. 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 maintenance regimes will be approved by the Buyer prior to upload on the CAFM System and undertaking any works. Further details of the Services required shall be defined at Call-Off stage.
- 20.12. 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.
- 20.13. 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.
- 20.14. The Supplier shall ensure they operate a safe system of work in accordance with their Health and Safety Policy and that risk assessments are site specific and not generic and shall include the following:
- 20.14.1. Asset criticality;
- 20.14.2. Any relevant equipment manufacturers' recommendations;
- 20.14.3. Industry Standard specification;
- 20.14.4. The Supplier's experience of similar equipment and Services; and
- 20.14.5. The risk to and/or impact upon the business that could result from failure of the Asset.
- 20.15. The Supplier shall ensure that:
- 20.15.1. The PPM works task sheet clearly identifies the Asset type, location, SFG20 task instruction and frequency or if not applicable, details of the work required and frequency as defined and agreed with the Buyer;
- 20.15.2. Where the time between activities is greater than one year, those activities are to be undertaken on an appropriate rolling programme as agreed with the Buyer at Call-Off stage; and
- 20.15.3. Costs for all consumable items and replacement parts which are required to satisfactorily maintain the Services are of the same quality and type or better as provided for the original installation. Replacement components shall be of the same

manufacturer as the equipment being serviced wherever possible. Costs for the provision of these consumables and replacement parts / components shall be included in the Charges.

- 20.16. The Supplier shall be responsible for the safe keeping 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.
- 20.17. The Supplier shall agree access arrangements for restricted areas in advance with the helpdesk in order to avoid being denied entry and delaying the execution of the Services. In multi-occupancy buildings, the Supplier shall liaise with landlords, landlord's representatives and other relevant parties to ensure that the method statements are aligned with all of the building users' In respect of all of the Services.
- 20.18. The Supplier shall agree with the Buyer the process relating to the retention of all statutory and mandatory certificates and related documentation.
- 20.19. The Supplier shall provide expert and technical advice on all maintenance matters upon the request of the Buyer.

21. Service C:1 - Mechanical and Electrical Engineering Maintenance

- 21.1. In addition, the following Standards Ref apply to this Service SC1.
- 21.2. The Supplier shall provide a professionally managed Mechanical and Electrical ("M&E") Maintenance Service which ensures the maintenance and operation of all items of plant and equipment within the Buyer Premises, are in accordance with the Buyer's requirements.
- 21.3. The Supplier shall ensure the successful operation and optimum condition of all of the Buyer's mechanical, electrical and plumbing systems. The Supplier shall ensure they are maintained at optimum performance in accordance with manufacturers' and installers' recommendations and statutory obligations. A list of plant and systems to be maintained shall be listed within the Asset registers in Call-Off Schedule 22 - Call-Off Tender.
- 21.4. 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.
- 21.5. The Supplier shall be responsible for the inclusion of all Assets irrespective of their inclusion in Call-Off Schedule 22 - Call-Off Tender.
- 21.6. The Supplier shall implement an annual PPM programme that fully meets the maintenance requirements of the Chartered Institution of Building Service Engineers ("CIBSE") SFG20, or if not applicable, the maintenance requirements specified by the manufacturers, the Heating and Ventilation Contractors Association ("HVCA") and other relevant professional bodies. The overriding responsibility of the Supplier shall be to ensure that maintenance Services to the built and installed Assets within the Buyer Premises are delivered as required throughout the Call-Off Contract.
- 21.7. 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.
- 21.8. Information on the specific built and installed Assets, in the form of reports and surveys has been included within Call-Off Schedule 22 - Call-Off Tender. This information is given to the Supplier to assist them in preparing a relevant and competitive Tender, but in no way limits the overall responsibility of the Supplier.
- 21.9. The Supplier shall satisfy itself as to the accuracy of the information provided by the Buyer.

- 21.10. 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.
- 21.11. The Supplier shall transmit notification of the planned maintenance via the Buyer Premises based CAFM System to the Buyer Authorised Representative or their nominated deputy and allocate to the appropriate tradesmen. The works task sheet shall clearly identify the Asset type, location and work required. The Buyer Authorised Representative shall agree access arrangements for restricted areas in order to avoid any interruption to business.
- 21.12. The Supplier shall provide all PPM activities, other than daily nominated or advised tasks, within seventy two (72) hours of scheduled date.
- 21.13. 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.
- 21.14. Special note shall be made of specific warranty period maintenance requirements.

22. Service C:2 - Ventilation and air conditioning systems maintenance

- 22.1. In addition, the following Standards Ref apply to this Service SC2.
- 22.2. The Supplier shall maintain ventilation, comfort cooling and air conditioning systems by using the same principles employed for other mechanical and electrical systems. Some of the air conditioning systems shall be designated by the Buyer as business critical systems where appropriate.
- 22.3. This provision includes all catering extract and forced air systems inclusive of ductwork and terminal units.
- 22.4. The Supplier shall deliver air quality monitoring at the Buyer Premises to meet COSHH 2002 and EH40 statutory requirements and all other statutory and best practice requirements linked to the delivery of the service, including HSEG409, HSG173 and CIBSE KS17. Where the installation of new fixed monitoring equipment is required to deliver these services the costs shall be met by the Buyer.
- 22.5. The insides of ventilation and air conditioning ductwork shall be kept clean in accordance with Service SC3 Environmental Cleaning (below). The Supplier shall maintain the systems and ensure compliance with legal obligations in respect of health and safety and the management of greenhouse gases and ozone depleting substances and any other Specification or Standard required by the Buyer.

23. Service C:3 – Environmental cleaning service

- 23.1. In addition, the following Standards Ref apply to this Service SC3.
- 23.2. The Supplier shall clean kitchen extract and cell ventilation systems to ensure compliance with all statutory requirements.
- 23.3. The Supplier shall thoroughly clean general mechanical ventilation and environmental systems. This shall include air conditioning systems, LEV ductwork and extract hoods to ensure compliance with all statutory requirements.
- 23.4. The Supplier shall deliver the services in compliance with all statutory requirements.
- 23.5. Where the Buyer requests additional cleaning services at a frequency which exceeds the requirements of the statutory requirements, these shall be rechargeable and managed via the Billable Works and Projects process.
- 23.6. The Supplier shall ensure that all works are recorded and managed via the Supplier's CAFM system.

- 23.7. The Supplier shall preserve a satisfactory standard of hygiene within air distribution and extract systems.

24. Service C:4 - Fire detection and firefighting systems maintenance

- 24.1. In addition, the following Standards Ref apply to this Service SC4.
- 24.2. The Supplier shall be responsible for ensuring all fire-fighting equipment and systems are tested in accordance with the applicable British Standards, Approved Codes of Practice, manufacturer's recommendations and industry best practice.
- 24.3. All systems shall be tested including:
- 24.3.1. Extinguishers;
 - 24.3.2. Voice alarm systems;
 - 24.3.3. Smoke pressurisation and extraction systems;
 - 24.3.4. Fume Cupboards;
 - 24.3.5. Suppression systems;
 - 24.3.6. Sprinkler systems;
 - 24.3.7. Public Address systems;
 - 24.3.8. Evacuation chairs;
 - 24.3.9. Lift evacuation systems; and
 - 24.3.10. Emergency communications systems (refuges).
- 24.4. The Supplier shall be responsible for operating fire alarm testing in accordance with fire regulations, ensuring logs are accurate and up-to-date and weekly tests are operated within two (2) minutes of any agreed times. Voice announcement system broadcasts or announcements shall all be performed professionally and in accordance with the Buyer's requirements.
- 24.5. 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.
- 24.6. The Supplier shall test fire detection systems in a manner that ensures full functionality of the fire system and associated devices. The results shall be recorded within the fire log-book at the Buyer Premises and centrally within the management regime. Details of the outcome of the tests should be passed to the Buyer Authorised Representative at the Buyer Premises.
- 24.7. All abnormal test results shall be immediately advised to the Buyer, and dealt with under the auspices of the reactive maintenance Services.
- 24.8. 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.
- 24.9. The Supplier shall ensure any changes or enhancements to the fire systems are recorded in the fire risk assessment for the Buyer Premises.
- 24.10. The Supplier shall inform the Buyer Authorised Representative when they are to undertake maintenance work to the fire safety systems. This shall be carried out in line with the Buyer's policies for example The Regulatory Reform (Fire Safety) Order 2005 at a Buyer Premises.

25. Service C:5 - Lifts, hoists and conveyance systems maintenance

- 25.1. In addition, the following Standards Ref apply to this Service SC5.
- 25.2. The Supplier shall provide a fully comprehensive maintenance regime to the lifts, hoists and conveyance systems within the Buyer Premises. The Supplier shall be responsible for meeting minimum response times contained within the performance regime if there are problems with the system's components, items and panels.
- 25.3. The Supplier shall ensure that all necessary information regarding the lifting and conveyance system are recorded within the CAFM System. The Supplier shall:

- 25.3.1. Manage the thorough examination of lifts by an independent competent person and forward reports to the Buyer;
- 25.3.2. Keep lift records;
- 25.3.3. Act on any recommendations that cost less than the Inclusive Repair Threshold;
- 25.3.4. Inform the Buyer of any work required costing more than the Inclusive Repair Threshold;
- 25.3.5. Inform the Buyer of any lift that is out of service, the reason why and the time the lift will be back in service;
- 25.3.6. Ensure that lift cars are taken out of service in the case of dangerous situations;
- 25.3.7. Ensure the competency of those who carry out the work and train Supplier staff in the rescue and freeing of trapped passengers;
- 25.3.8. Ensuring the availability of replacement parts;
- 25.3.9. Carry out a detailed risk assessment for all works; and
- 25.3.10. Include fireman lifts and lift evacuation systems.

26. Service C:6 - Security, access and intruder systems maintenance

- 26.1. In addition, the following Standards Ref apply to this Service SC6.
- 26.2. The Supplier shall maintain all security, access and intruder systems within the Buyer's Buyer Premises and any new systems put in place to ensure correct functioning throughout the course of the Call-Off Contract.
- 26.3. It will be the Supplier's responsibility to ensure the continued functioning of security, access and intruder systems.
- 26.4. The Supplier shall ensure that any failure that leads to a weakness in security is rectified within the agreed timescale.
- 26.5. The Supplier shall liaise with the Buyer's security representative and any relevant Government security equipment specialists over the issues of security, access and intruder system including synergistic areas where security provision is supplied directly by Government Staff.

27. Service C:7 - Internal and external building fabric maintenance

- 27.1. In addition, the following Standards Ref apply to this Service SC7.
- 27.2. The Supplier shall provide a professionally managed, "Planned Preventative Fabric Maintenance Service" in accordance with a system and programme of building fabric maintenance. This programme shall take account of the Asset registers, planned maintenance schedules and all relevant lease obligations.
- 27.3. Variations from periodic maintenance shall be agreed between the Supplier and the Buyer in advance.
- 27.4. Planned Maintenance tasks shall be generated through the CAFM System on a Monthly basis, in advance. The Supplier shall provide day-to-day repairs to the internal and external fabric. The Supplier shall submit notification of the day-to-day repairs via the Buyer Premises based CAFM System to the Buyer Authorised Representative or its nominated deputy and allocated to the appropriate tradesmen. This may be by raising a Service request via the system if an independent helpdesk is utilised. The works task sheet shall clearly identify the Asset type, location and work required. The Buyer shall agree access arrangements for restricted areas in order to avoid any interruption to business.
- 27.5. The Supplier shall ensure that in instances of spot (reactive) re-lamping, they acknowledge the need to ensure electrical safety when replacing lamps in addition to ensuring consistency in colour balancing throughout the area and in keeping with the Buyer's requirements.
- 27.6. The Supplier shall acknowledge the Buyer's PPM schedules contained within Call-Off Schedule 22 - Call-Off Tender. The Supplier shall include all building fabric maintenance tasks

within this Framework Schedule 1 - 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.

- 27.7. The Supplier shall agree access arrangements for restricted areas with the helpdesk in advance in order to avoid being denied entry and delaying the execution of the Service. In multi-occupancy buildings the Supplier shall be required to liaise with landlords, landlord's representatives and other relevant parties to ensure that the method statements are aligned with all of the building users' requirements.
- 27.8. Where the Buyer has responsibility for the provision of residential housing, the Supplier shall be responsible for the maintenance of the buildings, to include all outbuildings and fixed furniture items contained therein.
- 27.9. The Supplier shall be responsible for the sweeping chimneys to open fireplaces where present at Buyer Premises at a frequency that will maintain them in a safe working order.
- 27.10. The Supplier shall be required to undertake redecoration works on a cyclical / periodic basis to comply with the Buyer's lease obligations or agreed standard for Government freehold buildings where this is requested. The Supplier shall liaise with the Buyer to establish these obligations and provide quotations for all redecoration works as per the Billable Works process detailed in Call-Off Schedule 4A - Billable Works and Projects.
- 27.11. The Supplier shall provide redecoration works on an elective basis as per the Billable Works process detailed in Call-Off Schedule 4A (Billable Works and Projects) and upon instruction from the Buyer's Authorised Representative. Any redecoration work required as a result of reactive maintenance shall be included with the reactive maintenance work.
- 27.12. The Supplier shall provide a gutter clearance service and shall ensure drainage systems including but not limited to pipes, gutters, manholes and parapet gutters. The Supplier shall ensure that these are kept functional at all times and remain free from debris, leaves and other blockages at all times. The frequency shall be determined at Call Off Stage. Where Buyer Premised exceed four (4) storeys and have no fixed roof access equipment fitted to enable the delivery of the gutter cleaning service the Supplier shall be responsible for the provision of the portable equipment required to deliver the service. Costs for the provision of the portable equipment shall be managed via the Billable Works and Projects process.
- 27.13. The Supplier shall provide a securing and making safe Service in the event of break-ins, vandalism or damage to the external building on a reactive basis within the timescales detailed in the Annex E – Service Delivery Response Times. This shall include but shall not be limited to boarding up windows on a temporary basis and re-glazing of broken windows as a minimum requirement. This Service shall be paid for as additional works as per the Billable Works process detailed in Call-Off Schedule 4A - Billable Works and Projects.
- 27.14. 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.
- 27.15. The Supplier shall be responsible for the provision of:
 - 27.15.1. Repairs;
 - 27.15.2. Replacement equipment;
 - 27.15.3. Operator Training;
 - 27.15.4. Insurance cover;
 - 27.15.5. Certification;
 - 27.15.6. Risk assessments; and
 - 27.15.7. Calibration.
- 27.16. The Supplier shall, at the end of the Contract Period, be responsible for the return all items issued to them by the Buyer for their use on the Call Off contract in their original

condition, allowing for fair wear and tear, and in good working order. Any items missing or damaged, other than by fair wear and tear, shall be replaced by the Supplier at no cost to the Buyer.

- 27.17. Details of the equipment to be issued to the Supplier will be defined at Call-Off stage.
- 27.18. The Supplier shall execute the Service during the operational working hours. The Service may be executed outside these hours for operational reasons, to meet deadlines or other particular requirements including avoidance of disruption and noise.
- 27.19. The Supplier shall be responsible for the maintenance and statutory inspections of the Buyer's Health and Safety and building protection systems including:
 - 27.19.1. Safety eye-bolts;
 - 27.19.2. Fixed roof edge protection handrail systems;
 - 27.19.3. Free-standing roof edge protection handrail systems;
 - 27.19.4. Cradle access systems;
 - 27.19.5. Fall and arrest safety lifelines and mansafe systems;
 - 27.19.6. Lightning protection systems;
 - 27.19.7. Flood protection systems;
 - 27.19.8. Window and door security equipment, e.g. shutters, window bars and grilles;
 - 27.19.9. Bird protection systems, e.g. nets, spikes and sirens;
 - 27.19.10. Waste storage and recycling facilities;
 - 27.19.11. External fire exists and fire escape routes;
 - 27.19.12. Doors including locks and door furniture;
 - 27.19.13. External lighting systems, including pathway and street lighting; and
 - 27.19.14. External vehicle storage facilities; e.g. cycle and motorcycle enclosures.
- 27.20. The Supplier shall ensure that fire doors are maintained and in efficient working order and carry out a cursory examination to ensure that the fire door:
 - 27.20.1. Closes fully into its frame;
 - 27.20.2. The intumescent and smoke seals are fitted and not damaged;
 - 27.20.3. The gap between the door and its frame is between 3-5mm; and
 - 27.20.4. The door has no sign of physical damage and the door has appropriate signage in line with the Buyer's policies and statutory requirements.
- 27.21. The Supplier 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 inspections.
- 27.22. The report shall be submitted electronically to the Buyer within five (5) Working Days of undertaking the inspection and shall be reported via email by the Supplier within twenty-four (24) hours of the inspection of any defects of a health and safety nature it finds during the course of its inspection together with a recommendation for remedial action if defects cannot be fixed during the inspection.

28. Service C:8 - Reactive maintenance services

- 28.1. In addition, the following Standards Ref apply to this Service SC8.
- 28.2. The Supplier shall provide a professionally managed Service for reactive repairs and maintenance 24 hours per day, 365 days per year.
- 28.3. This Service shall be managed through the CAFM System. All reactive maintenance works (including labour, materials, profit, overheads and any other relevant Costs) up to an Inclusive Repair Threshold (threshold to be agreed at Call-Off stage) shall be carried out and included within the Supplier's Charges.
- 28.4. All reactive repairs and maintenance (including labour, materials, profit, overheads and any other relevant Costs) above the Inclusive Repair Threshold (threshold to be agreed at Call-Off stage) and works arising from planned maintenance, are to be managed using the Billable Works and Approvals Process as outlined Call-off Schedule 4A - Billable Works and

- Projects. All Works Arising from Planned Maintenance (including labour, materials, profit, Overheads and any other relevant Costs) up to an Inclusive Repair Threshold (threshold to be agreed at Call-Off stage) shall be carried out and included within the Supplier's Charges.
- 28.5. The helpdesk element of the CAFM System shall be the sole focus of reactive maintenance activities.
- 28.6. The Supplier shall work alongside the Buyer in forward planning, providing cost estimates for financial planning and shall advise the Buyer when the cost of repairing and/or maintaining an Asset outweighs the cost of replacing it and is likely to cause on-going unplanned downtime or pose potential health and safety risks ("**Beyond Economic Repair**").
- 28.7. When an Asset is Beyond Economic Repair the cost of replacement shall be met by the Supplier up to the Inclusive Repair Threshold. Where the cost of replacement exceeds the Inclusive Repair Threshold, only the cost above this value shall be billed to the Buyer through the approval process as detailed in Schedule 4a (Billable Works and Projects). For the avoidance of doubt, this requirement includes the replacement of entire Assets as well as component parts of Assets where replacement is deemed appropriate. The Buyer shall be the final arbiter on whether an Asset is Beyond Economic Repair but will act reasonably in reaching such decisions taking into account any one of the following:
- 28.7.1. If the projected cost of the repair exceeds the cost of replacing the Asset;
- 28.7.2. If the part(s) required to repair the Asset are no longer available unless there is a possibility of manufacture of part as a cost effective alternative; and/or
- 28.7.3. Any recommendations carried out as a result of condition Surveys.
- 28.8. Where replacement has been deemed appropriate by the Buyer, the Supplier shall assist the Buyer in determining a suitable replacement option taking into account operational use, whole life cost and required life factor.
- 28.9. The Supplier shall proceed with emergency tasks in accordance with work package N (helpdesk), in the event of critical or emergency tasks to mitigate health and safety or Business Continuity and Disaster Recovery risks (as further explained in Call-Off Schedule 8 – Business Continuity and Disaster Recovery. The Supplier shall seek formal Approval from the Buyer and shall keep the Buyer advised at all times on the status, technical issues and cost of the task.
- 28.10. The Inclusive Repair Threshold shall apply to the task of making safe and shall be applied retrospectively after the situation has been made safe.
- 28.11. The Supplier shall ensure that all its conducting maintenance work remain fully engaged to ensure a fault free operation. The inherent skills of the Supplier's Staff shall ensure the timely identification and rectification of faults. Both faults identified by Buyer and the Supplier's Staff shall be logged through the CAFM System for quality analysis. Each and every reactive Service request shall have an associated history, including completion date and time, within the helpdesk system.
- 28.12. Where the Supplier encounters reactive maintenance tasks which they believe have been caused by wilful damage or vandalism, they shall be required to produce a damage report in support of their assessment which shall include:
- 28.12.1. The date and time the damage was identified;
- 28.12.2. A summary of the findings upon inspection;
- 28.12.3. Photographic evidence of the damage; and
- 28.12.4. Details of the condition at the previous maintenance work or inspection;
- and
- 28.12.5. An estimate of the cost of repair or replacement.
- 28.13. Where the Buyer agrees the cause was deliberate, the Inclusive Repair Threshold shall not apply and the repair shall be managed via the Billable Works process, as further explained in Call-Off Schedule 4A - Billable Works and Projects).

- 28.14. The Supplier shall ensure that all Supplier Staff attend to calls, with suitable and sufficient equipment and suitable training to deal with the reactive maintenance repair in a competent, safe and efficient manner.
- 28.15. The Supplier shall at all times ensure that its Staff are competent, appropriately trained and deployed to cater for the variety of planned and unplanned demands in relation to reactive maintenance. The Supplier shall ensure that Supplier Staff who are dispatched to reactive activities are appropriately trained to Deliver a first-time fix. Where interface with electrical, mechanical or medium to high temperature hot water systems are involved, documented training schemes must be evidenced.

29. Service C:9 - Planned / group re-lamping service

- 29.1. In addition, the following Standards Ref apply to this Service SC9.
- 29.2. The Supplier shall adopt an organised approach to re-lamping across the Buyer Premises. The Supplier shall monitor this Service for efficiency with a view to achieving the greatest possible reductions in replacement frequency and cost. A consistent colour/warmth is critical in presentational and prestige areas.
- 29.3. The Supplier shall be cognisant of the impact that lighting control systems have on the life expectancy of lamps. Details of the location of such systems within the Buyer Premises are held in Call-Off Schedule 22 - Call-Off Tender. The Supplier shall make proposals for the enhancement and expansion of lighting control systems.
- 29.4. The Supplier shall ensure that luminaires and light fittings are kept in good repair and are cleaned and maintained to ensure optimum performance.
- 29.5. The Supplier shall ensure that all lamps and tubes in prestige areas such as reception areas and ministerial suite, in conference and meeting rooms and all emergency lighting shall be fully operational at all times subject to response and rectification times.
- 29.6. The Supplier shall ensure that control and execution of this Service is managed entirely by the CAFM System in line with the overall PPM schedule and subject to the same performance Standards. The Supplier shall ensure that all reports and recommendations are held centrally within the CAFM System. In instances of reactive lamping, the Supplier shall acknowledge the need to ensure electrical safety when replacing lamps in addition to ensuring consistency in colour balancing throughout the area and in keeping with the Buyer's requirements.
- 29.7. The optimum replacement frequencies for lamps may be determined by the Supplier, whilst maintaining the specified lighting levels in accordance with targets published by the Buyer and in accordance with industry guidance.
- 29.8. The Supplier shall work alongside the Buyer to identify opportunities for greater efficiencies in lamping as technology develops. This will apply to all Buyer Premises systems.
- 29.9. 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.
- 29.10. The Supplier shall assess new lamp technology (such as LED) before re-lamping an area(s). Where this upgrade takes place, a review of the consumables and the Charges shall be considered via a Variation in accordance with Clause 24 of the Core Terms of the Call-Off Contract.

30. Service C:10 - Automated barrier control system maintenance

- 30.1. In addition, the following Standards Ref apply to this Service SC10.
- 30.2. Where automated barriers, shutters, turn-styles, doors and electrified fencing are installed at the Buyer Premises and included in the scope of Services, the Supplier shall be

required to provide a maintenance service for these Assets as part of the overall mechanical and electrical maintenance strategy across each Buyer Premises.

31. Service C:11 - Building Management System ("BMS") maintenance

- 31.1. In addition, the following Standards Ref apply to this Service SC11.
- 31.2. 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.
- 31.3. The Supplier shall monitor any departures from agreed environmental parameters and shall take actions to rectify.
- 31.4. 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.
- 31.5. The Supplier shall ensure that the BMS is periodically upgraded as and when software versions are issued.
- 31.6. 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.
- 31.7. The Supplier shall ensure that the BMS is configured to operate building systems at optimum energy efficiency.
- 31.8. 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.

32. Service C:12 - Standby power system maintenance

- 32.1. In addition, the following Standards Ref apply to this Service SC12.
- 32.2. The Supplier shall:
 - 32.2.1. Be responsible for the maintenance and operation of backup generators and uninterrupted power supply equipment;
 - 32.2.2. Ensure that the backup equipment is available at all times and starts within ten (10) seconds of a mains power supply interruption or fluctuation;
 - 32.2.3. Liaise with the Buyer for the load testing of this equipment;
 - 32.2.4. Be responsible for the accurate recording of systems that are connected to the generators and Uninterruptable Power Supply ("UPS") systems;
 - 32.2.5. Be responsible for ensuring that the systems are not overloaded and the balance between phases is maintained;
 - 32.2.6. Ensure that fuel levels in storage tanks are maintained at a minimum of seventy five per cent (75%) capacity;
 - 32.2.7. Ensure that invoices for fuel are dealt with as Pass Through Costs; and
 - 32.2.8. Conduct as a minimum one (1) annual black test on all standby power systems installed.

33. Service C:13 - High Voltage ("HV") and switchgear maintenance

- 33.1. In addition, the following Standards Ref apply to this Service SC13.
- 33.2. The Supplier shall:
 - 33.2.1. 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;

- 33.2.2. Ensure that substations are clean, dry, and ventilated. The Supplier shall ensure that tubular heaters are fitted where necessary to avoid condensation;
- 33.2.3. 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;
- 33.2.4. Ensure that HV equipment is regularly inspected, maintained and tested to ensure that it is in a safe and serviceable condition;
- 33.2.5. Ensure that any of its Staff operating in an HV environment are authorised, suitably qualified and competent and shall at the very least:
 - 33.2.5.1. Be an electrical craftsman; and
 - 33.2.5.2. Be over the age of twenty three (23) years.
- 33.2.6. Ensure there is a qualified named High Voltage Authorised Person ("HVAP") engineer for the Buyer Premises(s); and
- 33.2.7. Ensure that a permit to work system is used for this Service.

34. Service C:14 - Catering equipment maintenance

- 34.1. In addition, the following Standards Ref apply to this Service SC14.
- 34.2. The Supplier shall provide a professional maintenance Service of all commercial catering equipment used in the provision of catering Services under the Call-Off Contract using the same principles employed for other mechanical and electrical systems. This shall be carried out in accordance with all relevant regulations relating to the servicing of gas and electrical installations.
- 34.3. The Supplier shall maintain catering equipment owned by the Buyer but operated by a third party Supplier.

35. Service C:15 - Audio Visual ("AV") equipment maintenance

- 35.1. In addition, the following Standards Ref apply to this Service SC15.
- 35.2. 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.
- 35.3. The Supplier shall ensure that maintenance of this is included in the Charges with replacement units provided on a Pass Through Costs basis and dealt with as part of the reactive maintenance Service requirements. The support required to set up and operate equipment is to be priced as part of the support Service available from the helpdesk.
- 35.4. 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.
- 35.5. The Supplier is required to ensure that media connectivity is maintained for connection by broadcasting Services.

36. Service C:16 - Television cabling maintenance

- 36.1. In addition, the following Standards Ref apply to this Service SC16.
- 36.2. The Supplier shall maintain the existing cabling infrastructure which is designated for the transmission of television pictures. The Supplier shall manage the payment of regular invoices for TV usage on behalf of the Buyer.
- 36.3. The Supplier shall be responsible for installing additional cabling as instructed by the Buyer. The Supplier shall ensure that all cabling, which is installed by the Supplier, is of a suitable specification to guarantee continuity of the Services and picture quality and that this cabling is used exclusively for the transmission of television pictures.
- 36.4. The Supplier shall ensure that provision also includes but is not limited to aerials, satellite dishes and set top boxes.

- 36.5. Where required, the Supplier shall Deliver the TV signal over the data network.

37. Service C:17 - Mail room equipment maintenance

- 37.1. In addition, the following Standards Ref apply to this Service SC17.
- 37.2. 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.
- 37.3. The Supplier shall be required to review the existing equipment and the Buyer's leases at the start of the Call-Off Contract and propose the most efficient and cost effective solution for the future. Should the Supplier consider that it is in the interest of business efficiency and best value for money, it may propose the replacement of equipment in advance of their lease expiry date. Any replacement of equipment shall be at the Approval of the Buyer.

38. Service C:18 - Office Machinery Servicing and Maintenance

- 38.1. In addition, the following Standards Ref apply to this Service SC18.
- 38.2. The Supplier shall provide a holistic office machinery servicing and maintenance Service within each Buyer Premises. This shall be coordinated through the helpdesk and shall include convenience photocopiers, fax machines, scanners and shredders. Details of the equipment to be managed are provided in Call-Off Schedule 22 - Call-Off Tender.
- 38.3. This Service shall be integrated with other Services such as porter services, messenger Services, central reprographic Services and handyman Services.
- 38.4. The Supplier shall be responsible for the provision and maintenance of all office machinery. This shall encompass liaison with the relevant third party supplier, ensuring that appropriate maintenance (both reactive and proactive) is carried out in accordance with Service contracts, managing the renewal of Service contracts and liaising with the Buyer.

39. Service C:19 - Voice announcement system maintenance

- 39.1. In addition, the following Standards Ref apply to this Service SC19.
- 39.2. The Supplier shall be responsible for the provision and maintenance of all voice announcement systems and equipment. Where appropriate, this shall encompass liaison with the relevant third party supplier, ensuring that appropriate maintenance (both reactive and proactive) is carried out in accordance with service contracts, managing the renewal of service contracts and liaising with the Buyer.

40. Service C:20 - Locksmith Services

- 40.1. In addition, the following Standards Ref apply to this Service SC20.
- 40.2. The Supplier shall:
- 40.2.1. Provide a specialist locksmith Service to repair or replace ironmongery at the Buyer Premises;
 - 40.2.2. Ensure that notification of a requirement for locksmith Services will be satisfied in accordance with Annex E – Service Delivery Response Times; and
 - 40.2.3. Demonstrate through the appropriate level of security clearance, as specified by the Buyer, that any of its Staff involved in these Services are appropriate to the operating environment.
- 40.3. Locksmith Services will be paid for in accordance with Appendix 3 - Billable Works and Approvals Process.

41. Service C:21 - Airport and aerodrome maintenance Services

- 41.1. The Supplier shall be responsible for undertaking inspections and all maintenance activities at airports, aerodromes and associated support facilities.

- 41.2. The Supplier shall be responsible for ensuring that all Buyer Premises and maintained in accordance with all statutory, mandatory and Buyer specified Standards to achieve full compliance.
- 41.3. The Services shall include:
- 41.3.1. Inspections of air operating surfaces;
 - 41.3.2. Reactive Maintenance identified as a result of airfield inspections;
 - 41.3.3. Inspection and maintenance of Aeronautical Ground Lighting ("**AGL**") and signs;
 - 41.3.4. Inspection and maintenance of airfield and obstruction lighting systems;
 - 41.3.5. Maintenance of aircraft and vehicle wash facilities;
 - 41.3.6. Cleaning and empty of any associated underground or above ground water storage tanks; and
 - 41.3.7. Provision of competent AGL technicians.
- 41.4. The Supplier shall provide an on-call system of suitably skilled, qualified and competent technicians during all operational flying periods.
- 41.5. Further details of the requirement will be issued by the Buyer at Call-Off.

42. Service C:22 - Specialist maintenance Services

- 42.1. The Supplier shall be responsible for undertaking inspections and all maintenance activities for the specialist maintenance Services. These shall include:
- 42.1.1. Bulk aircraft fuel supply operation and distribution (fed from the national pipeline system);
 - 42.1.2. Offshore maritime hazard markers and hydrographic surveys;
 - 42.1.3. Stores warehouse (automatic selection and picking system (may be required to man and operate a twenty-four (24) hour working pattern) as a minimum comprising of safety devices, cleaning, rails, shuttle/link cars, cranes, buffers, safety ropes, conveyors, transfer cars, indicators, lamps and PLC's);
 - 42.1.4. Coal fired boilers (maintenance and stoking twenty-four (24) hours per day seven (7) days per week in heating season);
 - 42.1.5. Underground bunker (Electrical, UPS, air conditioning and ventilation systems);
 - 42.1.6. Sewerage plants;
 - 42.1.7. Environmental monitoring equipment;
 - 42.1.8. Renewable energy systems;
 - 42.1.9. Calibration and maintenance of language laboratory equipment;
 - 42.1.10. Weighbridge including calibration;
 - 42.1.11. Specialised medical plant and equipment;
 - 42.1.12. Aircraft spray booth facility (including all filter changes);
 - 42.1.13. Equestrian facilities and associated specialist systems; and
 - 42.1.14. Kennels for working dogs.
- 42.2. Details of these specialist requirements will be provided at Call-Off.

Work Package D – Horticultural Services

43. Service D:1 - Grounds maintenance Services

43.1. In addition, the following Standards Ref apply to this Service SD1.

Hard landscaping Services

43.2. The Supplier shall provide Hard landscaping Maintenance which includes:

- 43.2.1. Footways/footpaths/pavements/road surfaces (including road drainage and storm drains);
- 43.2.2. Courtyard and terrace paving;
- 43.2.3. Steps and ramps to entrances;
- 43.2.4. Car parking areas;
- 43.2.5. Kerbs, edgings and pre-formed channels;
- 43.2.6. Fencing, gates and boundaries;
- 43.2.7. Fixed and portable Irrigation systems;
- 43.2.8. Lighting columns and lit bollards;
- 43.2.9. External furniture including wooden furniture, bicycle shelters and sculptures; and
- 43.2.10. Road and playground markings.

43.3. The Supplier shall ensure that all external hard surfaces are kept safe, clean and tidy.

43.4. The Supplier shall ensure that Planned and Reactive Maintenance activities maintain areas of hard landscaping that are safe, free of defects and prevent any dangers or hazards to the Buyer, its Staff and building users.

43.5. The Supplier shall ensure that fences, gates and boundaries are maintained and replaced to deter unauthorised access and retain the appearance of well-kept facilities.

43.6. The Supplier shall ensure that all external wooden furniture, bicycle stores and the like are well maintained, regularly cleaned and kept in good repair.

43.7. The Supplier shall respond to requests for Reactive Maintenance placed via the helpdesk. The Supplier shall ensure that a pro-active approach is taken to maintenance of hard landscaping and shall take advantage of the ability of the CAFM System to incorporate these activities into a PPM schedule.

43.8. The Supplier shall provide a reactive gritting, snow and ice clearance Services as and when required at the Buyer Premises.

43.9. This service shall be routed via the helpdesk to ensure seamless and efficient Service and be driven by the Service Level Agreements in place.

43.10. The Supplier will be responsible for the provision of all materials and consumables required to successfully Deliver the service and ensure safe access to the Buyer Premises is maintained.

43.11. The Supplier shall take care during snow clearance to ensure that the Buyer Premises is not damaged. The Costs for this service shall be included in the Charges.

- 43.12. Where this Service is required at an historic environment (built heritage and archaeological remains), designated nature conservation Sites, forestry plantations, crematoria and graveyards, and Government historic estate the requirements will be defined at Further Competition.

Soft landscaping Services

- 43.13. The Supplier shall provide a fully comprehensive, professionally managed soft landscaping and maintenance Service at the Buyer Premises. The Service may be integrated with other external Services such as cleaning and Hard Landscaping maintenance where applicable, so that there shall be no duplication of tasks in external areas. The Supplier shall maintain all external planted areas and shall maintain healthy and vigorous plants with a tidy weed free appearance.
- 43.14. The Supplier shall provide a horticultural Service in respect of the provision and maintenance of external planting in beds and containers. All plants shall be maintained to ensure a pleasing and tidy appearance and are healthy in growth. All plants and shrubs that have died or appear to be dying shall be removed and replaced as soon as possible with a suitable, comparable replacement.
- 43.15. The Supplier shall provide a maintenance service in respect of all grassed areas which shall be maintained to a good aesthetic standard at all times with grass cuttings removed from site. The Buyer will outline the maintenance Standards to be adopted with regard to any sports fields, all weather surfaces and/or multi-use games areas.
- 43.16. The Supplier shall ensure that:
- 43.16.1. All plant specimens are kept to a height and form which is safe and in accordance with good horticultural practice;
 - 43.16.2. All pots/ containers are cleaned and replaced where necessary;
 - 43.16.3. 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;
 - 43.16.4. Planned and reactive maintenance activities and maintained areas of soft landscaping and planting are safe and free of defects;
 - 43.16.5. That they prevent any dangers or hazards to the Buyer, its Staff and building users;
 - 43.16.6. All areas are kept free of an accumulation of leaves, weeds and any other solid matter;
 - 43.16.7. All trees are maintained to ensure the safety of the Buyer and its Staff;
 - 43.16.8. An annual tree survey is undertaken;
 - 43.16.9. Soil improvers shall not contain peat or sewage sludge;
 - 43.16.10. Growing media shall not contain peat;
 - 43.16.11. All products and Services procured shall comply with the latest version of the Horticultural Code of Practice covering invasive non-native plants;
 - 43.16.12. Growing media should meet quality Standards as set out in under the PAS100 and the Quality Protocol;
 - 43.16.13. From 2015 plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant; and
 - 43.16.14. All debris arising from the performance of the works is promptly removed from the Buyer Premises and disposed of in an environmentally preferable manner.
- 43.17. The Supplier shall consider in every instance whether the use of any form of chemical, including fertilizer, pesticide and herbicide, is strictly necessary before application. The Supplier shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of Approval for the

chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs ("DEFRA"). The Supplier shall ensure compliance with the Buyer's policy on Greening Government Commitments at all times.

- 43.18. Where invasive weeds are present at a Buyer Premises, the Supplier shall inform the Buyer and be responsible for putting in place surveillance regimes in line with statute (Wildlife and Countryside Act 1981 and Weeds Act 1959) to identify notifiable and invasive weeds to initially control and stop their spread with an objective to totally eradicate them. This service is deemed to be an addition to the Contract scope at Call-Off stage and treated as Billable Works for payment purposes.
- 43.19. 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.
- 43.20. In addition to general soft landscaping, the following areas are to be considered as in-scope under the provisions of this Service:
- 43.20.1. Wormeries;
 - 43.20.2. Bat and beetle boxes;
 - 43.20.3. Nesting birds;
 - 43.20.4. Heritage vines and creepers;
 - 43.20.5. Annual pruning and maintenance; and
 - 43.20.6. Herb garden for use in catering departments (where applicable).
- 43.21. Where this Service is required at an historic environment (built heritage and archaeological remains), designated nature conservation Sites, forestry plantations, crematoria and graveyards, and Government historic estate, requirements will be defined at Call-Off stage.

44. Service D:2 - Tree Surgery (Arboriculture)

- 44.1. In addition, the following Standards Ref apply to this Service SD2.
- 44.2. The Supplier shall develop and implement an arboriculture management plan for the Buyer Premises.
- 44.3. The Supplier shall provide tree surgery on an ad hoc basis and evaluated on an elective basis which shall be excluded from the Framework Prices.
- 44.4. The Supplier shall ensure that Supplier Staff carrying out tree surgery Services are National Proficiency Tests Council qualified (or equivalent) in Arboriculture, and that all work is carried out to BS 3998 Standard. Any third party supplier(s) used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association.
- 44.5. The Supplier shall seek Approval from the Buyer before trimming or felling any trees, particularly trees which are protected via a Tree Preservation Order.

45. Service D:3 - Professional snow and ice clearance

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

- 45.2. 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.
- 45.3. The Supplier shall take care during snow clearance to ensure that the Buyer Premises is not damaged.
- 45.4. Further details will be provided at Call-Off stage.

46. Service D:4 - Reservoirs, ponds, river walls and water features maintenance

- 46.1. In addition, the following Standards Ref apply to this Service SD4.
- 46.2. The Supplier shall provide a maintenance Service in respect of ponds and external water features, where applicable. Ponds shall be free from excessive plant remains, weeds and sludge so as to maintain a healthy biological balance.
- 46.3. The Supplier shall manage the water levels in lakes and reservoirs in compliance with the Reservoir Act 1975 and subsequent amendments. The Supplier shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir.
- 46.4. The Supplier shall provide an inspection report on an annual basis or as dictated by any applicable risk assessment.
- 46.5. The Supplier shall provide maintenance in respect of sea walls and river walls where applicable. The Supplier shall carry out an annual inspection and provide a condition report to the Buyer as required.
- 46.6. The Supplier shall ensure that Supplier Staff operating in a water environment:
 - 46.6.1. Comply with all relevant health and safety legislation;
 - 46.6.2. Possess sufficient knowledge and experience to avoid danger and are suitably trained and competent;
 - 46.6.3. Provide a fence or barrier to any structure or scaffold where there is a risk of persons falling from such structures into water;
 - 46.6.4. Where an independent electrically or mechanically operated hoist or cradle is used to provide a competent operator, or given sufficient training in its use. Some means of communication is to be provided for use in an emergency;
 - 46.6.5. Check, maintain and examine in accordance with manufacturer's or statutory requirements any hoist / cradle;
 - 46.6.6. Display warning signs/notices;
 - 46.6.7. Provide adequate lighting for the whole of the period of work. Lighting shall be adequate for night work and shall illuminate the immediate surrounding water surface;
 - 46.6.8. Wear a buoyancy aid, of a tested and approved pattern;
 - 46.6.9. Provide suitable rescue equipment, for example a boat, boathook, lifebelt or lifeline to be in position, and check as serviceable before works are permitted to commence;
 - 46.6.10. Strictly control the use of any electrical equipment and shall take steps to ensure that leads are not long enough to touch the water. All equipment shall be connected to lines to prevent their accidental dropping into water causing possible electric shocks;
 - 46.6.11. Conduct regular and frequent checks on numbers of Staff working, made by the Supplier Representative, or a nominated person;
 - 46.6.12. Do not operate as lone Workers, any works over water are to be carried out by a minimum of two persons; and
 - 46.6.13. Ensure that extra checks are made by the Supplier Authorised Representative. Special care must be taken in fog, snow or rain.
- 46.7. Where waterways, ponds and lakes are present, the Supplier shall carry out one inspection annually and ensure boundaries are kept free from weeds. Ponds shall be free from excessive plant remains, weeds and sludge to maintain a healthy biological balance.
- 46.8. The Supplier shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir.

- 46.9. The Supplier shall ensure that the discharge of pollutants into waterways is managed in accordance with the energy management and environmental management requirements.
- 46.10. Water quality testing and reporting, in-line with environment agency best practice including L8: Control of Legionella testing of water features.
- 46.11. The permit to work system shall be used for this Service.

47. Service D:5 - Internal planting

- 47.1. In addition, the following Standards Ref apply to this Service SD5.
- 47.2. 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.
- 47.3. The Supplier shall ensure that:
 - 47.3.1. All plant specimens are kept to a height and form which is safe, appropriate for an indoor plant, takes account of its position within the Buyer Premises and accords with good horticultural practice;
 - 47.3.2. Soil improvers do not contain peat or sewage sludge; and
 - 47.3.3. Growing media does not contain peat and it should meet quality Standards as set out in PAS100 and the Quality Protocol.
- 47.4. From 2015, plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant.
- 47.5. The Supplier shall consider in every instance whether the use of any form of chemical (for uses including fertiliser, pesticide and herbicide) is strictly necessary before application. The Supplier shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of Approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs. The Supplier shall ensure compliance with the Buyer's policy on Greening Government Commitments at all times.
- 47.6. All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.
- 47.7. The Supplier shall ensure that all Supplier Staff clean working methods and must remove all debris around the displays prior to leaving the Buyer Premises.
- 47.8. The Supplier shall ensure that:
 - 47.8.1. All plant specimens are kept to a height and form which is safe, appropriate for an indoor plant, takes account of its position within the Buyer Premises and accords with good horticultural practice;
 - 47.8.2. A fully detailed Asset register detailing all plant specimens shall be kept by the Supplier detailing type, location, condition and frequency of visit for all plants on display at each location; and
 - 47.8.3. All pots/containers are cleaned and replaced where necessary and no instances of damaged pots or containers occur at any time.

48. Service D:6 - Cut flowers and Christmas trees

- 48.1. In addition, the following Standards Ref apply to this Service SD6.
- 48.2. This Service requirement shall be outside the Charges and shall be dealt with as a Pass Through Costs.
- 48.3. 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.

- 48.4. The Supplier shall:
- 48.4.1. Remove dead flowers as necessary;
 - 48.4.2. Provide an ad hoc Service for the provision of corporate Christmas trees and suitable support pots on a seasonal basis to the Buyer Premises;
 - 48.4.3. 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
 - 48.4.4. 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.
- 48.5. The Buyer shall provide the Supplier with a detailed list of its Staff that are authorised to order flowers. The Supplier shall reject any Orders made by unauthorised Staff for cut flowers unless otherwise instructed by the Buyer.
- 48.6. The Supplier shall provide a range of various types and Costs of cut flowers and arrangements.
- 48.7. In relation to Christmas trees, the Standard includes both internal and external pots that are suitable for the size of tree and weighted to ensure there is not any danger of collapse.
- 48.8. 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 E - Statutory Obligations

49. Generic Statutory Obligations and Requirements

- 49.1. The Supplier shall at all times ensure that:
- 49.1.1. The FM operation of the Buyer Premises and Delivery of the FM Services are undertaken in compliance with all applicable UK legislation and legislation appropriate to the location of the Buyer's premises as defined at Call Off, Good Industry Practice, manufacturer's recommendations and where appropriate the requirements specified by the Buyer as defined at Call-Off stage;
 - 49.1.2. It provides any training required by the procedures and statutory provisions in respect of all Staff (whether Buyer or Supplier Staff) at the Buyer Premises;
 - 49.1.3. It operates a Safe System of Work in accordance with their Health and Safety Policy and ensures that all risk assessments are current and accurately reflect the works and risks associated with the Services being undertaken; and
 - 49.1.4. It ensures all activities relating to Statutory Compliance is managed through their CAFM System and that the Buyer has access to the data, via electronic interface or direct access to the Supplier's CAFM System.
- 49.2. The Supplier shall be responsible for the production, review and update of all risk assessments and written schemes of examination to meet all statutory requirements e.g. SFG20, CIBSE Guide M as required as they apply to the statutory compliance services specified by the Buyer.
- 49.3. The Supplier shall provide paper copies of all Documentation associated with statutory compliance reports or Documentation for retention at the Buyer Premises. These requirements will be defined at Call-Off stage.

50. Service E:1 –Asbestos Management

- 50.1. In addition, the following Standards Ref apply to this Service SE1.
- 50.2. The Supplier shall be responsible for ensuring that services provided to all Buyer Premises are statutory compliant in accordance with The Control of Asbestos Regulations: 2012.
- 50.3. The Supplier shall undertake an initial review of the Buyer's Asbestos Management Plan present at the Buyer premises within the first sixty days of the Contract and be responsible for undertaking regular (at least annual) reviews of the Asbestos Management Plan thereafter.
- 50.4. Where Buyer premises are discovered to be non-compliant and do not have an asbestos risk assessment in place, the Supplier will be responsible for undertaking a review and for producing a new asbestos risk assessment on the behalf of the Buyer. Costs for this service shall be rechargeable and be managed via the Billable Works and Projects process.
- 50.5. The Supplier shall maintain the Asbestos register such that it contains a comprehensive Schedule of all areas within each Buyer Premises which contain asbestos or asbestos-based products or other deleterious (ACM) materials.
- 50.6. The Supplier shall be responsible for the delivery of asbestos surveys and for the updating of the asbestos register following refurbishment and demolition works. Where these works were undertaken by Buyer appointed third-party suppliers the costs for the work shall be rechargeable and be subject to the Billable Works and Projects process.
- 50.7. Where asbestos removal works are required by the Buyer the works shall be undertaken by the Supplier the costs for the works shall be rechargeable and be subject to the Billable Works and Projects process.
- 50.8. The Supplier shall publish and convey the contents of the Asbestos register to all its Staff and appointed sub-contractors 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.
- 50.9. The Supplier shall ensure that:
 - 50.9.1. The process of identifying, signing and tagging all areas is kept up to date and that the condition of the identified material is monitored in accordance with legislative requirements;
 - 50.9.2. All identification, tagging, monitoring and removal are to be carried out by employing a suitably licensed and competent specialist;
 - 50.9.3. Notifications are issued to HSE for licensed works as required; and
 - 50.9.4. That all activities, irrespective of their level of complexity are executed within areas identified as having asbestos or other deleterious materials, shall be provided with full risk assessments and method statements for safe execution of their task.
- 50.10. The Supplier shall appoint UKAS accredited surveyors and testing laboratories to carry out inspections.

51. Service E:2 - Water hygiene maintenance

- 51.1. In addition, the following Standards Ref apply to this Service SE2.
- 51.2. The Supplier shall be responsible for ensuring that services provided to all Buyer Premises are statutory compliant.
- 51.3. The Supplier shall undertake an initial review of the Buyer's Water Management Plan present at the Buyer premises within the first six months of the Contract and be responsible for undertaking regular (at least annual) reviews of the water management plan and legionella risk assessment thereafter and shall issue a detailed report which outlines areas of risk, recommendations to remove the risks, schematic drawings and photographic evidence of all areas of risk..
- 51.4. Where Buyer premises are discovered to be non-compliant and do not have a water risk assessment in place, the Supplier shall be responsible for undertaking a review and for

producing a new legionella risk assessment on the behalf of the Buyer. Costs for this service shall be rechargeable and be managed via the Billable Works and Projects process.

- 51.5. The Supplier shall have a written scheme of examination and maintain a water hygiene log book.
- 51.6. The Supplier shall provide a Water Hygiene Service that includes a cleaning and disinfection regime in accordance with current Health and Safety requirements as specified within the FM Service Standards and water treatments to include hard water treatments and PH level testing. These Services shall include the provision of all associated consumables to include water softening cartridges, PH testing equipment and ultraviolet ("UV") filters.
- 51.7. The Supplier shall produce and implement an inspection and monitoring regime to check systems and plant for performance, cleanliness, contamination and damage.
- 51.8. Temperatures shall be monitored to ensure that the required Standard of control is reached within the code of practice guidelines.
- 51.9. The Supplier shall report any anomalies that may be detected and detail corrective works where required. Buyer Premises records shall be audited and amended.
- 51.10. The Supplier shall produce and implement a regime of bacteria sampling to detect Legionella, e-coli and any other water bound bacteria using an UKAS accredited laboratory.
- 51.11. The Supplier shall empty tank bunds of all contaminated and uncontaminated water and dispose of water in a manner that accords with the level of contamination.

52. Service E:3 - Statutory Inspections

- 52.1. In addition, the following Standards Ref apply to this Service SE3.
- 52.2. The Supplier shall be responsible for ensuring that the Buyer premises achieve full statutory compliance at all times.
- 52.3. 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 at Call Off. For the avoidance of doubt, this service excludes planned maintenance activities which are not associated with statutory inspections.
- 52.4. The Supplier shall be responsible for the delivery of all statutory inspections, certification, air monitoring, risk assessments, written schemes of examination and insurance inspections as required to achieve and maintain statutory compliance.
- 52.5. 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.
- 52.6. The Supplier shall be responsible for Display Energy Certificates and shall perform the audit, issue and display and renewal the energy certificates at Buyer premises as required by the Buyer, including those Buyer Premises which require DEC's under Government legislation. The Supplier shall appoint an accredited energy surveyor and ensure all DEC's are displayed by the required date.
- 52.7. 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. This service shall be managed via the Billable Works and Projects process.
- 52.8. 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.
- 52.9. The Supplier will ensure that any specific requirements of the Buyer are included in the planning and Delivery of these works.

- 52.10. The programme shall be issued to the Buyer sixty (60) days in advance of all works taking place.
- 52.11. The Supplier shall at all times comply with all relevant EC and UK statutory and legislative requirements, including any alterations to policy as may take place and shall be the sole point of contact for any of the Buyer's concerns with that aspect of performance.
- 52.12. 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.
- 52.13. The control and execution of this Service shall be managed entirely by the CAFM System and subject to the specified performance Standards, whether fulfilled directly by its Staff or by a third party supplier.
- 52.14. The Supplier shall ensure that all reports and recommendations are held centrally within the CAFM System.

53. Service E:4 - Portable Appliance Testing

- 53.1. In addition, the following Standards Ref apply to this Service SE4.
- 53.2. The Supplier shall be responsible for ensuring that all Buyer Premises are tested in compliance with the Buyer's risk-based approach.
- 53.3. Portable Appliance Testing of Buyer equipment shall be carried out in accordance with this Service Requirement. Where electrical equipment can be identified as personal and belonging to members of the Supplier's Staff or the Buyer's Staff, it shall be tested if it is being used at the Buyer Premises and permission has been granted for it to be used as such.
- 53.4. PAT testing shall be risk based and take account of individual equipment's usage and location. The Supplier shall intimate the expected frequency based on the risk presented to the Class 1 and Class 2 electrical and electronic equipment of the Buyer by the working environments within the Buyer Premises.
- 53.5. 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.
- 53.6. The Supplier shall ensure that Supplier Staff who control and execute the Service are managed entirely by the CAFM System in line with the overall PPM schedule and shall be subject to the same performance Standards. All reports and recommendations shall be held centrally within the CAFM System.

54. Service E:5 - Compliance plans, specialist surveys and Audits

- 54.1. In addition, the following Standards Ref apply to this Service SE5.
- 54.2. Within 90 days of contract commencement or at a frequency specified by the Buyer at Call Off, the Supplier shall provide a statement on whether the Buyer Premises in its current condition and in the way it is currently used is fully compliant with all statutory requirements.
- 54.3. The Supplier shall produce and submit a compliance plan detailing 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 compliance plan within the contract Charges.
- 54.4. Where remedial action is required and is agreed by the Buyer it shall be managed via the Billable Works and Projects process.
- 54.5. Where additional surveys, specialist surveys and audits may be required by the Buyer, these shall be provided upon request and be rechargeable via the Billable Works and Projects process.
- 54.6. The Supplier shall develop and agree their quality Audit programme with the Buyer during Contract mobilisation, 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.

- 54.7. The appointment of independent auditors and inspection bodies shall be approved by the Buyer prior to the commencement of any works at the Buyer Premises.
- 54.8. The Supplier shall allow the Buyer to attend third party surveillance visits by its registration body throughout the period of the Contract
- 54.9. The results of the audits and inspections shall be made available to the Buyer within four (4) weeks of completion of the Audit and shall be recorded on the Supplier's CAFM System.
- 54.10. The Supplier shall be responsible for undertaking an annual review of their Quality Management System ("**QMS**") with the Buyer to ensure compliance with ISO 9001:2015 (or current edition) to ensure the management systems continue to be suitable, adequate and effective for the Contract.
- 54.11. The Supplier shall provide assistance and information to the Buyer and be responsible for making arrangements for any independent audits organised by the Buyer at the Buyer Premises upon request. These may include:
 - 54.11.1. National Audit Office;
 - 54.11.2. Specialist staff inspections including medical or logistics;
 - 54.11.3. Defence Internal Audit Office;
 - 54.11.4. Environmental Health inspection;
 - 54.11.5. Trading Standards inspection;
 - 54.11.6. All Statutory legislative inspections;
 - 54.11.7. Site inspections and compliance inspections and audits;
 - 54.11.8. Parliamentary enquiries and questions; and
 - 54.11.9. Freedom of information requests.
- 54.12. 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.
- 54.13. The Supplier shall ensure that all records of inspection are shared with the Buyer and linked to the space location and componentry associated to the inspection of the Asset through the Asset information requirements.
- 54.14. 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 and be managed via the Billable Works and Projects process.

55. Service E:6 - Condition surveys

- 55.1. In addition, the following Standards Ref apply to this Service SE6.
- 55.2. The Supplier shall provide a professionally managed planned programme of condition surveys that shall cover all systems, assets and building fabric and be carried out annually by competent and qualified staff. Where the Buyer requires Condition Surveys more frequently than annually, the requirement will be defined at Call Off and priced accordingly.
- 55.3. The Supplier shall update the Condition Surveys where this is required within five (5) Working Days following upgrade or replacement of Assets. The Condition Surveys shall cover all systems, assets and building fabric and be available in hard and electronic format. The Condition Surveys shall form the basis of the forward maintenance register where required.
- 55.4. Results from Condition Surveys shall generate a report which shall include the condition of the assets, systems and building fabric, recommendations and budgetary costs.
- 55.5. The Report shall have a link to (or be stored in) the CAFM System and any other relevant Buyer IT system.
- 55.6. Upon request additional condition surveys shall be rechargeable via the Billable Works and Approvals process detailed in Appendix 3 - Billable Works and Approvals Process.

56. Service E:7 - Electrical Testing

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

57. Service E:8 - Fire Risk Assessments

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

58. Service E:9- Building Information Modelling ("BIM") and Government Soft Landings ("GSL")

- 58.1. The Supplier shall support the Authority and individual Buyer requirements for Delivery of a number of strategic priorities related to the wider Government policy by the adoption of measures to improve efficiency and value for money.
- 58.2. These shall include:
- 58.2.1. Delivering projects in line with Government's Common Minimum Standards where applicable;
 - 58.2.2. Government Soft Landings ("GSL"); and
 - 58.2.3. Building information Modelling ("BIM") Level 2 for all Projects.
- 58.3. The Supplier shall have regard to the explanation of BIM and GSL requirements across the industry.
- 58.4. The Supplier shall comply with BIM Level 2 Standards and any updates to these Standards. Where Buyer requirements exceed this level, further information will be provided at Call-Off.
- 58.5. The Supplier should be aware that for the purposes of this Framework PAS 1192:2 relates to project Delivery within the suite of BIM Standards and PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001.
- 58.6. It is expected that the classification Standards applied should as a minimum reference Uniclass 2015, SFG20 and the NRM3 to enable the ease of transfer between projects and Asset management operations.
- 58.7. The Buyer shall be responsible, upon request, for the provision of a fully complete Asset register as a minimum codified in line with the above Standards and presented using a Construction Operations Building information Exchange ("COBie") file either in .XLS or .XML.

Work Package F – Catering Services

59. Generic catering requirements

- 59.1. The Supplier shall be subjected to additional GBS in relation to food and catering in accordance with Appendix 1 Government Buying Standards for Food and Catering Services and shall supply:
- 59.1.1. A value for money staff catering service which is consistent with current food Service trends and the Buyer's requirements and expectations;
 - 59.1.2. A Catering Service Business Plan shall be produced and shall include the identification and exploration of all potential opportunities to develop and enhance the catering

- service to Deliver continual improvement, greater efficiency, enhanced customer experience and generation of additional income streams;
- 59.1.3. A Quarterly Balanced Scorecard submission to include the associated Defra “The Food Marketplace” certification as applicable to the catering provision at the Buyer Premises;
- 59.1.4. A range of catering and vending options, serving hot and cold food and drink offers to all building users; and
- 59.1.5. A Service which facilitates a contribution by concession fee to space, FM and utility Costs where feasible and appropriate for the location.
- 59.2. The Supplier shall ensure that:
- 59.2.1. Where a contribution by concession fee is not appropriate for the location, the Services required by the Buyer are provided by another agreed financial remedy which will be detailed at Call-Off stage;
- 59.2.2. Services are provided at convenient locations with optimal footfall or as advised by the Buyer;
- 59.2.3. They operate a pricing policy that is benchmarked to high street and Buyer budgets as evidenced by the Buyer’s requirements;
- 59.2.4. They provide a complete price and quality benchmarking exercise at Contract commencement and every 6 Months thereafter to validate and support proposed changes to pricing;
- 59.2.5. They seek to maximise the use of the facilities and opportunities for increases in revenue from the Delivery of the Service;
- 59.2.6. They do not offer any form of credit of deferred payment to customers for the Services;
- 59.2.7. They provide options for payment to the Buyer that include cash, cashless, debit-card and credit-card payment systems;
- 59.2.8. They provide ATM Services where required by the Buyer;
- 59.2.9. They provide Services which align to healthy eating, sustainability and provenance guidelines and the requirements requested by the Buyer at Call-Off stage; and
- 59.2.10. Training Schedules are updated regularly to successfully maintain the provision of the Services at the Buyer Premises.
- 59.3. All Service and production equipment, fixtures and fittings shall be provided by the Supplier, unless already provided by the Buyer, or agreed at Call-Off stage.
- 59.4. Offer styles shall be pre-determined by the Buyer and shall include the following factors:
- 59.4.1. Location of Buyer Premises;
- 59.4.2. Location of trading points and trolley runs
- 59.4.3. Buyer Premises activity;
- 59.4.4. Buyer Premises footfall;
- 59.4.5. Wider community sales opportunities; and
- 59.4.6. Staff budgets.
- 59.5. Where deemed appropriate, the Service outlet provision shall be Delivered as shell and core by the Buyer along with the provision of air handling and lighting. The Supplier shall be responsible for the rest of the fit-out. In this circumstance, the Supplier shall be responsible for the payment for water, gas, electricity and waste on a pay-as-used basis. The Buyer shall arrange sub-metering if necessary.
- 59.6. The Supplier shall provide storage and access to the Delivery and waste areas where necessary.
- 59.7. 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 at Call-Off stage if required.

60. Service F:1 - Chilled potable water

- 60.1. In addition, the following Standards Ref apply to this Service SF1.
- 60.2. 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.
- 60.3. 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.
- 60.4. 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.
- 60.5. 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.

61. Service F:2 – Retail Services / Convenience Store

- 61.1. In addition, the following Standards Ref apply to this Service SF2.
- 61.2. The Supplier shall provide a self-Service retail outlet that offers predominantly chilled food, beverages, confectionery and non-food items.
- 61.3. The Supplier shall acquire and maintain all necessary operating licences, accreditations and approvals relating to delivery of the retail services and shall bear all associated costs.
- 61.4. The Buyer will not be responsible for the provision of custom for retail service outlets at the Buyer Premises.
- 61.5. The Supplier shall ensure their pricing strategy for retail Services is Delivered in accordance with the following requirements:
 - 61.5.1. The requirement to seek to maximise the take-up of the retail Services;
 - 61.5.2. The requirement to undertake and complete a price and quality benchmarking exercise at Mobilisation and every six 6 Months thereafter to validate the pricing strategy;
 - 61.5.3. The requirement to provide clear pre-purchase pricing information for all retail Services transactions, in a format and style acceptable to the Buyer;
 - 61.5.4. The requirement to operate cashless payment systems wherever appropriate;
 - 61.5.5. The requirement to provide, maintain and operate till systems for taking payments from retail Services customers; and
 - 61.5.6. The requirement to prevent the issue of any form of credit or deferred payment to customers.

62. Service F:3 - Deli / coffee bar

- 62.1. In addition, the following Standards Ref apply to this Service SF3.
- 62.2. The Supplier shall provide a counter Service offering with a mix of ready-made grab and go items and made to Order choices. This can be served from a fixed counter or mobile cart.
- 62.3. Some Buyer Premises may opt for hot beverage and grab and go offer because of higher returns and space configuration so this option shall be made available if required.

63. Service F:4 - Events and functions

- 63.1. In addition, the following Standards Ref apply to this Service SF4.
- 63.2. This Service requirement shall be outside the Charges and shall be dealt with via Appendix 3 - Billable Works and Approval Process for each event / function to include food, labour, profit and overheads.

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

64. Service F:5 - Full service restaurant

- 64.1. In addition, the following Standards Ref apply to this Service SF5.
- 64.2. The Supplier shall provide
- 64.2.1. A Full Service Restaurant provision which shall feature but not be limited to a range of freshly prepared meals, snacks and beverages with seating areas. Typically opening for continental and cooked breakfast; lunch and afternoon break. The Supplier shall provide multiple counters including hot choices deli, coffee and salads;
 - 64.2.2. A range, choice and quality of menu offers that meets the Buyer's requirements and expectations, maximises utilisation and spend and is commensurate with the operational and physical design of the facility; and
 - 64.2.3. A daily menu that is consistent in range, choice and quality with the Supplier's Tender submission at Call-Off stage.
- 64.3. The Supplier shall:
- 64.3.1. Provide a minimum daily menu range which shall be agreed with the Buyer;
 - 64.3.2. Be expected to provide an appropriate daily variety of menu offers which promotes the use of the facility and maintains consumer interest;
 - 64.3.3. Ensure that the menu offering has a range of healthy and balanced options;
 - 64.3.4. Continually review and refine the menu offer in order to meet changing consumer demands and thus maximise sales and levels of utilisation;
 - 64.3.5. Be responsible for providing all menu boards, menus and tariffs and other point of sale merchandising materials; and
 - 64.3.6. Ensure that a menu board advertising the full menu range is available, together with the current agreed tariff. The menu board shall be prominently displayed both within the restaurant outlet, externally to the outlet and in prominent locations around the Buyer Premises. The menu and tariff shall be well presented, printed or type written and clearly legible.
- 64.4. Portion sizes shall be agreed in writing between the Supplier and Buyer at the outset and monitored at regular intervals to ensure that significant plate food waste is not an unintended consequence of larger portion sizes.

65. Service F:6 - Hospitality and meetings

- 65.1. In addition, the following Standards Ref apply to this Service SF6.
- 65.2. The Supplier shall:
- 65.2.1. Provide an on-demand Service as required;
 - 65.2.2. Ensure working lunches, beverages, hot meals and buffets are available where required; and
 - 65.2.3. Operate an effective booking and charging system for all ad hoc hospitality or meeting catering Services.
- 65.3. Hospitality menus and price lists shall be made available by the Supplier and agreed with the Buyer on a regular basis.
- 65.4. Where the Buyer Premises is open for external trading, preferential prices for internal business should be made available and negotiated/agreed with the Buyer.
- 65.5. Commercial prices for external business and opening / operating times should also be agreed with the Buyer.

66. Service F:7 - Outside catering

- 66.1. In addition, the following Standards Ref apply to this Service SF7.

- 66.2. The Supplier shall provide an on-demand outside Catering Service as required. Further details will be provided at Call-Off stage.

67. Service F:8 - Trolley service

- 67.1. In addition, the following Standards Ref apply to this Service SF8.
67.2. The Supplier shall provide a trolley service offering a range of snacks and hot/cold beverages which follows a pre-determined route.
67.3. The items shall be Delivered where building users collect from a pre-determined point within the Buyer Premises.

68. Service F:9 – Vending Services (food and beverages)

- 68.1. In addition, the following Standards Ref apply to this Service SF9.
68.2. The Supplier shall provide
68.2.1. Continuous service primarily for twenty-four (24) hours seven (7) days a week workers or where a Catering Service is unviable;
68.2.2. A vending Service that will include hot and cold drinks, sweets and snacks, fresh fruit and pre-packed food items; and
68.2.3. The vending Service shall meet healthy eating, sustainability and provenance guidelines.
68.3. The Supplier shall ensure that
68.3.1. The vending Service is concession based and provided at nil subsidy in most cases, but ideally as part of the catering concession;
68.3.2. The pricing policy is benchmarked to high street and the Buyer's budgets;
68.3.3. Cash, cashless and credit payment systems are available to the Buyer where appropriate; and
68.3.4. 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.
68.4. The Supplier shall clean and maintain vending machines and ensure that they are operable during operational Working Hours.

69. Service F:10 - Residential catering Services

- 69.1. The Supplier shall provide a Catering Service for full time residents at various Buyer Premises. This Service shall be determined at Call-Off stage but may include a full board food offering comprising breakfast, luncheon and dinner.
69.2. This Service may be required to be Delivered in a variety of settings including custodial centres, detention centres probation accommodation, bail hostels, youth hostels and residential training facilities.

Work Package G – Cleaning Services

70. Generic cleaning requirements

- 70.1. The Supplier shall ensure that:
70.1.1. The required Standard is in evidence daily before the start of the building users' business activity;
70.1.2. As far as is reasonably practicable they specify and use cleaning materials and practices that are environmentally preferable, including utilisation of refillable containers throughout the entire product cycle where possible;
70.1.3. All general cleaning activities shall take place during the Operational Working Hours of the Buyer Premises, which shall be between 06:00 am to 10:00 pm Monday to

- Saturday, as approved by the Buyer. There will be occasion when cleaning within operational Working Hours is not suitable, therefore flexible alternative arrangements shall be agreed by the Buyer and the cleaning Schedule amended to reflect these; and
- 70.1.4. All Supplier Staff wear formal corporate attire at all times including building/identification passes.
- 70.2. The Supplier shall be required to clean certain areas in the presence of a Buyer Authorised Representative or under approved escort. These areas and the times for the cleaning to take place shall be agreed with the Buyer.
- 70.3. The Supplier shall provide the Buyer with expert and technical advice on the service to explore improvements, maximise efficiency and performance across all cleaning Services.
- 70.4. The Supplier shall provide a Cleaning Services throughout the Buyer Premises that is Delivered in a safe and efficient manner as per the required Standards and shall take responsibility for cleaning all internal cleanable areas including fixtures, fittings, furniture and finishes, to minimise degradation and maintain Asset life cycle.

71. Service G:1 - Routine cleaning

- 71.1. In addition, the following Standards Ref apply to this Service SG1.
- 71.2. The Supplier shall undertake all tasks associated with professional office cleaning to ensure that the offices, toilets, shower rooms, kitchens, catering areas, public areas, meeting and conference rooms, custody suites (where applicable), bedrooms, circulation space, secure areas and all other working areas, furniture, walls and floor spaces, are maintained to Achieve the necessary levels of cleanliness as defined within the BICS 2015 Standards (or later editions as published by BICS) to ensure all areas remain presentable and fit for their intended purpose.
- 71.3. 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.
- 71.4. Within specialist or public areas, bespoke cleaning regimes may be required at certain properties. This shall be determined at Call-Off stage.
- 71.5. The Supplier shall be responsible for the daily cleaning of hard and soft flooring, desks, chairs, tables, worktops, mobile and static room partitions, internal glazing and walls and shall ensure that the routine cleaning takes place at each Buyer Premises as frequently as required in order to Achieve the necessary levels of cleanliness as defined within the BICS 2015 Standards (or later editions as published by BICS).
- 71.6. The Supplier is responsible for the collection and removal of all waste from within the Buyer Premises to the designated central waste storage point/s on a daily basis.
- 71.7. The Supplier shall clean first aid rooms when required at the Buyer Premises.
- 71.8. The Supplier shall be responsible for the supply of all consumables and cleaning materials and shall ensure that consumables are fully stocked at all required locations at the start of each Working Day. The Supplier shall provide an uninterrupted supply of consumables at the Buyer Premises, to the existing Standard (unless approved otherwise) associated with the hygienic use of toilets, washing facilities, changing rooms, recovery rooms and tea points.
- 71.9. The Supplier shall provide a self-funding vending Service for sanitary products where required. The vending areas shall be kept free from stains and spills.
- 71.10. The routine cleaning Service shall include the provision of a reactive cleaning service that 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.
- 71.11. Tasks can include:
- 71.11.1. responding to spillages;
 - 71.11.2. replenishing consumables and monitoring the cleanliness of the washrooms;
 - 71.11.3. cleaning up dust and debris upon completion of maintenance works; and

- 71.11.4. stain removal.
- 71.12. The Supplier shall respond to requirements associated with wilful damage, vandalism and hazardous waste spillages including human waste, animal waste and vehicular fuel spillages upon request from the Buyer. Costs for this service shall be managed via the Billable Works and Projects process.
- 71.13. All requests for Reactive Cleaning Services shall be routed through the helpdesk to ensure seamless and efficient Service and be driven by the Service Level Agreements in place.

72. Service G:2 - Cleaning of integral barrier mats

- 72.1. In addition, the following Standards Ref apply to this Service SG2.
- 72.2. The Supplier shall ensure that all barrier matting is well maintained and kept clean.
- 72.3. The Costs for replacement barrier matting including coir matting should be charged via Appendix 3 - Billable Works and Approval Process.
- 72.4. The Supplier shall advise the Buyer when replacement barrier matting, including coir matting, is required.

73. Service G:3 - Mobile cleaning Services

- 73.1. Where the Buyer requires that routine, re-active and deep cleaning Services be Delivered via a mobile cleaning solution to meet operational requirements, the Supplier shall be responsible for delivering the Services and shall ensure routine cleaning take place at each Buyer Premises as frequently as required in order to Achieve the necessary levels of cleanliness as defined within the BICS 2015 Standards (or later editions as published by BICS). Further information on requirements will be provided at Call-Off.
- 73.2. The Supplier shall be responsible for the supply of all consumables and cleaning materials and shall ensure that consumables are fully stocked at all required locations at the start of each Working Day. The Supplier shall provide an uninterrupted supply of consumables at the Buyer Premises, to the existing Standard (unless approved otherwise) associated with the hygienic use of toilets, washing facilities, changing rooms, recovery rooms and tea points.
- 73.3. 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.

74. Service G:4 – Deep (periodic) cleaning

- 74.1. In addition, the following Standards Ref apply to this Service SG4.
- 74.2. The Supplier shall:
 - 74.2.1. Provide a programme for periodic and Deep Cleaning activities to the Buyer for Approval within one Month of the start of each Contract Year;
 - 74.2.2. Inform the Buyer of all periodic cleaning activity one Month prior to it being undertaken via the CAFM System or PPM schedule;
 - 74.2.3. Undertake deep cleaning Services to all kitchen, kitchen equipment, food storage areas, grease interceptors, food preparation areas and supporting areas in the Buyer Premises. The deep cleaning services are not required where catering services are delivered by a Buyer appointed third-party provider;
 - 74.2.4. Take responsibility for ensuring the Buyer's Staff are informed prior to carrying out periodic cleaning activities; and
 - 74.2.5. Clean all catering and staff welfare areas daily.
- 74.3. The Supplier must establish a good working relationship with any third party supplier of catering to facilitate the cleaning of all equipment.

75. Service G:5 - Cleaning of external areas

- 75.1. In addition, the following Standards Ref apply to this Service SG5.
- 75.2. The Supplier shall ensure that external building fabric, lighting, fixtures and fittings are maintained and clean.
- 75.3. The Service should be integrated with the grounds maintenance Service where possible so that there is no duplication of tasks in external areas.
- 75.4. The Supplier shall:
 - 75.4.1. Clean external signage including heritage signage as approved by the Buyer;
 - 75.4.2. Clean piers and pontoons where they are present and waste stores and receptacles at a frequency agreed with the Buyer; and
 - 75.4.3. Clean hard and soft external landscaping, including car parks, at a frequency agreed with the Buyer.
- 75.5. The Supplier shall operate a regular external cleaning programme, using the appropriate equipment at all times, following safe working procedures in accordance with all current relevant legislation.

76. Service G:6 - Window cleaning (internal)

- 76.1. In addition, the following Standards Ref apply to this Service SG6.
- 76.2. 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.
- 76.3. The method statement is to include the required quality Standard and shall be provided by the Supplier within the SDP.
- 76.4. Rectification of any failure to clean to the required Standard to be carried out free of charge.
- 76.5. Internal window cleaning prices shall include all access equipment, labour and materials.
- 76.6. Splashes and excessive soiling shall be removed during agreed operational Working Hours to agreed response times.
- 76.7. Subject to notification to the helpdesk, spot cleaning for splashes and excessive soiling which is impairing visibility shall be undertaken using procedures appropriate to the finish of the fixture or window pane.
- 76.8. A system shall be implemented by the Supplier to ensure that windows with bomb blast curtains are not left unprotected. This includes situations where the bomb blast net serves only for privacy purposes.
- 76.9. The cleaning of all bomb curtains requires a proportion of curtains to facilitate phased cleaning. The service shall be managed via the Billable Works and Projects process.
- 76.10. Bomb blast nets have a limited life, circa five (5) years, and shall need replacement from time to time; Costs for replacement shall managed via the Billable Works and Projects Process.

77. Service G:7 - Window cleaning (external)

- 77.1. In addition, the following Standards Ref apply to this Service SG7.
- 77.2. 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.
- 77.3. The Schedule is to be agreed with the Buyer and planned via the CAFM System or other PPM schedule.
- 77.4. The method statement is to include the required quality Standard and shall be provided by the Supplier within the SDP.
- 77.5. Rectification of any failure to clean to the required Standard to be carried out free of charge.

- 77.6. The Supplier shall deliver the service making use of existing fixed access equipment at the Buyer Premises or via a pole and reach solution. The Supplier shall be responsible for the provision of equipment, labour and materials required to deliver the service.
- 77.7. Where fixed access equipment is not present at the Buyer Premises all costs associated with the provision of portable access equipment shall be managed via the Billable Works and Projects process.
- 77.8. Subject to notification made to the helpdesk by the Buyer's Authorised Representative, spot cleaning for splashes and excessive soiling which is impairing visibility shall be undertaken by the Supplier using procedures appropriate to the finish of the fixture or window pane. Splashes and excessive soiling shall be removed within agreed operational Working Hours to agreed response times. This Service shall be chargeable as per the Appendix 3 – Billable Works and Approval Process.

78. Service G:8 - Cleaning of communications and equipment rooms

- 78.1. In addition, the following Standards Ref apply to this Service SG8.
- 78.2. The Supplier shall ensure that cleaning of communication and equipment rooms shall be by arrangement with the Buyer.
- 78.3. The Supplier shall ensure that communication and equipment rooms are cleaned following the required cleaning standard and any additional Standards in relation to the specific cleaning requirement.
- 78.4. Where required there may be additional security clearance of cleaning operatives in high risk areas.

79. Service G:9 - Reactive cleaning (outside cleaning operational hours)

- 79.1. In addition, the following Standards Ref apply to this Service SG9.
- 79.2. The Supplier shall ensure that all reactive cleaning requests generated via the helpdesk during the agreed cleaning operational hours at the Buyer Premises are managed as part of the routine cleaning service (service G.1).
- 79.3. Where the Buyer requires the Delivery of a reactive service outside of the agreed cleaning operational hours at the Buyer Premises, the Supplier shall be responsible for the Delivery of the service and shall ensure the full and safe use of the Buyer Premises is maintained. Tasks can include:
 - 79.3.1. responding to spillages, including foodstuffs, human waste, animal waste, cooking oil, vehicular fuel;
 - 79.3.2. responding to cleaning requirements generated via small works undertaken by third party suppliers;
 - 79.3.3. replenishing hygiene / clinical consumables;
 - 79.3.4. maintaining cleanliness of prestige / high profile areas; and
 - 79.3.5. 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.
- 79.4. The services delivered outside of the agreed cleaning operational hours shall be managed as per the Appendix 3 – Billable Works and Approval Process, and be priced in accordance with the rates set out in the agreed Resource Rates. Further details will be provided at Further Competition.

80. Service G:10 – Housekeeping

- 80.1. In addition, the following Standards Ref apply to this Service SG10.
- 80.2. The Supplier shall provide a professionally managed housekeeping Service for staff and visitors at the Buyer Premises. Through the use of Good Industry Practice and the

introduction of innovation, this shall Achieve and demonstrate value for money on a continuous basis.

- 80.3. The Supplier shall provide a resource management plan (structure and format to be agreed with the Buyer at start of the Call-Off Contract), which addresses actions to be taken by the Supplier to achieve the following:
 - 80.3.1. An increase of recycled content in linen against an agreed baseline;
 - 80.3.2. An increase in textiles recycled or re-used at end of life against an agreed baseline;
 - 80.3.3. An increase in the average number of washes per unit against an agreed baseline; and
 - 80.3.4. A reduction in the whole life cost of textiles Service against an agreed baseline.
- 80.4. As part of the resource management plan, the Supplier shall:
 - 80.4.1. 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
 - 80.4.2. Identify management actions and investment priorities for reducing cost and improving materials, energy and carbon efficiency.
- 80.5. The Supplier shall ensure that a nominated manager of the Housekeeping Service for each Buyer Premises is contactable twenty-four (24) hours a day, seven (7) days a week, fifty-two (52) weeks a year. The Supplier shall also provide cover for the nominated manager for annual leave and sickness. The contact details shall be posted in clearly defined areas agreed with the Buyer Authorised Representative.
- 80.6. The Supplier shall provide a customer satisfaction survey form at the start of the building users' stay, which shall be returned to the Supplier on departure and the responses shall be logged on to the CAFM System.
- 80.7. The Buyer may have Buyer Premises within its portfolio that provide a hotel Service for visiting clients who pay for bed and board. Where these Buyer Premises exist, the Supplier shall Deliver all Services required to maintain operation of the Buyer Premises. In such circumstances, it may be necessary to combine a number of Services within this Framework Schedule 1 (Specification) to provide a total hotel Service at the Buyer Premises. A hotel Service may include:
 - 80.7.1. Reception;
 - 80.7.2. Concierge;
 - 80.7.3. Cleaning;
 - 80.7.4. Housekeeping;
 - 80.7.5. Linen / laundry;
 - 80.7.6. Catering;
 - 80.7.7. Security;
 - 80.7.8. Maintenance;
 - 80.7.9. Pool and leisure facilities;
 - 80.7.10. Furniture;
 - 80.7.11. Move Management Churn;
 - 80.7.12. Room booking;
 - 80.7.13. Porterage;
 - 80.7.14. Conferencing; and
 - 80.7.15. Meetings and hospitality Services.
- 80.8. In addition, where this Hotel Service is a requirement at Call-Off stage, the Supplier may be required to Deliver management and administrative functions required to facilitate the operation of the Buyer Premises (to be agreed at Call-Off stage).
- 80.9. Buyer Premises which operate a Hotel Service will be clearly identified by the Buyer at Call-Off stage, with detailed Service Requirements provided for the Supplier to tender against.

81. Service G:11 - IT equipment cleaning

- 81.1. In addition, the following Standards Ref apply to this Service SG11.
- 81.2. Where this Service is requested by the Buyer, the Supplier shall clean desktop computers, screens and keyboards.

82. Service G:12 - Specialist cleaning

- 82.1. In addition, the following Standards Ref apply to this Service SG12.
- 82.2. The Supplier shall provide a Specialist Cleaning Service at the Buyer Premises which shall include:
 - 82.2.1. Antiques.
 - 82.2.2. Pictures;
 - 82.2.3. Artwork;
 - 82.2.4. Sculptures;
 - 82.2.5. Statues;
 - 82.2.6. Ceramics;
 - 82.2.7. Fabrics;
 - 82.2.8. Pictures, including frames;
 - 82.2.9. Trophies; and
 - 82.2.10. Chandeliers.
- 82.3. The cleaning regimes shall comply with the advice / recommendations provided by English Heritage / CADW / Historic Scotland, the Specialist Conservation Consultant and as instructed by the Buyer. The Supplier shall ensure that utmost care be taken when handling and cleaning these items.
- 82.4. The Supplier shall have full responsibility for the items during the cleaning process and shall indemnify the Buyer against breakages or failures due directly to the cleaning process. Where the age and condition of an item is seen to deteriorate requiring the intervention of professional renovation; this shall be agreed with the Buyer before attempting to conduct cleaning. This shall be on an ad hoc basis and shall be confirmed at Call-Off stage.

83. Service G:13 – Cleaning of curtains and window blinds

- 83.1. In addition, the following Standards Ref apply to this Service SG13.
- 83.2. The Supplier shall provide a professionally managed curtain and window blinds cleaning Service. The frequency shall be agreed with the Buyer and the Supplier during the Call-Off stage.
- 83.3. It is recognised that due to air quality and drafts from windows, open or not, some curtains will soil at a faster rate and procedures shall be agreed with the Buyer to limit these instances.
- 83.4. Curtains are to be removed from rails and cleaned by a suitable approved method. Care should be taken to maintain any guarantees on the curtains.

84. Service G:14 - Medical and clinical cleaning

- 84.1. The Supplier shall be responsible for the cleaning of all medical, clinical and laboratories where required by the Buyer.
- 84.2. The Supplier shall ensure that Supplier staff delivering this service shall have successfully completed and be in possession of a first-aid responder qualification.
- 84.3. The Supplier shall ensure that the Service in accordance with the requirements needed to enable the Buyer to attain Care Quality Commission ("**CQC**") accreditation, for example in accordance with PAS 524 or other Standards defined by the Buyer at Further Competition.

85. Service G:15 - Pest control Services

- 85.1. In addition, the following Standards Ref apply to this Service SG15.
- 85.2. The Supplier shall provide a bi-monthly planned and re-active pest control Service to keep the Buyer's Buyer Premises free from all types of rodents, birds and insects. Where a Buyer Premise is affected by other pests outside this scope e.g. foxes, moles and/or rabbits details of these additional requirements will be defined and priced at Call Off.
- 85.3. The Supplier shall provide a full pest control action plan for dealing with the range of pests encountered within the Buyer Premises at Mobilisation. Consideration shall be given to humane pest Control whilst developing the pest control action plan.
- 85.4. A detailed survey of the Buyer Premises shall be delivered at Buyer Premises during Mobilisation before any control is undertaken. The findings and results of the survey, together with other information, are then used in formulating the action plan, of which control is a major part.
- 85.5. The Supplier shall give priority to infestations that present a major risk to health, safety and welfare, or which has an operational impact on the Buyer, and Deliver an emergency reactive Service and respond to emergency pest control requirements within twenty-four (24) hours of being notified.
- 85.6. The Supplier shall respond to routine pest control requirements within five (5) Working Days of being notified.
- 85.7. In instances where there are repeated infestations that reduce occupancy or operational capability, the Supplier shall be responsible for the implementation of a preventative regime to avoid re-infestation. The Supplier shall report repeated infestations or instances of poor house-keeping to the Buyer and record all details on the CAFM System.
- 85.8. Where pests are known to be active at certain and regular periods of the year the Supplier shall produce a pest control management plan implementing both pro-active and long term preventative measures to ensure against damage to Buyer's infrastructure and the Buyer Premises.
- 85.9. The Supplier shall where necessary align the pest control management plan with the Grounds Maintenance regime to maximise potential synergies with these Services.
- 85.10. There will be additional requirement for museums, galleries, nature conservation Sites, historic environments, housing, forestry and woodlands, archives and laboratories. This shall be defined by the Buyer at Call-Off stage.
- 85.11. The Supplier shall remove all dead rodents, birds and insects, either as a result of the pest control Service or other means.
- 85.12. Where Buyer Premises require the installation of new bird netting or specialist services (e.g. hawking services) to prevent persistent fouling and/or building damage the Billable Works and Projects process shall apply.

86. Service G:16 - Linen and laundry Services

- 86.1. In addition, the following Standards Ref apply to this Service SG16.
- 86.2. The Supplier shall provide all linen required to carry out the Service at a cost to be agreed at Call-Off stage and shall be responsible for the laundering, organisation and control of all linen stocks.
- 86.3. The Supplier shall ensure that an adequate stock of all linen is available and in good repair at all times.
- 86.4. The Supplier shall provide:
 - 86.4.1. Laundered entrance mats, where required, at a frequency stipulated by the Buyer;
 - 86.4.2. A laundry and linen Service for Supplier Staff that must sleep overnight within the Buyer Premises;
 - 86.4.3. All towels including first aid and treatment rooms; and

- 86.4.4. An ad hoc dry cleaning Services at the request of the Buyer and dispatch submitted items for dry cleaning and shall ensure collection and return in accordance with procedures agreed with the Buyer.
- 86.5. This Service shall be fully integrated with the housekeeping Service wherever possible.
- 86.6. The Supplier shall ensure that an adequate stock of all linen is available and in good repair at all times.

Work Package H – Workplace FM Services

87. Service H:1 - Mail Services

- 87.1. In addition, the following Standards Ref apply to this Service SH1.
- 87.2. Where the Buyer specifies the delivery of these services at Call Off, 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.
- 87.3. The Supplier shall provide a secure mail Delivery Service between Government Bodies on a national basis throughout the United Kingdom. This requirement shall be fully specified at Call-Off stage where it is deemed appropriate.
- 87.4. The Supplier shall be solely responsible for the interface between the Buyer and all third party suppliers in relation to mail. The Supplier shall provide innovative proposals for the most advantageous Services offered by Subcontractor(s). The Supplier shall consider the use of various collection and Delivery Services including the use of the PO Box Service, business and reply paid mail and packet post where appropriate. The Supplier shall provide the Buyer with proposals to maximise the efficiency of its incoming and outgoing mail regimes.
- 87.5. The Supplier shall ensure that Supplier Staff have the security clearance necessary to Deliver the level of protectively marked mail to be Delivered under the Call-Off Contract as advised by the Buyer.

88. Service H:2 - Internal messenger Service

- 88.1. In addition, the following Standards Ref apply to this Service SH2.
- 88.2. Where the Buyer specifies the delivery of these services at Call Off, the Supplier shall provide a messenger Service at each Buyer Premises where required.

89. Service H:3 - Courier booking and external distribution

- 89.1. In addition, the following Standards Ref apply to this Service SH3.
- 89.2. Where the Buyer specifies the delivery of these services at Call Off, the Supplier shall manage and co-ordinate a national and international courier Service for the Buyer.
- 89.3. 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.

90. Service H:4 - Handyman Services

- 90.1. In addition, the following Standards Ref apply to this Service SH4.
- 90.2. The Supplier shall provide:

- 90.2.1. An adaptable and responsive handyman 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
- 90.2.2. All necessary tools and equipment for carrying out the handyman Service, including access equipment to enable the Supplier to perform tasks safely.
- 90.3. The Supplier shall ensure that Supplier Staff are not exposed to danger due to a skills shortage. The Supplier Staff delivering the handyman Service shall have training and experience in the wide range of maintenance and repair requests that are likely to be demanded of this Service.
- 90.4. The Buyer welcomes proposals which maximise the handyman Service to complement all other aspects of its work force. The Supplier shall be required to demonstrate the validity and maximum usage of the Service, and continuously seek to drive down Costs associated with the Service through multi-tasking and re-deployment on a daily basis.
- 90.5. The handyman Service shall have general expertise in the wide range of maintenance and repair requests that are likely to be demanded of this Service.
- 90.6. With sole contact being made through and monitored by the helpdesk, the handyman Service shall be available to deal with general small repairs and decoration on a planned, reactive or ad hoc basis. Tasks likely to fall within the remit of the handyman Service include but are not limited to picture hanging, shelf hanging, pin board installation, light bulb changing, toilet seat replacement, clearing pipe / drain blockages, building fabric inspections, carpet issues, movement of boxes and small-scale furniture movement. All additional or Billable Works carried out shall be subject to Buyer Approval prior to proceeding.
- 90.7. The Supplier shall be required to demonstrate the validity and maximum usage of the Service and shall continuously seek to drive down Costs associated with the Service through multi-tasking and re-deployment on a daily basis.
- 90.8. The Supplier shall explore the synergies between all other Services when considering resourcing this Service.
- 90.9. The Supplier shall ensure that the handyman Services is reconciled quarterly and any unused time shall be rolled into the next quarterly provision. The Supplier shall record the nature of the tasks carried out under the Reactive Maintenance Service within the CAFM System.
- 90.10. For consumables and small components, the Buyer may require the allocation of a fixed cost for each full day of the service at the Buyer Premises. Where this agreement exists, the Supplier shall be responsible for managing a Monthly reconciliation process with the Buyer to track projected and actual spend to ensure a value-for-money service is Delivered and maintained. Where these requirements exist, details will be provided at Further Competition.

91. Service H:5 - Move and space management (internal moves)

- 91.1. In addition, the following Standards Ref apply to this Service SH5.
- 91.2. 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 and this shall be approved by the Buyer prior to execution of the move.
- 91.3. Where the move involves a flexible workspace, the management of the move shall be undertaken in conjunction with any third party supplier in relation to space management to ensure that the aims and integrity of the flexible workspace is maintained.
- 91.4. Temporary storage of furniture may be a requirement for certain moves.

92. Service H:6 – Porterage

- 92.1. In addition, the following Standards Ref apply to this Service SH6.

- 92.2. Where the Buyer specifies the delivery of these services at Call Off, the Supplier shall provide a professionally managed portage Service as required at each Buyer Premises.
- 92.3. The Supplier shall recognise that certain buildings within a Buyer Premises may make urgent requests for portage Services. The Supplier shall ensure these requests take priority over other requests. There shall be ad hoc requests for portage Services before and after operational Working Hours.
- 92.4. The portage Service provided shall be flexible in nature and able to accomplish small office moves, the transport of inter-departmental supplies, and to assist other FM Services (whether Delivered by the Supplier or third party suppliers) as required including the Delivery of internal and external post, parcels, delivering stationery to allocated store areas and moving heavy packages.
- 92.5. The portage Service shall also include general tasks including changing clock batteries, setting up meeting and conference rooms, flag flying, arranging office layout and connecting laptops and teleconference phones as requested before conferences and meetings coordinated via the helpdesk.
- 92.6. Portage Services may be required for both small and more complex tasks. For example a small task may include, but not be limited to moving a filing cabinet; or for those more complex tasks requiring more time and effort these may include moving an entire management unit as part of a larger project.

93. Service H:7 – Clocks

- 93.1. In addition, the following Standards Ref apply to this Service SH7.
- 93.2. The Supplier shall:
 - 93.2.1. Provide replacement batteries to a range of battery-powered clocks that are in use and dispose of empty batteries, in accordance with any Regulations governing the disposal of batteries; and
 - 93.2.2. Ensure appropriate change in clock time to all clocks within the Buyer Premises during the appropriate bi-annual British Summer Time ("BST") / Greenwich Mean Time ("GMT") time changes;
- 93.3. Where the Buyer Premises has antique clocks present that require specialist maintenance arrangements the Buyer shall provide a list of all clocks covered by this Service at Call Off. The Supplier shall ensure:
 - 93.3.1. They are maintained in line with heritage requirements;
 - 93.3.2. They are maintained by their original donating body such as the National Galleries Silver Trust etc.;
 - 93.3.3. Where they require winding they shall receive the appropriate Service at appropriate intervals; and
 - 93.3.4. The Supplier shall include all appropriate clock maintenance tasks and winding as part of their PPM schedule and log all repairs within the CAFM system.
- 93.4. Replacement of clocks shall be the responsibility of the Buyer

94. Service H:8 – Signage

- 94.1. In addition, the following Standards Ref apply to this Service SH8.
- 94.2. Where the Buyer specifies the delivery of these services at Call Off, the Supplier shall be responsible for all signage associated with the Health and Safety (Safety Signs and Signals) Regulations 1996, the Equality Act 2010, means of escape identification and any other statutory / mandatory signage at the Buyer Premises.
- 94.3. At the mobilisation phase, the Supplier shall be responsible for undertaking a review of all statutory signage associated with the Health and Safety (Safety Signs and Signals) Regulations 1996, the Equality Act 2010, means of escape identification and any other statutory / mandatory signage at the Buyer Premises to identify:

- 94.3.1. The condition of the installed signage; and
- 94.3.2. Levels of compliance with all statutory requirements.
- 94.4. The Supplier shall be responsible for issuing the Buyer details of the review in a formal report upon completion during the mobilisation phase which shall include rectification plans and costs where appropriate.
- 94.5. The Supplier shall be pro-active in the provision of this Service and shall advise on any additional further signage that may be of benefit to the Buyer's Staff or the public throughout the course of the Call-Off Period.
- 94.6. The Supplier shall agree design elements for all signs with the Buyer and shall ensure only agreed formats are installed.
- 94.7. The Buyer will conduct spot checks, with no notice, of the adequacy of existing signage from the Service Start Date, to be satisfied of adherence to this Service.
- 94.8. Where throughout the course of the Call-Off Period the Buyer identifies a need for additional signage and this is deemed to be an addition to the Contract scope at Call-Off stage and treated as Billable Works for payment purposes.
- 94.9. The Supplier shall be responsible for updating all relevant signage associated with the Health and Safety (Safety Signs and Signals) Regulations 1996, the Equality Act 2010, means of escape identification and any other statutory / mandatory signage at the Buyer Premises following the completion of any minor churn or any other movement of Buyer Staff.
- 94.10. Where throughout the course of the Call-Off Period the Buyer identifies a need for additional signage and this is deemed to be an addition to the Contract scope then this additional signage will be supplied by the Supplier and treated as Billable Works for payment purposes.

95. Service H:9 - Archiving (on-site)

- 95.1. In addition, the following Standards Ref apply to this Service SH9.
- 95.2. Where required to do so, the Supplier shall provide a holistic Document Storage Service. The Supplier shall provide the Service based on the Buyer's requirement relating to Document Storage and the on-site storage capacity.
- 95.3. 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.
- 95.4. Where requested to do so through the Call-Off Contract, the Supplier may be required to combine Services Delivered by Supplier Staff working at the Buyer Premises where on-site archiving is required to Achieve efficiencies. Cross / multi skilling of Supplier Staff at these Buyer Premises is therefore a requirement.

96. Service H:10 - Furniture Management

- 96.1. In addition, the following Standards Ref apply to this Service SH10.
- 96.2. 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.
- 96.3. 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.
- 96.4. The Buyer is likely to expand or contract its usable office space at very short notice. The Supplier shall assist in the management of this natural expansion and contraction.
- 96.5. The Supplier shall:
 - 96.5.1. Manage the storage of all items of furniture associated with office work. This will include desks, storage cabinets, bookcases, shelving, chairs, pedestals and all other equipment and furniture commonly utilised in any office. This requirement excludes all IT equipment;

- 96.5.2. 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;
- 96.5.3. 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
- 96.5.4. 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.
- 96.5.5. Ensure that:
 - 96.5.5.1. No item leaves or arrives at the Buyer Premises without associated logging for corporate governance purposes; and
 - 96.5.5.2. The Asset information is linked to the space location and componentry associated to the Asset through the Asset information requirements.
- 96.5.6. 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;
- 96.5.7. Ensure that the Buyer is aware of the contact point for collection, replacement or addition to all furniture and equipment;
- 96.5.8. Keep the helpdesk fully informed to enable the helpdesk to respond to the request originator within anticipated time-scales for deliveries and removals;
- 96.5.9. 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;
- 96.5.10. Undertake regular audits and reviews of stored equipment;
- 96.5.11. Ensure that no furniture in use in the Buyer Premises is sent for disposal. Only redundant furniture held in storage may be sent for disposal ensuring that the highest quality stock is always retained. All furniture will be disposed of in accordance with the principles set out in the policy on Greening Government Commitments. When it becomes clear that furniture will not be needed after a certain date it may be advertised to other departments on the Authority's Reuse Notice Board. The proceeds of any furniture disposal shall be returned to the Buyer and may be shared with the Supplier subject to the terms of any prior agreement with the Buyer;
- 96.5.12. Have professional knowledge of business Standards in the Service requirements relating to office furniture, including the provision of flexible working spaces and acceptable environmental conditions;
- 96.5.13. 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;
- 96.5.14. Remain conversant with sustainable developments and green procurement guidelines and new Standards being applied to the industry that the Buyer shall comply with. The furniture Government Buying Standard should represent a minimum requirement; and
- 96.5.15. Keep detailed records of issued and disposed furniture on a department-by-department basis for Audit purposes, demonstrating any cost. This shall include disposal in an auditable, environmentally preferable manner. These records will be available to the Buyer on request, and will be kept for the duration of the Call-Off Period.

97. Service H:11 - Space management

- 97.1. In addition, the following Standards Ref apply to this Service SH11.
- 97.2. This Service requirement (including removal/transfer Costs for furniture between locations) shall be outside the Charges and shall be dealt with via the Billable Works Process.
- 97.3. The Supplier shall provide space management Services and office moves. The service shall include the relocation of IT and telecommunications equipment as required by the Buyer. The Supplier shall arrange the transfer of ICT connections, unless this would normally be provided by a third party's Supplier responsible for the Delivery of ICT Services under a separate Call-Off Contract / Contract with the Buyer.
- 97.4. The Supplier shall undertake larger office moves or re-stacks of buildings at the request of the Buyer. This shall be an additional Service at an additional cost to the Charges by prior agreement with the Buyer and shall be treated in the same manner as any other Project. Upon receipt of an instruction from the Buyer Authorised Representative, the Supplier shall undertake professional space planning design and workplace strategy. The Supplier must provide an initial report setting out its detailed understanding of the brief, proposed approach to the task and fee proposal and must agree the level of expertise and experience of the Supplier Staff to be involved with the Buyer. The Buyer may elect to commission the Supplier to undertake this work or may use another Supplier.
- 97.5. A formal instruction shall be issued by the Buyer to the Supplier before any chargeable space planning design and Workplace Strategy Services is undertaken. This may need to be authorised by the Buyer Authorised Representative with the contractual delegation to issue the instruction.
- 97.6. The majority of space planning exercises shall have reasonable prior notification, but there may be some that will occur as a matter of urgency (including weekends). The Supplier shall consult with the Buyer in all instances to confirm the relative priority/urgency of any request in order that it can be accomplished within the requested time scale.
- 97.7. In no instance shall the Supplier proceed with a space planning exercise without the prior Approval of the Buyer. Any proposal for a space planning exercise from the Supplier shall include any consequential impacts to the move in terms of other necessary facilities and an accurate time scale during which the move might be accomplished.
- 97.8. The Supplier shall manage the furniture inventory in three separate areas:
 - 97.8.1. Managing the existing furniture supply contract;
 - 97.8.2. Managing an off-site storage facility for used furniture; and
 - 97.8.3. Managing the future approach to procurement.

98. Service H:12 - Cable management

- 98.1. In addition, the following Standards Ref apply to this Service SH12.
- 98.2. This Service requirement shall be outside the Charges and shall be dealt with via the Billable Works Process.
- 98.3. The Supplier shall be responsible for installing additional data cabling and moving floor boxes and grommets as instructed by the Buyer. The Supplier shall ensure that all cabling which the Supplier installs is of a suitable Specification to guarantee continuity of the Services and signal quality. This cabling shall be used exclusively for the transmission of data or voice.
- 98.4. 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.

99. Service H:13 - Reprographics Service

- 99.1. In addition, the following Standards Ref apply to this Service SH13.
- 99.2. 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.
- 99.3. The Supplier shall provide a Service for the bulk copying, finishing and binding of documents within a range of timescales. This bulk reprographics provision shall be complemented by the Buyer's provision of smaller convenience copiers throughout the Buyer Premises. Details of the equipment available to the Supplier are provided in Call-Off Schedule 22 - Call-Off Tender, together with historic data in respect of volumes of copying.
- 99.4. 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.

100. Service H:14 - Stores management

- 100.1. 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.
- 100.2. 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.
- 100.3. The Supplier shall ensure that stored items are issued in strict compliance with the authorisation protocols provided by the Buyer.
- 100.4. The Supplier shall ensure that all requests are recorded within the CAFM System unless specified otherwise by the Buyer.
- 100.5. 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.
- 100.6. 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.
- 100.7. Further details of the requirement will be provided at Call-Off.

101. Service H:15 - Portable washroom solutions

- 101.1. 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.
- 101.2. The service shall include the provision of:
 - 101.2.1. Washing facilities;
 - 101.2.2. Showering facilities;
 - 101.2.3. Toilet facilities; and
 - 101.2.4. Waste storage and collection.
- 101.3. The service shall include the supply, Delivery and installation of all associated hand washing detergents, cleaning detergents, paper towels, toilet paper and waste receptacles.
- 101.4. The Supplier shall ensure that all the portable facilities are fit-for-purpose, hygienically emptied, cleaned, serviced, inspected and maintained regularly so as to minimise the risk of smell, contamination, disease and pests and to ensure no loss of availability arises. Further details of the requirement will be provided at Call-Off.

102. Service H:16 - Administrative support Services

- 102.1. The Supplier shall be responsible for the provision of administrative support Services for the Buyer at the Buyer Premises. These Services shall include:
 - 102.1.1. Personal Assistant duties;
 - 102.1.2. Clerical support Services;
 - 102.1.3. Procurement support Services;
 - 102.1.4. Recruitment and work placement support Services;
 - 102.1.5. Corporate support Services;
 - 102.1.6. Events and Conference management Services;
 - 102.1.7. Video conferencing systems support;
 - 102.1.8. Business travel Services;
 - 102.1.9. Stationary Services; and
 - 102.1.10. Switchboard Services.
- 102.2. Further details of these requirements will be provided at Call-Off.

Work Package I – Reception Services

103. Service I:1 - Reception Service

- 103.1. In addition, the following Standards Ref apply to this Service SI1.
- 103.2. 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.
- 103.3. The Supplier shall provide innovative proposals for the optimisation of the management of visitor ingress and egress in the reception area. This shall include appropriate management of the interfaces between the reception and security Services to ensure that all visitors and staff receive a courteous and professional Service each time they visit each Buyer Premises. However, for the avoidance of doubt where similar Services are described in the reception Service and the security Service, the requirements of the security Service shall take precedence.
- 103.4. 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.
- 103.5. The Supplier shall provide a switchboard Service and make use of the Buyer's telephony systems to manage incoming telephone calls for the Buyer's Staff at each Buyer Premises where the switchboard Service is combined with each Buyer Premises' reception Service. The Supplier shall ensure that incoming calls are dealt with promptly, accurately and politely. Incoming calls shall be routed to the appropriate member of staff or building user as defined by the local details supplied by each Buyer Premises.
- 103.6. 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.
- 103.7. The Supplier shall provide a professional, night reception Service appropriate to the business use of the Buyer Premises. In reception areas of each Buyer Premises, the night reception Service is expected to liaise with and complement the security Service. The Supplier shall be responsible for providing a seamless and integrated Service within reception areas in order to receive and manage staff and visitors efficiently and in a welcoming manner. The Supplier shall ensure that all enquiries to the Buyer are dealt with professionally and promptly.

104. Service I:2 - Taxi booking Service

- 104.1. In addition, the following Standards Ref apply to this Service SI2.
- 104.2. 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.
- 104.3. The use of environmentally preferable vehicles such as Ultra Low Emission Vehicles ("ULEV") and those powered by Liquid Petroleum Gas ("LPG") shall be considered. The proposed Costs for providing such Services shall be shown within the Charges price but this will not include the cost for journeys made via this Service.
- 104.4. This shall provide the Buyer with an opportunity to evaluate these unit costs against current costs. Should the Supplier be able to demonstrate that their supply chain is able to offer better value for money, the Buyer may accept those as suitable Subcontractor(s). The Buyer reserves the right to choose those or alternative Suppliers for this Service.

105. Service I:3 - Car park management and booking

- 105.1. In addition, the following Standards Ref apply to this Service SI3.
- 105.2. The Supplier shall where required provide a car park management service via the helpdesk.

106. Service I:4 - Voice announcement system operation

- 106.1. In addition, the following Standards Ref apply to this Service SI4.
- 106.2. 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.
- 106.3. The Supplier shall ensure that Supplier Staff using the voice announcement system are trained in its use and in the making of announcements.

Work Package J – Security Services

107. Service J:1 - Manned guarding Service

- 107.1. In addition, the following Standards Ref apply to this Service SJ1.
- 107.2. The Supplier shall provide a guarding Service that will include the duties set out below:
 - 107.2.1. The operation of building access control systems for people and vehicles, into Buyer Premises to prevent unauthorised access;
 - 107.2.2. Responding to intruder detection system alarms, fire alarms, lift alarms and incidents and hazards or threats identified and report and record to the Buyer;
 - 107.2.3. Supplier Staff (conducting searches) and their visitors according to the current response level for the Buyer Premises;
 - 107.2.4. Conduct daily checks on all security and searching equipment including CCTV systems, including confirmation of recording, search wands and archways, to ensure effective operation prior to use. Any defects found in the equipment should be reported immediately to the Buyer Authorised Representative for the Buyer Premises;
 - 107.2.5. Monitor all security and searching equipment to identify suspicious activity and if necessary, initiate effective response in line with the Buyer's requirements;
 - 107.2.6. Patrol exterior including car park areas where appropriate and interior areas of building to identify and report any hazards and security weaknesses, threats and defects and take appropriate action in line with the Buyer's requirements;
 - 107.2.7. Control and maintain records regarding the authorised issue, receipt, administration and safeguarding of all keys, including arranging the replacement of locks when required;

- 107.2.8. Process and enable building passes following authorisation from the Buyer and operate the Automated Access Control System ("AACS") in accordance with the Buyer's requirements;
- 107.2.9. Security breach patrols within the Buyer Premises are to be conducted outside of operational Working Hours and managed to identify offenders and return any confiscated materials in accordance with the Buyer's requirements;
- 107.2.10. Operate fire alarm testing in accordance with fire regulations, ensuring logs are accurate and up-to-date and tests are operated within two (2) minutes of any agreed times. Voice announcement system broadcasts or announcements shall all be performed professionally and in accordance with the Buyer's requirements as outlined within the assignment instructions;
- 107.2.11. Secure perimeter of the Buyer Premises, including fire exits and ensure only authorised access into the Buyer Premises in the event of evacuation. Report incidents immediately to the Buyer Authorised Representative (including the fire and incident authorised control officer) and complete a security incident or accident report form if appropriate;
- 107.2.12. Monitor and control Delivery and removal of all Goods and mail to each Buyer Premises, logging and maintaining such records in accordance with the Buyer's requirements;
- 107.2.13. Operate barrier control systems;
- 107.2.14. Manage car parking security;
- 107.2.15. Order and keep records of taxis booked during non-operational Working Hours;
- 107.2.16. Liaison with the helpdesk for non-operational Working Hours Service calls;
- 107.2.17. Control all radio battery charging;
- 107.2.18. Issue and receipt of fire alarm pagers daily;
- 107.2.19. Manage / assist with the release of trapped staff in lifts;
- 107.2.20. Open and lockup of Buyer Premises including escort of cleaning staff;
- 107.2.21. Search baggage and vehicles on entry, dependent on the response level;
- 107.2.22. Secure any lawfully held items surrendered or seized, provide receipts and return to the owners on leaving;
- 107.2.23. Handle lost property;
- 107.2.24. Inform the police when any unlawfully held item or offensive weapon is surrendered or seized; and
- 107.2.25. Record and report statistics on items surrendered and seized to the Buyer.
- 107.3. The Supplier shall maintain a physical security provision required by the Buyer to meet the requirements of Call-Off Schedule 22 - Call-Off Tender.
- 107.4. The Supplier shall comply with the required security Standards as detailed in the FM Service Standards.
- 107.5. The Supplier shall be responsible for the production and regular updating of assignment instructions that cover all the Buyer's requirements. The assignment instructions shall be approved by the Buyer Security Representative. The Supplier shall comply with any assignment instructions as requested by the Buyer via the Variation Procedure as set out in clause 24 of the Core Terms.
- 107.6. The security Service of the Supplier shall meet the requirements of the Buyer for guarding, use of technology and procedures. The Supplier shall liaise directly with the Buyer security Representative as required by the Buyer and shall at all times ensure that access to Supplier Staff is granted on request by the Buyer.
- 107.7. The Buyer reserves the right to conduct its own spot checks of the arrangements laid down by the Supplier in order to satisfy itself of the adequacy of the arrangements and the

security staff in general. These inspections may take place at any time during the Call-Off Contract without any prior notice.

- 107.8. The Supplier shall maintain a comprehensive list of the Supplier Staff / Buyer Staff to be contacted in an emergency situation. This list shall include specialist staff and/or Subcontractors for items of plant, equipment or fabric that may affect the good running of each Buyer Premises and this list shall be made available to all appropriate staff and to the helpdesk.
- 107.9. Where appropriate, security staff shall liaise with reception staff and may fulfil some of the roles of the reception staff outside of non-operational Working Hours which may include meeting and greeting visitors and issuing of visitors passes as detailed within the Buyer Premises' instructions. During times of heightened security, the Supplier shall provide further detailed security provision as required by the Buyer. This may include but shall not be limited to searching of all visitor bags, cancellation of all non-essential events, checking of vehicles entering onto the Buyer Premises or in car park areas for potential suspect devices.
- 107.10. All Supplier Staff shall be supplied with a suitable uniform to be agreed with the Buyer and shall present a professional appearance at all times.
- 107.11. The Supplier shall be responsible for the provision of appropriate communications devices as required by Supplier Staff to deliver the services at Buyer Premises and must ensure they are sanctioned in writing by the Buyer. The Supplier shall ensure that all security staff carry valid passes as approved by the Buyer at all times whilst on duty. The Supplier shall supply and maintain all mobile communications equipment required by Supplier Staff for the supply of the Services.
- 107.12. The Supplier shall ensure Supplier staff delivering this service shall have successfully completed training and be in possession of a first-aid responder qualification.
- 107.13. The Supplier shall ensure that Supplier staff delivering the service have successfully received training in lift entrapment / lift release procedures and shall ensure that at least one member of the security team per security shift at the Buyer Premises possesses a current training qualification / certification. Where the passenger lift at the Buyer Premises prevent this provision the alternative arrangements will be defined by the Buyer at Call Off.
- 107.14. The Supplier shall be responsible for the provision of gender appropriate security staff to meet the Buyer's security requirements.

108. Service J:2 - CCTV / alarm monitoring

- 108.1. In addition, the following Standards Ref apply to this Service SJ2.
- 108.2. The Supplier shall:
 - 108.2.1. Operate the Buyer's Closed Circuit Television ("**CCTV**") systems in accordance with CPNI guidelines and all legislation e.g. Data Protection Act 1998;
 - 108.2.2. Watch and monitor all on-site CCTV displays for security incidents/breaches as part of the overall security requirements at each Buyer Premises with static guarding, unless the security measures in place at the Buyer Premises determine that the CCTV system is in place to provide an evidential record only and that real-time monitoring is not necessary;
 - 108.2.3. Ensure that Supplier Staff viewing CCTV displays are changed at sufficiently regular intervals to maintain alertness as defined in recognised industry guidelines and in compliance with Health and Safety legislative requirements. The Supplier shall ensure that at least one (1) guard (Security Industry Authority ("**SIA**"), CCTV certified or equivalent) monitors the CCTV screens at all times and that cameras are intelligently tasked in accordance with the Buyer's operational requirements; and
 - 108.2.4. Ensure that any Supplier Staff viewing CCTV displays have immediate access to other staff, including emergency/incident control staff, at all times, to ensure the safe and secure functioning of each Buyer Premises and its building users and to facilitate the

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

- 108.3. Where the Buyer requires a remote monitoring service at the Buyer Premises the service shall comply with the Buyer requirements and be compliant with CPNI guidelines and all legislation e.g. Data Protection Act 1998. Further requirements will be defined by the Buyer at Call Off.
- 108.4. Any digital video recorders (DVR's) used by the Supplier to monitor CCTV shall be provided and maintained by the Supplier (see Service C.6). Where the Buyer requires DVR's to be networked on the Buyer's IT systems, the requirement will be specified at Call Off.
- 108.5. All tapes / discs used by the Supplier to monitor CCTV activity shall be kept in a fire-proof secure facility to allow immediate access to their contents. It shall continue to be the responsibility of the Supplier to provide and maintain all CCTV tapes / discs in good order to enable ready access on an as-needs basis and as outlined above. The Supplier must keep all CCTV tapes / discs available for review for four (4) weeks before re-use. Tapes shall not be used more than ten (10) times.
- 108.6. The Supplier shall manage any digital recording system in line with procedures stipulated by the Buyer.
- 108.7. The Supplier shall keep the CCTV systems under continuous review, in order to recommend to the Buyer any revisions to the systems that may be advantageous.
- 108.8. It shall be the Supplier's responsibility to ensure that any incidents of breakdown of the systems are reported through the helpdesk.
- 108.9. The Supplier shall ensure that Supplier Staff are constantly available to monitor activities shown on CCTV monitors and where CCTV coverage has failed, adequate staff are at the Buyer Premises to cover each Buyer Premises with a guarding Service.
- 108.10. The Supplier shall ensure that a log is kept of any incidents requiring investigation/intervention by the staff delivering the security Services and this log shall be available at all times to the Buyer. All incidents shall additionally be reported to the helpdesk. The Supplier shall present any information on incidents / security breaches uncovered by their CCTV monitoring to the Buyer as part of their reporting on performance.
- 108.11. The Supplier shall be responsible for instigating any liaison with the Buyer's security Representative as required to ensure security is at all times uncompromised.
- 108.12. CCTV footage shall only be released to third parties in accordance with the current security guidance including a specific court order or to assist police with an investigation and with the agreement of the appropriate Buyer security Representative. At all times the provisions of Data Protection Legislation, as applied by guidance from the information Commissioner's Office, shall be followed.
- 108.13. The Supplier shall monitor and regularly test all remote alarm systems including lift alarms. The Buyer shall be responsible for all telephony costs associated with remote alarms.
- 108.14. There are specific security Services required at a number of Buyer Premises. These Buyer Premises require the monitoring of proprietary remote alarm systems and panic alarm systems including any associated telephony line rental costs.
- 108.15. The Supplier shall take note that any systems outages are regarded as requiring an emergency response due to the potential implications on health and safety for the staff, Buyer's Staff and building users; and
- 108.16. The Supplier may be required to provide a key holding Service for a number of Buyer Premises and have the capability to provide an occasional guarding Service on an ad hoc basis.

109. Service J:3 - Control of access and security passes

- 109.1. In addition, the following Standards Ref apply to this Service SJ3.
- 109.2. The Supplier may be responsible for the production of all visitor passes including the development on the instruction of the Buyer of new pass designs at each Buyer Premises.
- 109.3. The Supplier shall be responsible for the provision of all consumables necessary for the production of all visitor and Supplier security passes from the Call-Off Start Date including paper visitor passes, printing consumables, lanyards and pass-holders.
- 109.4. The Supplier shall not be responsible for the provision of access cards, hardware equipment including digital cameras, computers and printers: these shall be provided by the Buyer for the Supplier's use at the cost of the Buyer.
- 109.5. The Supplier shall be obliged to liaise closely with the Buyer security Representative to ensure that procedures are to their satisfaction and that the format and content of all passes are appropriate to the Buyer's security requirements. The Supplier shall also comply and operate with the Buyer's specific access requirements.
- 109.6. It shall be the sole responsibility of the Supplier to control ingress and egress to each Buyer Premises outside of operational Working Hours. At no time shall the Supplier allow the entrance of unauthorised individuals into the Buyer Premises and it shall be the Supplier's sole responsibility to manage the Service so that there is no incident of unauthorised access at any time.
- 109.7. The Supplier shall maintain a log of all visitors escorted and unescorted passes issued by security guards and carry out a daily audit to ensure that all passes are returned. In the event that visitor passes are lost or not returned, the Supplier shall complete an incident report. The Buyer may on occasion notify the Supplier to disable lost or unreturned passes; the Supplier shall disable such passes within one (1) hour of receipt of such notification or as quickly as is practicable.
- 109.8. Audible alarm activation on automated access control systems shall be responded to immediately and effectively by the staff. The Supplier shall ensure procedures including manual override of automated systems are in place should security staff be required to respond to unusual incidents.
- 109.9. Supplier Staff may come into contact with senior officials and members of the public. The Buyer shall provide the Supplier with the name and photograph of senior officials who regularly use each Buyer Premises. Staff shall remain fully briefed of this information at all times in order to recognise and respond appropriately to such individuals.
- 109.10. Where card access systems are in use, the Supplier shall provide the Buyer with regular transaction reports and ad hoc reports as required by the Buyer.
- 109.11. The Supplier shall, if required, undertake random searches of staff vehicles and Goods vehicles upon entry and exit from each Buyer Premises. Searching may include a full visual check inside to confirm Goods are bona fide and mirror search around perimeter including underneath vehicles. The Supplier shall be responsible for providing all search equipment. The Buyer's requirements will be defined at Call-Off stage.
- 109.12. A policy for random stop and search of baggage shall, if required, be implemented by the Supplier in line with the Buyer's guidance/procedures with a minimum of two (2) security staff present in order to provide corroborative evidence in the event of an incident. At least one (1) female guard shall be present each shift to undertake female searches. Logs shall be confirmed with a possible need for escalation at a higher Response Level.
- 109.13. The Supplier shall put procedures in place to ensure that its security staff are notified in advance of visitors arriving at each Buyer Premises as agreed between the Buyer and the Supplier at Call-Off stage. Supplier Staff shall contact the appropriate Buyer Staff member on the arrival of a visitor and ensure that the Buyer Staff member has the appropriate pass to escort a visitor around the Buyer Premises.

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

110. Service J:4 - Emergency response

- 110.1. In addition, the following Standards Ref apply to this Service SJ4.
- 110.2. For each Buyer Premises with an on-Site guarding Service, the Supplier shall respond to alarm activations including lift or panic alarms, within one (1) minute and call for police response if necessary and take appropriate action.
- 110.3. The appropriate Supplier Staff shall be fully conversant with and practised in all emergency procedures in response to accidents and personal injury, as set out by the Buyer. In response to any accidents directly reported to them or any incident reported by the helpdesk, the Supplier shall complete and retain the appropriate accident record books. All security staff shall be adequately and thoroughly trained in emergency response and evacuation measures including building evacuation procedures and how to react in the event of fire, bomb, terrorist or any other threat. Supplier Staff shall at all times be aware of the Buyer's current strategy to deal with emergency evacuations.
- 110.4. In the event of an emergency, the Supplier shall be responsible for informing other members of the Supplier's Staff, Subcontractor(s) and the Buyer. In the case of any emergency arising the Supplier shall follow the Buyer's procedures. All security staff shall liaise with the helpdesk for communications purposes.
- 110.5. The Supplier shall ensure that all Supplier Staff are competent and trained in the response to and use of the alarm systems and the procedures to be followed in the event of an alarm sounding.
- 110.6. The Supplier shall develop and present an outline plan for dealing with a complete range of emergency situations and be responsible for maintaining, reviewing, updating and testing the emergency plan to ensure it reflects the Buyer requirements at all times. The Buyer shall collaborate with the Supplier on this plan and provide expert input as appropriate.
- 110.7. The Supplier shall provide building specific plans for security incidents and/or counter terrorism and shall liaise with the Buyer to ensure efficient operation.

111. Service J:5 - Patrols (fixed or static guarding)

- 111.1. In addition, the following Standards Ref apply to this Service SJ5.
- 111.2. The Patrols shall be set at irregular intervals for each Buyer Premises with a security guarding Service and shall cover the interior and exterior of each Buyer Premises according to the Buyer's requirements. The frequency may be increased if the response level or local threat increases.
- 111.3. The patrolling Schedule shall include, but shall not be limited to the following:

- 111.3.1. Checking of suspicious activity, packages, persons, identification of hazards, areas unsecured, clear desk policy compliance, malfunctioning or broken lighting, security and searching equipment, barriers, doors and windows; and
- 111.3.2. Identifying and recording potential health and safety, fire issues and hazards identified in the Buyer Premises.
- 111.4. The security staff shall immediately respond and investigate alarm activations at the Buyer Premises and report and record all instances of these events to the Buyer. The Supplier shall indicate the seriousness of the hazard and seek advice from the Buyer on the appropriate remedial action. Where it is appropriate to do so, the Supplier shall take immediate remedial action to reduce risk. The primary objective at all times shall be to ensure the security of each Buyer Premises and the health and safety of its building users.
- 111.5. The Supplier shall:
 - 111.5.1. Be required to keep records of the Buyer's Staff in each Buyer Premises during non-operational Working Hours or who arrange to work on non-Working Days such as Saturdays, Sundays and/or public bank holidays or on any other public or civil Service privilege holidays. This is to ensure the health and safety of the Buyer's Staff;
 - 111.5.2. Maintain a comprehensive list of locations and Assets to be overseen as part of the security Service in accordance with the Buyer's requirements;
 - 111.5.3. Provide patrol monitoring systems;
 - 111.5.4. Keep a record for each Buyer Premises covered by the security Service. This record shall include the times of inspections, any incidents noted by staff, thefts and any faults to each Buyer Premises requiring further attention by the Supplier. Problems or faults shall be reported to the helpdesk on identification. The Supplier shall report thefts in accordance with the Buyer's requirements;
 - 111.5.5. Be responsible for delivering security reports to the Buyer in line with the Buyer's requirements; and
 - 111.5.6. Collate these reports so that Monthly figures can be provided to the Buyer in a format to be agreed.

112. Service J:6 - Management of visitors and passes

- 112.1. In addition, the following Standards Ref apply to this Service SJ6.
- 112.2. The Supplier shall ensure that Supplier Staff operating at reception of a Buyer Premises issue all visitor passes. Visitor passes shall only be issued to those visitors with verified appointments within the Buyer Premises or to bona fide staff of the Buyer. It shall be incumbent on the Supplier to ensure that all visitors to the Buyer Premises have a valid reason for gaining access, by checking with the appropriate Buyer Authorised Representative and ensuring that visitors remains at reception until their meeting sponsor arrives.
- 112.3. The Supplier shall be responsible for the production of all visitor, staff and Supplier passes, including the development of the new pass design on the instruction of the Buyer. Costs to be reimbursable as detailed in Appendix 3 – Billable Works and Approval Process.

113. Service J:7 - Reactive guarding

- 113.1. In addition, the following Standards Ref apply to this Service SJ7.
- 113.2. The Supplier shall provide a reactive guarding Service to meet the Buyer's requirements.
- 113.3. Where a twenty four (24) hour or other permanent guarding arrangement is in place, the Buyer may request additional ad hoc guarding. This shall be managed as per the Appendix 3 – Billable Works and Approval Process.
- 113.4. The Supplier shall take account of the fact that the duration of the required reactive guarding may be undetermined, and shall ensure that the reactive guarding Service is maintained until such time as the Buyer informs the Supplier that the guarding is no longer

required, or the Supplier satisfies the Buyer that the Buyer Premises it has been sent to secure no longer requires its presence.

114. Service J:8 - Additional security Services

- 114.1. In addition, the following Standards Ref apply to this Service SJ8.
- 114.2. The Supplier shall provide additional Services as directed by the Buyer for specific Sites where specific operational circumstances dictate. These shall be agreed and confirmed during Call-Off stage, once identified by the Buyer.
- 114.3. The Supplier will provide Specialist Security Officer requirements, to be defined by the Buyer at Call-Off, these will include:
 - 114.3.1. Court Security Officers as defined in Courts Act 2003 Section 1 (1); and
 - 114.3.2. Prisoner Custody Officers as defined in The Criminal Justice Act 1991

115. Service J:9 - Enhanced security requirements

- 115.1. In addition, the following Standards Ref apply to this Service SJ9.
- 115.2. The Supplier shall comply with all of the Buyer's policies and procedures on security and act upon the instructions of Buyer Security Representative, should there be a change in the Response Level associated with the Buyer Premises.
- 115.3. The Supplier shall ensure that all staff delivering the enhanced security requirements Services shall be conversant with the varying response levels and associated changes in security procedures required by the changes in the response level for the Buyer Premises. The Buyer shall instruct the Supplier which level is in force. The Supplier shall provide security measures appropriate to this level.
- 115.4. The Supplier shall be required to implement and enforce all extra security measures that may be required during a major security alert, for example, to follow a strict procedure as designated by the Buyer on receipt of bomb warning calls, or to search baggage and vehicles on arrival.
- 115.5. The Buyer shall instruct special security arrangements that may be necessary to protect senior officials or visiting persons. In these cases the Supplier shall co-operate with the police, special branch, diplomatic protection group and any national security Service as directed by the Buyer security Representative. The Supplier shall form part of the overall security arrangements and shall report as appropriate.
- 115.6. The Buyer may require the Supplier to provide additional security staff in circumstances including demonstrations, riots or other events which may require Services to be provided in common parts of shared areas. The Supplier shall take into account the requirements for increased manning of lifts at various locations, increased patrols, police liaison and extra perimeter and door security. For these purposes, the Supplier shall be required to maintain a pool of security cleared staff and other back-up arrangements. Wherever possible, at least three (3) Working Days' notice of such a requirement shall be provided. The Supplier shall provide the additional resources and shall be paid in accordance with Appendix 3 – Billable Works and Approval Process.
- 115.7. The Supplier may be required to provide extra guards at evenings or weekends to supervise Subcontractors who have insufficient security clearance to work unsupervised.

116. Service J:10 - Key holding

- 116.1. In addition, the following Standards Ref apply to this Service SJ10.
- 116.2. 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.
- 116.3. In the event of a break-in or attack at a Buyer Premises, the Supplier shall respond, secure and make safe in accordance with the Buyer's requirements.

- 116.4. The Supplier shall be available to respond to situations requiring a key holder on both a planned and unplanned basis, to attend Buyer Premises twenty four (24) hours a day, seven (7) days a week, fifty two (52) weeks a year. These shall include provision of access for the Buyer Authorised Representative, responses to fire alarms, lift alarms and security alarms.
- 116.5. Supplier Staff shall only issue keys to the Buyer Authorised Representative. Master key usage shall be limited in accordance with the Buyer's requirements and shall not be removed from the Buyer Premises.
- 116.6. The Supplier shall provide an effective system to manage and control the issue and retrieval of keys.

117. Service J:11 - Lock Up / open up of Buyer Premises

- 117.1. In addition, the following Standards Ref apply to this Service SJ11.
- 117.2. On attendance at each Buyer Premises as key holder for the Buyer, the Supplier shall provide assistance to the emergency Services on arrival to ensure the Buyer Premises is fully secured and alarms reset as necessary. The Supplier shall liaise with the helpdesk with reference to any reactive maintenance required in order to secure each Buyer Premises.

118. Service J:12 - Patrols (mobile via a specific visiting vehicle)

- 118.1. In addition, the following Standards Ref apply to this Service SJ12.
- 118.2. The Buyer may require the Supplier to provide an ad hoc mobile security patrol service to vacant and surplus Buyer Premises and on occasion at an occupied Buyer Premises. This additional requirement shall be managed as per Appendix 3 – Billable Works and Approval Process.
- 118.3. A Mobile Security Patrol Service shall be required to make regular visits to each Buyer Premises and check that the security of the Buyer Premises and its perimeter has not been compromised.
- 118.4. The Supplier shall also be required to provide a defect and incident reporting procedure as part of the Mobile Security Patrol Service in accordance with the Buyer's requirements. Where requested by the Buyer, the Supplier shall conduct a specific security assessment of each Buyer Premises prior to commencing the mobile security patrol Service.
- 118.5. The Supplier shall make a copy of the security assessment report available to the Buyer.

Work Package K – Waste Services

119. Service K:1 - Classified waste

- 119.1. In addition, the following Standards Ref apply to this Service SK1.
- 119.2. The Supplier shall:
 - 119.2.1. Deliver an on-site shredding service at the Buyer Premises on a fortnightly basis;
 - 119.2.2. Provide suitable and sufficient standard sized secure consoles at Buyer Premises to enable the secure storage of all Buyer classified waste;
 - 119.2.3. 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;
 - 119.2.4. Ensure that material classified as OFFICIAL, SECRET and TOP SECRET or as classified by the Buyer is only destroyed by a Centre of Protection of National Infrastructure (CPNI) approved company or on-site using CPNI approved shredders from the CPNI Catalogue of Security Equipment (CSE). Any bulk on-site shredding requires the operatives to be cleared to Counter Terrorist Check ("CTC") as a minimum and for

the area to be monitored by CCTV. Material classified as OFFICIAL can be destroyed by shredding, burning or pulping. If material has a mix of classifications, the highest classification applies to all the material. As part of any Audit the Buyer may request to see the operatives' clearance confirmation;

- 119.2.5. Provide a classified waste Service in line with the FM Service Standards and Buyer requirements; and
- 119.2.6. Provide a full removal and destruction Service in line with Government disposal Standards.
- 119.3. Where the Buyer requires that classified material is destroyed off-site, the Supplier shall make all necessary arrangements for this to happen.
- 119.4. Material with a protective marking of 'SECRET' or 'TOP SECRET' may be destroyed by Buyer Staff prior to its removal and further shredding off-site by the Supplier in accordance with the Buyer's requirements.
- 119.5. The Supplier shall be responsible for the provision of all standard sized waste receptacles, e.g. consoles, to ensure the successful delivery of the Service.
- 119.6. 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 shall be charged to the Buyer via the Billable Works and Projects Process.

120. Service K:2 - General waste

- 120.1. In addition, the following Standards Ref apply to this Service SK2.
- 120.2. In fulfilment of its statutory duty of care, the Buyer shall require the Supplier to provide full information on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable. In particular, the Buyer shall be assured that as much of the waste as possible shall be recycled or used for energy recovery, rather than sent to landfill.
- 120.3. The Supplier shall collect and remove all waste from the designated central waste storage point/s on a weekly basis;
- 120.4. The Supplier shall provide waste receptacles, recycling stations and consumables appropriate to the waste item, in sufficient numbers and conveniently located.
- 120.5. The Supplier shall remove all general waste in a manner appropriate to the waste item.
- 120.6. In disposing of waste the Supplier shall maintain and proactively manage waste in accordance with the waste hierarchy.
- 120.7. The Supplier shall provide monthly waste diversion reports of Buyer Premises performance against building waste arising, diversion and recycling benchmarks and the Buyer's requirements but shall adhere to the required minimum Standards as set out in FM Service Standards.
- 120.8. The Buyer requires the Supplier to demonstrate commitment to and compliance with the principles of sustainable development as documented by the Buyer, and seeks to continuously reduce the Buyer's deleterious impact on the environment in waste disposal in general.
- 120.9. The Supplier shall provide lead support in planning, measuring, reporting and recommending how waste can be continually reduced across all Buyer Premises and how Government sustainability targets can be achieved.
- 120.10. 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 Appendix 3 – Billable Works and Approval Process.

121. Service K:3 - Recycled waste

- 121.1. In addition, the following Standards Ref apply to this Service SK3.

- 121.2. The Supplier is required to provide a waste management service in accordance with the waste hierarchy.
- 121.3. The Supplier shall collect and remove all recyclable waste from the Buyer Premises on a weekly basis;
- 121.4. 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.
- 121.5. The Supplier shall provide a reactive Service for the collection and disposal of all types of recycled waste to meet any adhoc requirements of the Buyer. Costs shall be charged to the Buyer via Appendix 3 – Billable Works and Approval Process.

122. Service K:4 - Hazardous waste

- 122.1. In addition, the following Standards Ref apply to this Service SK4.
- 122.2. The Supplier may be required to provide a Service for the disposal of hazardous wastes and provide suitable receptacles for this type of waste in accordance with the Buyer's requirements.
- 122.3. The Supplier shall handle, transport, treat and dispose of all hazardous wastes in a manner suitable to their nature and potential to pollute or cause harm. The Supplier shall take into account the Dangerous Goods Regulations on labelling, containment and security for transport. Details of hazardous materials for regular disposal shall be specified at Call-Off stage.
- 122.4. The Supplier is responsible for the removal of hazardous materials on an ad hoc basis as and when required by the Buyer and shall be charged to the Buyer Appendix 3 – Billable Works and Approval Process.
- 122.5. Where the Buyers hazardous waste includes ordnance and pyrotechnic related waste the Supplier shall ensure that all waste is checked and made safe prior to disposal and shall issue a monthly report on waste volumes disposed of to the Buyer.

123. Service K:5 - Clinical waste

- 123.1. In addition, the following Standards Ref apply to this Service SK5.
- 123.2. The Supplier may be required to provide a Service for the disposal of special or hazardous wastes and shall be required to provide suitable receptacles for this type of waste in accordance with the Buyer's requirements. This Service may also include the provision of sharps bins, sanitary towel disposal Service and other specialist receptacles.
- 123.3. The Supplier shall handle, transport, treat and dispose of all special or hazardous wastes in a manner suitable to their nature and potential to pollute or cause harm, taking account of the Dangerous Goods Regulations on labelling, containment and security for transport. Details of hazardous materials for regular disposal shall be specified at Call-Off stage.
- 123.4. The Supplier is responsible for the removal of clinical waste materials on an ad hoc basis as and when required by the Buyer and shall be charged to the Buyer via Appendix 3 – Billable Works and Approval Process.

124. Service K:6 - Medical waste

- 124.1. In addition, the following Standards Ref apply to this Service SK6.
- 124.2. The Supplier may be required to provide a Service for the disposal of medical and pharmaceutical waste and shall be required to provide suitable receptacles for this type of waste in accordance with the Buyer's requirements.
- 124.3. The Supplier shall handle, transport, treat and dispose of all medical waste in a manner suitable to their nature and potential to pollute or cause harm, taking account of the Dangerous Goods Regulations on labelling, containment and security for transport. Details of

Buyer requirements and type of medical and pharmaceutical waste materials for disposal shall be specified at Call-Off stage.

- 124.4. The Supplier is responsible for the removal of medical and pharmaceutical waste on an ad hoc basis as and when required by the Buyer and shall be charged to the Buyer via Appendix 3 – Billable Works and Approval Process.

125. Service K:7 - Feminine hygiene waste

- 125.1. In addition, the following Standards Ref apply to this Service SK7.
- 125.2. The Supplier may be required to provide a four-weekly Service for the disposal of feminine hygiene waste and shall be required to provide standard sized and suitable receptacles for this type of waste in accordance with the Buyer's requirements.
- 125.3. The Supplier shall handle, transport, treat and dispose of all feminine hygiene waste in a manner suitable to their nature and potential to pollute or cause harm, taking account of the Dangerous Goods Regulations on labelling, containment and security for transport. Details of the provision of vending machines for feminine hygiene products if where required by the Buyer shall be specified at Call-Off stage.
- 125.4. The Supplier is responsible for the removal of feminine hygiene waste on an ad hoc basis as and when required by the Buyer and shall be charged to the Buyer via Appendix 3 – Billable Works and Approval Process.

Work Package L – Miscellaneous FM Services

126. Service L:1 - Childcare facility

- 126.1. In addition, the following Standards Ref apply to this Service SL1.
- 126.2. The Supplier shall:
- 126.2.1. Provide a child care nursery service for children aged between three (3) Months and an age suitable for first entry to school. With the express permission of the Local Authority the Supplier may care for children aged between six (6) weeks and three (3) Months;
- 126.2.2. Accept full responsibility for the health, safety and wellbeing of children from parental drop off to collection. This extends to any trips or visits off the childcare facility where the parent or guardian is not present; and
- 126.2.3. Not be expected to provide a Service on bank or public holidays. Specific Government privilege days shall be notified to the Supplier as and when they occur and levels of Service shall be agreed with the Buyer. The Buyer Authorised Representative shall undertake to give the Supplier at least three (3) Working Days' notice of any short-term changes to these arrangements and one (1) Month of any permanent change.
- 126.3. The Supplier must ensure that the different areas of the nursery are appropriately staffed to meet the needs of the relevant age groups and to comply with all Ofsted National Standards.
- 126.4. The Supplier must ensure that all refreshments are prepared on the Buyer Premises, in accordance with Food Hygiene Regulations.
- 126.5. The Supplier shall:
- 126.5.1. Undertake to supply information and attain Ofsted registration of the nursery prior to Call-Off Start Date and each year of the Call-Off Contract thereafter;
- 126.5.2. 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;

- 126.5.3. Keep the Buyer Authorised Representative advised of changes in regulations that may affect the operation of the childcare facility;
- 126.5.4. Develop an effective working relationship with local management and parents during operational Working Hours; and
- 126.5.5. Nominate a contact or liaison person from amongst the nursery staff to resolve and deal with day to day operational matters.

127. Service L:2 - Sports and leisure

- 127.1. In addition, the following Standards Ref apply to this Service SL2.
- 127.2. 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.
- 127.3. The Supplier shall be required to clean and maintain the changing rooms, showers and gymnasium areas. The details of the sports facilities are included in Call-Off Schedule 22 - Call-Off Tender.
- 127.4. The Supplier shall provide qualified fitness instructors and physical trainers and Deliver exercise classes for Buyer Staff where required. Further details will be provided at Call-Off stage.
- 127.5. Where there are training grounds and sports pitches within the Buyer Premises, the Supplier shall be responsible for the grounds maintenance and repairs to include:
 - 127.5.1. Marking-out the sports pitches;
 - 127.5.2. Grass cutting and weed removal;
 - 127.5.3. Replacing divots;
 - 127.5.4. Drainage works, such as spiking and rolling;
 - 127.5.5. Drainage;
 - 127.5.6. Emptying all waste receptacles, to include dog litter bins in accordance with hazardous waste regulations; and
 - 127.5.7. Removal of litter, leaves and debris.
- 127.6. The Buyer will outline the maintenance Standards to be adopted with regard to any sports fields, all weather surfaces and/or multi-use games areas at Call-Off stage.
- 127.7. Where there are swimming pools within the Buyer Premises, a professional lifeguard Service is required during pool opening times. The lifeguard shall have a recognised lifesaving qualification as defined in the FM Service Standards. The times of opening shall be coincident with the operational Working Hours unless otherwise agreed with the Buyer Authorised Representative.

128. Service L:3 - Driver and Vehicle Service

- 128.1. In addition, the following Standards Ref apply to this Service SL3.
- 128.2. Where required, the Supplier shall provide a vehicle and driver service, including the provision of:
 - 128.2.1. Vehicle maintenance Services;
 - 128.2.2. Vehicle inspections;
 - 128.2.3. Cleaning and valet Services;
 - 128.2.4. Breakdown cover;
 - 128.2.5. Issuing tax licenses;
 - 128.2.6. Fuel provision;
 - 128.2.7. Booking of hire cars; and
 - 128.2.8. Dedicated driver service.
- 128.3. Further information will be provided at the Call-Off stage.

129. Service L:4 - First aid and medical service

- 129.1. In addition, the following Standards Ref apply to this Service SL4.
- 129.2. Where required to do so, the Supplier shall provide during operational Working Hours first aid and medical services in line with Health and Safety Executive guidance to visitors or staff who are injured whilst on the Buyer Premises.
- 129.3. All Supplier staff delivering this service shall have successfully completed and be in possession of a first-aid responder qualification.
- 129.4. The Supplier shall maintain and replenish first aid boxes within date. Method of reimbursement to be agreed at Call-Off stage.

130. Service L:5 - Flag flying service

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

131. Service L:6 - Journal, magazine and newspaper supply

- 131.1. In addition, the following Standards Ref apply to this Service SL6.
- 131.2. The Supplier shall manage the provision of journals, magazines and newspapers. The Supplier shall Order and distribute the items following procedures agreed with the Buyer.

132. Service L:7 - Hairdressing Services

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

133. Service L:8 - Footwear cobbling Services

- 133.1. The Supplier shall be responsible for the provision of chaplaincy support service at the Buyer Premises.
- 133.2. Details of the Services will be provided at Call-Off.

134. Service L:9 – Provision of chaplaincy support Services

- 134.1. The Supplier shall be responsible for the provision of chaplaincy support service at the Buyer Premises.
- 134.2. Details of the Services will be provided at Call-Off.

135. Service L:10 - Housing and residential accommodation management

- 135.1. 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.
- 135.2. For the avoidance of doubt, these service shall include garages, communal areas (such as stairs, bin areas and foyers), grounds, roads, pathways and Infrastructure, office accommodation linked to the provision of the Services and recreational facilities.

- 135.3. These activities shall include the provision of:
- 135.3.1. Helpdesk Services;
 - 135.3.2. CAFM Services, to electronically manage the application and housing allocation process and interface with Employer IT systems as appropriate;
 - 135.3.3. Move-in processes;
 - 135.3.4. In-occupation activities and processes, to include cleaning, planned maintenance, reactive maintenance, PAT testing, water treatment, grounds maintenance, utilities and energy management and payment of utility bills;
 - 135.3.5. Liaison and interfacing with Buyer stakeholders on estate and property management activities (including accommodation providers);
 - 135.3.6. Provision of emergency accommodation;
 - 135.3.7. End of occupation activities;
 - 135.3.8. Move-out processes, to include building condition surveys and assessments; capturing final meter readings and reporting of missing or damaged furniture or equipment items;
 - 135.3.9. Vacant / Unoccupied Property Preparation;
 - 135.3.10. Vacant / Unoccupied Property Management, to include property inspections, fault reporting, planned maintenance, grounds maintenance, energy and utility management, payment of utility bills, provision of security Services and interface with third party suppliers;
 - 135.3.11. Stock management, including storage, issue and collection of all furniture and equipment items as required, condition reporting and interface with third party providers;
 - 135.3.12. Reporting, to include attendance at Employer and Stakeholder meetings, performance reports, expenditure and spend analysis, occupation levels, building conditions, vacant accommodation availability, building condition reports and customer satisfaction levels; and
 - 135.3.13. Customer satisfaction and compliant management.
- 135.4. Further details of these requirements will be provided at Call-Off stage.
- 135.5. 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 will be managed via the Billable Works Process and be outside the Charges.
- 135.6. Further details of the requirement will be provided at Call-Off stage.
- 135.7. Where it is necessary for the Buyer to interact with an insurance company in order to make a Claim from a third party, the Supplier shall act on behalf of the Buyer and carry out all necessary actions to complete the Claim and ensure that all subsequent repairs are completed satisfactory. This shall include:
- 135.7.1. Undertaking a full investigating the incident;
 - 135.7.2. Recording full details including photographic evidence;
 - 135.7.3. Establishing details of the third party;
 - 135.7.4. Certifying that where applicable, all repairs undertaken by third-parties on behalf of the insurer fully meet and are compliant with the Standards of the Employer; and
 - 135.7.5. The management of the claims process to ensure that all Costs are recovered from the insurer on behalf of the Buyer as appropriate.

136. Service L:11 Training establishment management and booking Service

- 136.1. The Supplier shall provide a professionally managed service to manage the Delivery, bid and allocation processes associated with all types of specialist training events held at the Buyer Premises. These Services shall include:

- 136.1.1. Managing bids for training facilities;
- 136.1.2. Managing the allocation of Buyer training facilities;
- 136.1.3. Managing off-site training events held on private land, to include liaison with private land-owners and landlords;
- 136.1.4. Planned preventative maintenance Services;
- 136.1.5. Reactive maintenance Services;
- 136.1.6. Rural estate management;
- 136.1.7. Health and safety management;
- 136.1.8. Management of specialist systems used in the Delivery of training;
- 136.1.9. Managing the allocation of trainer and trainee serviced accommodation;
- 136.1.10. Provision of security Services, to include access control management, management of visitors and contractors, escort Services, operation of security infrastructure, car park management and traffic control;
- 136.1.11. Provision of hotel-type Services;
- 136.1.12. Store room management, to include the storage, issue and retrieval of all equipment and accommodation furniture;
- 136.1.13. Provision of administrative support Services;
- 136.1.14. Provision of mail Services;
- 136.1.15. Provision of stationery items;
- 136.1.16. Vehicle management;
- 136.1.17. Transport Services;
- 136.1.18. Energy management;
- 136.1.19. Kennel Services;
- 136.1.20. Cleaning Services;
- 136.1.21. Grounds maintenance Services;
- 136.1.22. Window cleaning Services;
- 136.1.23. Provision of portable sanitisation;
- 136.1.24. Tailoring Services;
- 136.1.25. Linen and laundry Services;
- 136.1.26. Catering Services, to include the provision of restaurant and mess room Services, pre-packaged meals and ration packs;
- 136.1.27. Management of stores and equipment;
- 136.1.28. Waste management, to include the storage, collection, disposal and recycling of office, domestic, food, medical, grey water and animal waste (including carcasses)
- 136.1.29. Undertaking all health and safety and specialist assessments as required by the Buyer;
- 136.1.30. Provision of catering Services, to include full meal Services, pre-packaged meal Services and ration packs; and
- 136.1.31. Managing the inspection processes across all training and accommodation facilities.
- 136.2. The Supplier shall provide an electronic system with the functionality which:
 - 136.2.1. Interfaces with the Buyer's IT software and systems;
 - 136.2.2. Records multiple levels of data, to include user details, training requirements, training restrictions (e.g. noise, population and environmental factors), bid and allocation details, key equipment details, trainee requirements and location details;
 - 136.2.3. Allows access for Buyer Staff and end-users of the training facility online (based on user account and permissions criteria) to enable viewing of facilities, bid submissions and online booking;
 - 136.2.4. Allows the display of configurable digital views, superimposed layers, 2D, 3D and aerial photographs as required; and

- 136.2.5. Produces standard, financial, ad-hoc, trend analyses and expert reports as requested by the Buyer.
- 136.3. The Supplier shall be responsible for managing consents, claims for damages and compensation associated with the use of external facilities owned by private land owners and landlords and shall ensure all data is recorded on the CAFM System or Buyer's IT system as required.
- 136.4. The Supplier shall Deliver initial and annual refresher training on the use of the management system to the Buyer and propose improvements to enhance system capability and efficiency. Any additional functionality agreed shall be managed via the Billable Works Process and be excluded from the Charges.
- 136.5. The Supplier shall ensure that in the event of failure of the electronic management system, business continuity arrangements are implemented to maintain service provision at the Buyer Premises. Further details will be provided at Call-Off stage.
- 136.6. The Supplier shall be responsible for the Delivery of specialist Services at Buyer ranges and shall comply will all Buyer systems, processes and Standards. These shall include:
- 136.7. Provision of sufficient, suitably qualified and experienced staff, to include:
 - 136.7.1. LGV drivers, crane operators and slingers;
 - 136.7.2. Provision of professional health and safety and technical related advice;
 - 136.7.3. Provision of suitable equipment, vehicles, tools and accessories to end-users to meet Buyer's training objectives;
 - 136.7.4. Maintenance, inspection and certification of workplace machinery;
 - 136.7.5. Statutory inspections, to include PAT testing, radiation testing, seaworthiness tests and lifting equipment testing;
 - 136.7.6. Maintenance, management, operation, Delivery and inspection of all targets;
 - 136.7.7. Managing the associated target scoring systems;
 - 136.7.8. Management, storage and issue of ammunition;
 - 136.7.9. Collection and removal of all ejected spent munitions for recycling or re-use;
 - 136.7.10. Issue of FFE (Free from Explosives) certification;
 - 136.7.11. Operation, maintenance and inspection of all land, sea and air radar and surveillance equipment;
 - 136.7.12. Provision of communication systems;
 - 136.7.13. Supply and maintenance of specialist equipment to end-users;
 - 136.7.14. Maintenance, inspection and certification of workplace machinery;
 - 136.7.15. Statutory inspections, to include PAT testing, radiation testing, seaworthiness tests and lifting equipment testing;
 - 136.7.16. Fabrication and welding Services,
 - 136.7.17. Painting and spraying Services;
 - 136.7.18. Custodian Services;
 - 136.7.19. Undertaking safety inspections and reviews; and
 - 136.7.20. Assisting the Buyer with external examinations and inspections.
- 136.8. Where requested, the Supplier shall have responsibility for the provision and management of a dedicated site-based training function to oversee the management of the training events and shall act as an incident control point on behalf of the Buyer in the event of an accident. Further details will be provided at Call-Off stage.

Work Package M – CAFM

137. Service M:1 - CAFM System

- 137.1. In addition, the following Standards Ref apply to this Service SM1.

- 137.2. The Supplier shall provide the CAFM System and associated software required to deliver the services for the Buyer and should include Costs in the Charges.
- 137.3. The Supplier shall be responsible for recording data within their CAFM system or associated system, which is aligned with the Buyers Asset information requirements. This will be aligned with the service level and duties required under an SFG20 regime.
- 137.4. 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.
- 137.5. The Supplier shall ensure that all managerial quality monitoring, complaints. PPM and reactive activities are managed, executed and monitored through the CAFM System.
- 137.6. The Supplier shall ensure that the Buyer has full access to the live CAFM System data at all times and be responsible for ensuring that the data can be accessed electronically via the Buyers internal network i.e. a web based application which can be accessed via a web browser. The Supplier shall be responsible for the provision of a reasonable number of licences for Buyer Staff to allow access to the CAFM system. Details of the requirements shall be defined and priced at Call Off.
- 137.7. An application programming interface or export function for the systems data should be available at all times to the Buyer.
- 137.8. The Supplier shall work closely with the Buyer during the mobilisation period to produce and maintain a contract fixed Asset register in line with the Asset information requirements schedule as defined by the Buyer. This shall be compiled from condition surveys, location surveys, operating and maintenance manuals and all Asset register details entered into the CAFM System at the Buyer Premises.
- 137.9. At the end of the Contract, the Supplier shall be responsible for ensuring that all information is quality checked to ensure full compliance with the Standards of a Construction Operations Building information Exchange. Information shall be codified in line with SFG20, Uniclass 2015 and NRM3 for quality assurance purposes for completeness and accuracy.
- 137.10. The Supplier will work with the Buyer to limit the requirement for further survey and Asset verification in the event of the coming to an end of their Contract.
- 137.11. The Supplier shall ensure that 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.
- 137.12. The Supplier shall provide 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:
 - 137.12.1. The adoption of point cloud survey information;
 - 137.12.2. Building information models;
 - 137.12.3. Photogrammetry; and
 - 137.12.4. Telemetry.
- 137.13. The Supplier shall ensure that:
 - 137.13.1. All Assets are individually referenced and capable of being identified in four hierarchical structures to include service type, geographical location, NRM3 and Uniclass 2015;
 - 137.13.2. The CAFM System has the flexibility to allow these four (4) hierarchies to be cross-referenced at different levels to allow greater capability in identifying particular Assets, systems or sections of Services within any Buyer Premises. The Supplier shall take into account the appropriate data security considerations of how this information is stored and be aware of the Centre for Protection for National Infrastructure guidance;
 - 137.13.3. All Assets which are scheduled for maintenance or require attention due to malfunction are clearly identified on job sheets, using digital formats / forms wherever possible, with respect to type and accurate location;

- 137.13.4. The CAFM System has the ability to record and track the history of reactive work on specific Assets as required by the Buyer; and
- 137.13.5. All response and rectification periods required by the Buyer are maintained within the CAFM System and the CAFM System has the capability to produce alerts as reactive or planned works that are about to breach their KPI agreement.
- 137.14. 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 parts 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.
- 137.15. The Supplier shall ensure that 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.
- 137.16. All parent and child relationships should be codified and recorded within any data or information exchange from the CAFM System(s).
- 137.17. The Supplier shall ensure that the CAFM System captures all Costs including maintenance, direct labour and Subcontractor labour, in addition to material Costs for each Asset.
- 137.18. The Supplier shall ensure that they are capable of interacting with the Buyer's IT systems, an independent helpdesk and/or assurance service Supplier where appropriate. In such a situation the Supplier shall be required to use the Authority's defined master data to report activities against. This will be defined at Call-Off.
- 137.19. 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. Should this be a requirement, this would be defined at Call-Off.
- 137.20. The CAFM shall have the capability to:
 - 137.20.1. Record and report by each Buyer Premises or location;
 - 137.20.2. Review work assignment to both maintenance staff and Subcontractors;
 - 137.20.3. Track maintenance activity, status updates and the provision of on-screen alerts;
 - 137.20.4. Provide automated email notifications of work requests;
 - 137.20.5. Provide automatic status updates to the Buyer's Representatives;
 - 137.20.6. Provide search and visibility of calls and activities;
 - 137.20.7. Provide automatic associated hazard warnings, for example () asbestos alerts;
 - 137.20.8. Provide status reports and updates on the level of statutory compliance at the Buyer Premises;
 - 137.20.9. Allocate and schedule appointment dates and times with the occupants of residential housing and Buyer's representatives within Buyer Premises for maintenance works, audits and inspections;
 - 137.20.10. Provide online portal systems to facilitate automated online booking systems to enable the Buyer's representatives and residential housing occupants to schedule attendance for works directly online;
 - 137.20.11. 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;
 - 137.20.12. Provide automated facilities for online invoicing, hard and soft charging processes and payment processes;
 - 137.20.13. Provide clear and proactive management of KPI agreements;
 - 137.20.14. Log Service requests via intranet and internet; and
 - 137.20.15. Automatically prioritise work and job escalation when appropriate.

- 137.20.16. Manage room booking / workplace allocation:
 - 137.20.16.1. All bookable spaces including meeting rooms, conference rooms, community lettings, event spaces and workplace hubs shall be booked and managed by a room booking system to optimise as far as is practicable the use of space;
 - 137.20.16.2. The Service shall include the facility to accept electronic online bookings and confirmations;
 - 137.20.16.3. The system shall ensure no double bookings;
 - 137.20.16.4. The system shall have the capability to provide a holistic range of ancillary Services such as hospitality, room set-up and Audio Visual support; and
- 137.20.17. Provide reporting on trends on meeting room utilisation and lettings usage and any income shall be managed through the system hospitality, room set-up and audio visual (AV) support.
- 137.21. The Asset tracking functionality shall operate in line with the Asset information requirements of the Buyer and have the capability to:
 - 137.21.1. Provide various forms of information relating to Assets including location, warranty, parts and maintenance records;
 - 137.21.2. Construction Operation Building information Exchange ("**COBie**") sheets;
 - 137.21.3. Building information Models for New Build and Retrofit projects. This should include access to BIM object library where available;
 - 137.21.4. Provide logical grouping of Assets for easy storage, retrieval and viewing codified in line with SFG20, NRM3 and Uniclass 2015;
 - 137.21.5. Provide the ability to record planned and reactive maintenance information to enable full visibility of an Assets service history;
 - 137.21.6. Ensure future planned and reactive maintenance requirements generate alerts at the appropriate time;
 - 137.21.7. Integrate with other facilities data to provide detailed financial and ownership details;
 - 137.21.8. Identify movement and tracking of Assets within existing or external systems;
 - 137.21.9. Associate Assets to the Buyer's Staff departments or locations;
 - 137.21.10. Associate Asset contract for automatic issue of related Service requests to maintaining third party suppliers;
 - 137.21.11. 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;
 - 137.21.12. Provide full Asset reporting for distribution to interested parties defined by the Buyer; and
 - 137.21.13. Provide the ability for two-way communication including importing data from third party financial software or exporting to a data file.
- 137.22. The cost control functionality shall have the capability to:
 - 137.22.1. Track costs through multi-level hierarchy of budgets, contracts and projects;
 - 137.22.2. Provide transparency of full facilities spend and generation of single or multi-line purchase Orders;
 - 137.22.3. Utilise the NRM3 standard to classify the information
 - 137.22.4. Discount purchase Orders or individual line items;
 - 137.22.5. Provide purchase Order receipt acknowledgement;
 - 137.22.6. Navigate, search and view all budget information;
 - 137.22.7. Link trade rates to the contractual resource rates agreed with the Buyer;
 - 137.22.8. Provide projects functionality which enables tracking of project spend, progress against the defined RIBA outputs, key Milestone Dates and stakeholders;

- 137.22.9. Provide costs for all Billable Works;
- 137.22.10. Easily distribute information to stakeholders;
- 137.22.11. Ensure financial reports are available for ad hoc reporting or scheduled generation basis;
- 137.22.12. Navigate data tree to ensure simple management and retrieval of all facilities information; and
- 137.22.13. Manage health and safety equipment and Service requests.
- 137.23. The property management functionality shall have the capability to:
 - 137.23.1. Provide processes to allocate accommodation and manage Buyer's residential property portfolio;
 - 137.23.2. Provide a dynamic link to property related planned maintenance activities;
 - 137.23.3. Provide storage and maintenance of hazardous related data, for example asbestos;
 - 137.23.4. Track the condition of the Buyer Premises including structure, fabric and mechanical elements;
 - 137.23.5. Monitor building lifecycle costs and energy efficiency;
 - 137.23.6. Store all Buyer Premises related documents including contracts, lease agreements and health and safety documents;
 - 137.23.7. 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;
 - 137.23.8. Navigate the storage of Buyer Premises contact information;
 - 137.23.9. Generate property management reports;
 - 137.23.10. Use industry standard BIM tools to detail, plan and manage space allocation;
 - 137.23.11. Utilise industry standard classification SFG20, Uniclass 2015 and NRM3 to map spaces, Assets and assign attributes; in line with the COBie structure; and
 - 137.23.12. Ensure easy movement and tracking of Assets within the CAFM System.
- 137.24. The report functionality shall have the capability to:
 - 137.24.1. Report on helpdesk performance management;
 - 137.24.2. Automatically generate reports;
 - 137.24.3. Provide direct email distribution to stakeholders;
 - 137.24.4. Produce specific corporate reporting requirements;
 - 137.24.5. Analyse data;
 - 137.24.6. Provide extensive reports as standard;
 - 137.24.7. Provide measured performance benchmarking; and
 - 137.24.8. Provide cost control and monitoring.
- 137.25. The Supplier shall ensure that that in line with best practice, the CAFM System has its own Business Continuity and Disaster Recovery Plan in place to enable continuity of service without degradation.

Work Package N – Helpdesk Services

138. Service N:1 – Helpdesk Services

- 138.1. In addition, the following Standards Ref apply to this Service SN1.
- 138.2. The Supplier shall provide a fully staffed, supervised helpdesk Service linked to the CAFM System for all FM related Service requests and fault reporting, twenty four (24) hours per day 365 days per year. The Buyer and the Supplier shall agree a reporting function in relation to the helpdesk requirements at Call-Off stage.
- 138.3. The Supplier shall:

- 138.3.1. Collaborate with the Buyer to create maintain and develop Services which Deliver a common user experience for all users of the Service;
- 138.3.2. Ensure that the helpdesk operates as both a strategic management and quality monitoring tool and shall also be the focus for all day-to-day operational activities across all aspects of the FM Services;
- 138.3.3. Ensure that the helpdesk provides a telephone single point of contact (free of charge for Buyer Staff, Buyer Premises Occupants, occupants residing in Buyer's residential properties and stakeholders from UK landlines); and
- 138.3.4. Ensure continued Service Delivery for all Services under its control during the core service hours (as agreed by the Buyer at Call-Off stage).
- 138.4. 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.
- 138.5. Where the Supplier helpdesk receives Service requests for out-of-scope Services, the Supplier shall accept and forward the calls as appropriate and record details on the CAFM System. Further details of these Services shall be provided at Call-Off stage.
- 138.6. The Supplier helpdesk shall accept Service requests raised by telephone calls, emails, text messages and web portals.
- 138.7. 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:
 - 138.7.1. Telephone call requests within twenty (20) seconds;
 - 138.7.2. Text message requests within ten (10) minutes;
 - 138.7.3. Email requests within fifteen (15) minutes; and
 - 138.7.4. Portal requests within five (5) minutes.
- 138.8. The Supplier shall be responsible for the issue of an acknowledgment within five (5) minutes of receipt and shall issue an update to the Buyer advising on the action to be taken within one (1) hour of the request being logged on the CAFM System or upon request.
- 138.9. If for any reason the helpdesk response to a telephone request exceeds twenty (20) seconds before being answered by a helpdesk operator, then the caller shall be made aware of where they are in the queue, approximately how long they will be required to wait and be given an option to leave a message and be called back within one (1) hour.
- 138.10. The Supplier helpdesk shall record details of the Service request on the CAFM System, to include:
 - 138.10.1. Name;
 - 138.10.2. Contact details, to include telephone number, email address and work location;
 - 138.10.3. Location of the Buyer Premises to which the request is related;
 - 138.10.4. Nature of the request;
 - 138.10.5. Date and time;
 - 138.10.6. The actual response time as specified within the agreed;
 - 138.10.7. A 'Unique Service Request' reference number;
 - 138.10.8. Action taken; and
 - 138.10.9. Details of progress throughout the Service request management lifecycle.
- 138.11. Further information will be provided by the Buyer at Call-Off stage.
- 138.12. 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.
- 138.13. The Supplier shall ensure that where a Service request was not completed in accordance with the timeframes specified in the agreed KPI they reprioritise the Service request and proactively manage the task to completion at the earliest opportunity or to the

- revised timeframes agreed with the Buyer. The Supplier shall ensure that all revisions to timeframes as agreed and authorised with the Buyer are recorded on the CAFM System.
- 138.14. To mitigate the risk of the creation of a backlog of work, the Supplier shall record all instances where a Service request failed to be completed within the agreed KPI on the CAFM System and issue daily reports to the Buyer. Further information will be provided at Call-Off.
- 138.15. The Supplier shall:
- 138.15.1. Ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM System;
 - 138.15.2. Make audio recordings of all telephone conversations for the purpose of monitoring and auditing helpdesk performance. The Supplier shall retain such recordings for twelve (12) Months on a rolling programme. Further details will be provided at Call-Off;
 - 138.15.3. Provide appropriate staff to ensure that the helpdesk can operate within the requested performance parameters as agreed between the Buyer and the Supplier;
 - 138.15.4. Ensure that all staff appointed to operate on the helpdesk are capable of handling all faults and in scope Service requests, irrespective of the time of the day;
 - 138.15.5. Ensure that all staff appointed to operate on the helpdesk can access and report the status of all Service requests at any such time as requested by the Buyer;
 - 138.15.6. Provide multilingual helpdesk operators and translation Services where required to meet Buyer requirements. Where these Services are required further details will be provided at Call-Off;
 - 138.15.7. Provide all staff appointed to operate on the helpdesk with documented training, including:
 - 138.15.7.1. Training on the CAFM System package;
 - 138.15.7.2. Customer Service skills;
 - 138.15.7.3. Service call management;
 - 138.15.7.4. Listening skills;
 - 138.15.7.5. Escalation procedures;
 - 138.15.7.6. Buyer emergency procedures; and
 - 138.15.7.7. Training in respect of all operational areas of the Buyer Premises.
 - 138.15.8. Ensure that all staff appointed to operate on the helpdesk have the appropriate security clearance to work on a Buyer account;
 - 138.15.9. Where required provide a room booking Service via the helpdesk;
 - 138.15.10. Where required provide a car park management Service via the helpdesk; and
 - 138.15.11. Where required support the wider Government HUB strategy via the provision of a workplace booking Service managed through the CAFM System where shared accommodation arrangements exist at nominated Buyer Premises via the helpdesk. Further details will be provided at Call-Off stage.

Work Package O – Management of Billable Works

139. Service O:1 - **Management of Billable Works; Small Works, Projects and Reactive Maintenance Works, as defined at Call-Off Schedule 4A - Billable Works and Projects**
- 139.1. Service O:1 - Management of Billable Works; Small Works, Projects and Reactive Maintenance Works, as defined at Call-Off Schedule 4A - Billable Works and Projects is a **Mandatory Service for Lot 1a-1c.**
- 139.2. The Supplier shall comply with the requirements contained within Call-Off Schedule 4A - Billable Works and Projects and Standard SA7 when delivering all new works on behalf of the Buyer.

- 139.3. Where the Buyer opts for the Supplier to Deliver Projects at Call-Off, the Supplier shall manage the projects in accordance with the RIBA Plan 2013 (or subsequent updates). The costs for the management Services shall be as defined within the rates specified at Framework.
- 139.4. The Buyer shall be final arbiter on whether new works are classified as a project requiring the RIBA management approach.



PART B - ANNEXES

ANNEX A – FM SERVICE STANDARDS

1. The FM Standards have been developed by CCS in relation to the requirements set out in this Framework Schedule 1 - Specification.
2. The Buyer should utilise and adhere to each required Standard when procuring their own FM Services via the FM Framework Contract (RM3830).
3. This is a live document and will be subject to change as areas within the FM area develop further, either through Government policy, changes to statutory requirements or as other good practice initiatives are highlighted.
4. The document will be reviewed annually and updated by CCS. Suppliers will be notified of any changes through CCS' web portal.
5. FM Service Standards table:

WORK PACKAGE A: CONTRACT MANAGEMENT		
Service Reference	Service Description	Service Standard (RM-3830)
A:1	Integration	SA1
A:2	Health & Safety	SA2
A:3	Management Services	SA3
A:4	Service Delivery Plans	SA4
A:5	Fire Safety	SA5
A:6	Permit to Work	SA6
A:7	Accessibility Services	SA7
A:8	Risk Management	SA8
A:9	Customer Satisfaction	SA9
A:10	Reporting	SA10
A:11	Performance Self-Monitoring	SA11
A:12	Business Continuity and Disaster Recovery ("BCDR") Plans	SA12
A:13	Quality Management System	SA13
A:14	Staff and Training	SA14
A:15	Selection and Management of Subcontractors	SA15
A:16	Property Information Mapping Service (EPIMS)	SA16
A:17	Sustainability	SA17
A:18	Social Value	SA18
WORK PACKAGE B: CONTRACT MANAGEMENT		
Service Reference	Service Description	Service Standard (RM-3830)
General Requirements		
B:1	Contract Mobilisation	SB1
WORK PACKAGE C: MAINTENANCE SERVICES		
Service reference	Service Description	Service Standard (RM-3830)
General Requirements		

RM3830 Service Requirements*(Extracted from Framework Schedule 1 (Specification))*

C:1	Mechanical and Electrical Engineering Maintenance	SC1
C:2	Ventilation and Air Conditioning System Maintenance	SC2
C:3	Environmental Cleaning Service	SC3
C:4	Fire Detection and Firefighting Systems Maintenance	SC4
C:5	Lifts, Hoists & Conveyance Systems Maintenance	SC5
C:6	Security, Access and Intruder Systems Maintenance	SC6
C:7	Internal and External Building Fabric Maintenance	SC7
C:8	Reactive Maintenance Services	SC8
C:9	Planned / Group Re-Lamping Service	SC9
C:10	Automated Barrier Control System Maintenance	SC10
C:11	Building Management Systems ("BMS") Maintenance	SC11
C:12	Standby Power Systems Maintenance	SC12
C:13	High Voltage ("HV") and Switchgear Maintenance	SC13
C:14	Catering Equipment Maintenance	SC14
C:15	Audio Visual ("AV") Equipment Maintenance	SC15
C:16	Television Cabling Maintenance	SC16
C:17	Mail Room Equipment Maintenance	SC17
C:18	Office Machinery Servicing and Maintenance	SC18
C:19	Voice Announcement Systems Maintenance	SC19
C:20	Locksmith Services	SC20
C:21	Airport and Aerodrome Maintenance Services	SC21
C:22	Specialist Maintenance Services	SC22

WORK PACKAGE D: HORTICULTURAL SERVICES

Service Reference	Service Description	Service Standard (RM-3830)
D:1	Grounds Maintenance Services	SD1
D:2	Tree Surgery (Arboriculture)	SD2
D:3	Professional Snow and Ice Clearance	SD3
D:4	Reservoirs, Ponds, River Walls and Water Feature Maintenance	SD4
D:5	Internal Planting	SD5
D:6	Cut Flowers and Christmas Trees	SD6

WORK PACKAGE E: STATUTORY OBLIGATIONS

Service Reference	Service Description	Service Standard (RM-3830)
General Requirements		
E:1	Asbestos Management	SE1
E:2	Water Hygiene Maintenance	SE2
E:3	Statutory Inspections	SE3
E:4	Portable Appliance Testing	SE4

RM3830 Service Requirements*(Extracted from Framework Schedule 1 (Specification))*

E:5	Compliance Plans, Specialist Surveys and Audits	SE5
E:6	Condition Surveys	SE6
E:7	Electrical Testing	SE7
E:8	Fire Risk Assessments	SE8
E:9	Business Information Modelling (“BIM”) and Government Soft Landings (“GSL”)	SE9

WORK PACKAGE F: CATERING SERVICES

Service Reference	Service Description	Service Standard (RM-3830)
General Requirements		
F:1	Chilled Potable Water	SF1
F:2	Retail Services / Convenience Store	SF2
F:3	Deli / Coffee Bar	SF3
F:4	Events and Functions	SF4
F:5	Full Service Restaurant	SF5
F:6	Hospitality and Meetings	SF6
F:7	Outside Catering	SF7
F:8	Trolley Service	SF8
F:9	Vending Services (Food & Beverage)	SF9
F:10	Residential Catering Services	SF10

WORK PACKAGE G: CLEANING SERVICES

Service Reference	Service Description	Service Standard (RM-3830)
General Requirements		
G:1	Routine Cleaning	SG1
G:2	Cleaning of Integral Barrier Mats	SG2
G:3	Mobile Cleaning Services	SG3
G:4	Deep (Periodic) Cleaning	SG4
G:5	Cleaning of External Areas	SG5
G:6	Window Cleaning (Internal)	SG6
G:7	Window Cleaning (External)	SG7
G:8	Cleaning of Communications and Equipment Rooms	SG8
G:9	Reactive Cleaning (outside cleaning operational hours)	SG9
G:10	Housekeeping	SG10
G:11	IT Equipment Cleaning	SG11
G:12	Specialist Cleaning	SG12
G:13	Cleaning of Curtains and Window Blinds	SG13
G:14	Medical and Clinical Cleaning	SG14
G:15	Pest Control Services	SG15
G:16	Linen and Laundry Services	SG16

RM3830 Service Requirements*(Extracted from Framework Schedule 1 (Specification))*

WORK PACKAGE H: WORKPLACE SERVICES		
Service Reference	Service Description	Service Standard (RM-3830)
H:1	Mail Services	SH1
H:2	Internal Messenger Services	SH2
H:3	Courier Booking and External Distribution	SH3
H:4	Handyman Services	SH4
H:5	Move and Space Management (Internal Moves)	SH5
H:6	Porterage	SH6
H:7	Clocks	SH7
H:8	Signage	SH8
H:9	Archiving (On Site)	SH9
H:10	Furniture Management	SH10
H:11	Space Management	SH11
H:12	Cable Management	SH12
H:13	Reprographics Service	SH13
H:14	Stores Management	SH14
H:15	Portable Washroom Services	SH15
H:16	Administrative Support Services	SH16
WORK PACKAGE I: RECEPTION SERVICES		
Service Reference	Service Description	Service Standard (RM-3830)
I:1	Reception Services	SI1
I:2	Taxi Booking Service	SI2
I:3	Car Park Management and Booking	SI3
I:4	Voice Announcement System Operation	SI4
WORK PACKAGE J: SECURITY SERVICES		
Service Reference	Service Description	Service Standard (RM-3830)
General Requirements		
J:1	Manned Guarding Service	SJ1
J:2	CCTV / Alarm Monitoring	SJ2
J:3	Control of Access and Security Passes	SJ3
J:4	Emergency Response	SJ4
J:5	Patrols (Fixed or Static Guarding)	SJ5
J:6	Management of Visitors and Passes	SJ6
J:7	Reactive Guarding	SJ7
J:8	Additional Security Services	SJ8
J:9	Enhanced Security Services	SJ9
J:10	Key Holding	SJ10

RM3830 Service Requirements*(Extracted from Framework Schedule 1 (Specification))*

J:11	Lock Up / Open Up of Buyer Premises	SJ11
J:12	Patrols (Mobile via specific visiting vehicle)	SJ12

WORK PACKAGE K: WASTE SERVICES

Service Reference	Service Description	Service Standard (RM-3830)
General Requirements		
K:1	Classified Waste	SK1
K:2	General Waste	SK2
K:3	Recycled Waste	SK3
K:4	Hazardous Waste	SK4
K:5	Clinical Waste	SK5
K:6	Medical Waste	SK6
K:7	Feminine Hygiene Waste	SK7

WORK PACKAGE L: MISCELLANEOUS FM SERVICES

Service Reference	Service Description	Service Standard (RM-3830)
L:1	Childcare Facility	SL1
L:2	Sports and Leisure	SL2
L:3	Driver and Vehicle Services	SL3
L:4	First Aid and Medical Services	SL4
L:5	Flag Flying Services	SL5
L:6	Journal, Magazine and Newspaper Supply	SL6
L:7	Hairdressing Services	SL7
L:8	Footwear Cobbling Services	SL8
L:9	Provision of Chaplaincy Support Services	SL9
L:10	Housing and Residential Accommodation Management	SL10
L:11	Training Establishment Management and Booking Service	SL11

WORK PACKAGE M: CAFM

Service Reference	Service Description	Service Standard (RM-3830)
M:1	CAFM System	SM1

WORK PACKAGE N: HELPDESK

Service Reference	Service Description	Service Standard (RM-3830)
N:1	Helpdesk Service	SN1

WORK PACKAGE O: BILLABLE WORKS

Service Reference	Service Description	Service Standard (RM-3830)
General Requirements		
O:1	Management of Billable Works	SO1
O:2	Projects	SO2

WORK PACKAGE A – CONTRACT MANAGEMENT	
Service A:1	1. SA1: INTEGRATION
Standard	1.1 The Supplier shall provide an innovative and professional FM Service that recognises advances in technology, operational efficiencies, workforce synergies and operational improvements that will deliver improved performance and value for money for the Buyer.
Service A:2	2. SA2: HEALTH AND SAFETY
Legislation, ACoP or similar industry or Government guidelines	<p>2.1 The Supplier shall be compliant with Annex B including:</p> <ul style="list-style-type: none"> 2.1.1 Legislative Standards; 2.1.2 UK Legislation; 2.1.3 BS/ISO/EN Standards; 2.1.4 Guidance Notes / Codes of Practice; and 2.1.5 Building Regulations (England & Wales only).
Standard	<p>2.2 As a minimum, the Supplier shall produce and comply with the following documents:</p> <ul style="list-style-type: none"> 2.2.1 A forward maintenance register; 2.2.2 Planned and preventative maintenance schedule; 2.2.3 Accident/Incident reports (RIDDOR); 2.2.4 Fire evacuation drill reports; 2.2.5 Statutory inspection reports, assessments and reviews; 2.2.6 Risk assessment reports and reviews; 2.2.7 Compliance certificates;

	<p>2.2.8 Security incident reports;</p> <p>2.2.9 Disability discrimination assessments and reports;</p> <p>2.2.10 Method statements for meeting the Buyer's requirements;</p> <p>2.2.11 Health and safety policies and procedures; and</p> <p>2.2.12 Scope and Services objectives.</p> <p>2.3 The Supplier shall at all times ensure that:</p> <p>2.3.1 The operation of the Buyer Premises and delivery of the Services are undertaken in compliance with all applicable UK legislation and Good Industry Practice requirements;</p> <p>2.3.2 It provides any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures;</p> <p>2.3.3 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;</p> <p>2.3.4 It develops and maintains fire and emergency procedures, systems, equipment and staff training in order to produce a safe environment for the designated site and its users. Systems will be unobtrusive where possible to assist in creating a positive building atmosphere for all users;</p> <p>2.3.5 It shall carry out actions associated with implementation of the procedures routinely as well as in the event of any fire or other emergencies on-site;</p> <p>2.3.6 It programmes and implements Health and Safety inspections of the Buyer Premises and Service delivery annually, and provides evidence to the Buyer on request;</p> <p>2.3.7 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;</p> <p>2.3.8 It undertakes a Monthly review of all accidents occurring at the Buyer Premises whether relating to the Supplier's or Buyer's staff using the Buyer Premises or to the Supplier's delivery of Services. The report will detail the cause of each incident and any remedial actions required to prevent reoccurrence, together with timescales for implementation;</p> <p>2.3.9 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;</p>
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	<p>2.3.10 It complies with all health and safety obligations including at all the Buyer's Properties which are occupied under leasehold arrangements;</p> <p>2.3.11 It shall at all times provide and maintain the first aid kits and other safety equipment and all related consumables issued to and used by Supplier staff on the Buyer Properties; and</p> <p>2.3.12 It provides the required numbers of staff with an appropriate first aid responder qualification and training for emergency responses in accordance with health and safety legislation, as required by legislation and risk assessment (as a minimum) and any Buyer's specific requirements.</p>
Service A:3	3. SA3: MANAGEMENT SERVICES
Legislation, ACoP or similar industry or Government guidelines	<p>3.1 ISO 9001: 2008 Quality Management Plan (and replacement ISO 9001:2015 when published).</p> <p>3.2 Call-Off Schedule 7 - Key Staff.</p> <p>3.3 Call-Off Schedule 3 - Continuous Improvement.</p> <p>3.4 Call-Off Schedule 15 - Contract Management.</p>
Standard	<p>3.5 The Supplier shall manage the Contract in accordance with the personnel and processes as detailed in the Service Delivery Plan as agreed with the Buyer.</p> <p>3.6 The Supplier shall manage the customer satisfaction, complaint and key performance indicator measurement processes to ensure agreed performance standards are fully met.</p> <p>3.7 The Supplier shall produce and issue the agreed management reports and attend meetings as requested by the Buyer to maintain the agreed contractual performance standards.</p>
Service A:4	4. SA4: SERVICE DELIVERY PLANS
Standard	<p>4.1 Call-Off Schedule 13 - Mobilisation Plan and Testing.</p> <p>4.2 As a minimum, the buildings and Asset maintenance management Service Delivery Plan shall contain:</p> <p>4.2.1 Scope and Services objectives;</p> <p>4.2.2 Approach and methodology;</p>

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| | <ul style="list-style-type: none">4.2.3 Asset management method statement for meeting the Buyer's requirements, including treatment of any lifecycle / sinking funds (if applicable) and details regarding where such funds will reside, safeguards on early draw down and control of such funds;4.2.4 Variation procedures and additional work requests;4.2.5 Operational structure including resource proposals;4.2.6 Planned maintenance and Asset lifecycle replacement schedule and delivery methodology;4.2.7 Quality statement;4.2.8 Procurement of Services;4.2.9 Procurement of materials taking account of embodied carbon and recycled content;4.2.10 Management of energy use including lighting;4.2.11 Scope of Service;4.2.12 Planned preventative maintenance methodology/schedule;4.2.13 Computerised Asset management system;4.2.14 Building management system;4.2.15 Routine maintenance;4.2.16 Formulation of the planned preventative maintenance programme;4.2.17 Maintenance management, recording and reporting;4.2.18 Critical spares management;4.2.19 Inspections;4.2.20 Conservation and sustainability;4.2.21 Maintenance and renewal;4.2.22 Management arrangements;4.2.23 Quality management; |
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	<p>4.2.24 Operational liaison;</p> <p>4.2.25 Reactive Maintenance Works; and</p> <p>4.2.26 Reactive vandalism maintenance Service.</p> <p>4.3 In use and occupied space shall be maintained to appropriate Standards which are deemed 'fit for function' by type (i.e. office).</p> <p>4.4 Vacant space shall be maintained to appropriate Standards (e.g. mothballing & re-commissioning, as BESA SFG 30).</p>
Service A:5	5. SA5: FIRE SAFETY
Legislation, ACoP or similar industry or Government guidelines	<p>5.1 Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.</p> <p>5.2 BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.</p> <p>5.3 BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.</p> <p>5.4 BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance.</p>
Standard	5.5 The Supplier shall provide professional and technical fire related advice to the Buyer upon request.
Service A:6	6. SA6: PERMIT TO WORK
Standard	<p>6.1 The Supplier shall deliver the Permit to Work systems on behalf of the Buyer.</p> <p>6.2 The Supplier be responsible for managing compliance of Permit to Work systems on behalf of the Buyer for all works being undertaken or managed by the Supplier, including hot works, confined spaces, live electrical working, working on or near high voltage, excavations, temporary disconnection of safety systems and working at height.</p> <p>6.3 The Supplier shall be responsible for the provision of all suitably qualified, skilled and accredited Staff to successfully deliver the Permit to Work system for the Buyer.</p>

Service A:7	7. SA7: ACCESSIBILITY SERVICES
Legislation, ACoP or similar industry or Government guidelines	7.1 The Equality Act 2010.
Standard	<p>7.2 The Supplier shall provide professional advice on accessibility, occupational health, disability and safety advice to meet the requirements of the Buyer.</p> <p>7.3 The Supplier shall provide specialist furniture to meet the requirements of the Buyer. Cost for the provision of these furniture items will be managed via the Billable Works and Projects process.</p>
Service A:8	8. SA8: RISK MANAGEMENT
Legislation, ACoP or similar industry or Government guidelines	8.1 ISO 31000: Risk Management where requested by the Buyer.
Standard	<p>8.2 The Supplier shall produce and maintain a contact risk register to include contract, maintenance operational service, service continuity, supplier management and staffing risks.</p> <p>8.3 The Supplier shall produce and comply with any and 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.</p>
Service A:9	9. SA9: CUSTOMER SATISFACTION
Standard	<p>9.1 Call-Off Schedule 3 - Continuous Improvement.</p> <p>9.2 The Supplier shall develop the customer satisfaction process with the Buyer and shall deliver it in accordance with the specific Buyer requirements as defined in line with the agreed Service Delivery Plan.</p>

	<p>9.3 The Supplier shall deliver a complaints management process which manage and maintain the Buyer's customer satisfaction targets.</p> <p>9.4 The Supplier shall participate and respond where appropriate to Buyer or third-party customer satisfaction outputs (e.g. net promoter score) upon request from the Buyer.</p>
Service A:10	10. SA10: REPORTING
Standard	<p>10.1 The Supplier's CAFM system will be configured to capture all elements of service provision to facilitate the production of the Management Information reporting requirements as requested by the Buyer.</p> <p>10.2 The Supplier shall be responsible for the provision of all interfaces between their own and third-party CAFM systems to facilitate the real-time transfer of data.</p> <p>10.3 The Buyer's data contained within the Supplier's CAFM system shall be able to be uploaded to third-party CAFM systems where required by the Buyer.</p> <p>10.4 The Supplier shall develop the format standard and frequency of reporting with the Buyer and shall deliver it in accordance with the specific Buyer requirements in line with the agreed Service Delivery Plan.</p>
Service A:11	11. SA11: PERFORMANCE SELF-MONITORING
Legislation, ACoP or similar industry or Government guidelines	<p>11.1 ISO 9001:2015 Quality Management System.</p>
Standard	<p>11.2 The Supplier will deliver services and manage performance in line with the agreed key performance indicator (KPI) model.</p> <p>11.3 The Supplier will manage performance using their own internal performance management systems and processes which shall align with the Buyer's internal performance monitoring and auditing regimes as agreed within the Service Delivery Plan (SDP).</p> <p>11.4 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.</p>

	<p>11.5 The Supplier shall also provide a support service available twenty-four (24) hours per day for the Buyer to request the deployment of the Supplier to rectify any non-provision of accommodation or Service(s) embraced by the scope of the FM Framework Contract and within specified response times.</p> <p>11.6 The Supplier will develop and agree with the Buyer the management reporting regimes for recording statutory compliance, performance against social value targets and balanced scorecard returns.</p>
Service A:12	12. SA12: BUSINESS CONTINUITY AND DISASTER RECOVERY PLANS
Legislation, ACoP or similar industry or Government guidelines	<p>12.1 Call-Off Schedule 8 - Business Continuity and Disaster Recovery.</p> <p>12.2 Centre for the Protection of the National Infrastructure (CPNI).</p> <p>12.3 BS 25999: Business Continuity Management.</p> <p>12.4 ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition).</p> <p>12.5 ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).</p> <p>12.6 ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition).</p> <p>12.7 ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance.</p> <p>12.8 ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition).</p> <p>12.9 ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security.</p>
Standard	<p>12.10 The Supplier shall conform to the Buyer’s Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer’s Business Continuity and Disaster Recovery planning for each business unit and as described in the relevant BCDR Plan.</p> <p>12.11 The Supplier’s CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance.</p> <p>12.12 The Supplier will have its own Business Continuity and Disaster Recovery (BCDR) contingency plan in place to enable continuity of their Services without degradation.</p>

	12.13 The Supplier's CAFM System facilities will have its own Business Continuity and Disaster Recovery contingency plan in place to enable continuity of the Services without degradation.
Service A:13	13. SA13: QUALITY MANAGEMENT SYSTEM
Legislation, ACoP or similar industry or Government guidelines	13.1 The Supplier shall hold and maintain valid ISO9001, ISO14001 and OHSAS 18001 accreditation or equivalent at all times for the duration of the Call-Off Contract.
Standard	13.2 The Supplier shall create a quality management plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology for maintaining ISO 9001 accreditation, and its related systems. The plan shall be in place within sixty (60) days of the Call-Off Start Date.
Service A:14	14. SA14: STAFF AND TRAINING
Standard	<p>14.1 The Supplier shall manage and deliver the Services in line with the staffing profiles agreed with the Buyer within the Service Delivery Plan.</p> <p>14.2 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.</p> <p>14.3 The Supplier shall provide any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures.</p>
Service A:15	15. SA15: SELECTION AND MANAGEMENT OF SUBCONTRACTORS
Standard	<p>15.1 The Supplier is responsible for ensuring that all appointed Subcontractors are eligible to work in the UK.</p> <p>15.2 The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate accreditations, qualifications, and skills.</p> <p>15.3 The Supplier is responsible for ensuring that all appointed Subcontractors comply with all contractual requirements on quality, health and safety and environmental and legislative requirements.</p>

	<p>15.4 The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate levels of security clearances to enable access into the Buyer Properties.</p> <p>15.5 The Supplier is responsible for ensuring that all Subcontractor performance is managed via use of the KPI, customer satisfaction and complaints management processes.</p>
Service A:16	16. SA16: PROPERTY INFORMATION MAPPING SERVICE (EPIMS)
Standard	16.1 There is no Standard for this service. The Buyer requirements shall be fully met.
Service A:17	17. SA17: SUSTAINABILITY
Legislation, ACoP or similar industry or Government guidelines	<p>17.1 Compliance with Government Buying Standards for Cleaning Products and Services</p> <p>17.2 All waste initiatives must at least meet the agreed Greening Government Commitments and any successor framework and including the edict that:</p> <ul style="list-style-type: none"> 17.2.1 Government is to reduce the amount of waste it generates by 25% from a 2009/10 baseline; 17.2.2 Government to ensure that redundant IT equipment is re-used (within Government, the public; sector or wider society) or responsibly recycled; and 17.2.3 Food waste shall be source segregated, separately collected and treated according to the best practice level of the Government Buying Standard for Catering Services. <p>17.3 Compliance with the Public Health England (PHE) healthier and more sustainable catering guidance and supporting tools to this list.</p> <p>17.4 Appendix I - Government Buying Standards for food and catering shall be applied to Catering Services. The five broad areas are:</p> <ul style="list-style-type: none"> 17.4.1 Sustainable food production; meeting high standards of farming and food processing; 17.4.2 Nutrition, including food procurement, menu development and provision, food preparation and food service; 17.4.3 Resource efficiency; ensuring energy efficiency, efficient use of water, waste prevention and good management;

	<p>17.4.4 Social and economic value – achieving wider social benefits for the community; and</p> <p>17.4.5 Quality of service provision.</p> <p>17.5 Compliance with Government hospitality policies is essential at all times.</p> <p>17.6 The Supplier shall be aware of and adhere to the zero waste events guide produced by Waste and Resources Action Programme (WRAP), inspired by the Olympics.</p> <p>17.7 All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from:</p> <p>17.7.1 A legal source; and</p> <p>17.7.2 A sustainable source, which can include a Forest Law Enforcement, Governance and Trade (FLEGT) licensed or equivalent source.</p> <p>17.8 In addition, use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility. Supplier shall comply with the horticulture and park services Government Buying Standards which requires that soil improvers shall not contain peat or sewage sludge and that from 2015 plants shall not be supplied in or with growing media containing peat.</p> <p>17.9 Compliance with Government Buying Standards for sustainability as they apply to scanners.</p> <p>17.10 The Government Buying Standards for the sustainable procurement of furniture.</p> <p>17.11 All timber signage shall comply with the requirements of the Government’s Timber Procurement Policy.</p> <p>17.12 Provision and maintenance of vehicles shall be in line with the Government Buying Standard for transport (vehicles).</p> <p>17.13 All space planning/management advice must comply with the above policies and with the current version of Appraisal and Evaluation in central Government and “The Green Book” Treasury Guidance.</p> <p>17.14 Compliance with:</p> <p>17.14.1 Government carbon management strategy;</p> <p>17.14.2 The Mainstreaming Sustainable Development Package sets out the Government’s vision for sustainable development and measures to deliver it through the Green Economy, action to tackle climate change, protecting and enhancing the natural environment, and improved fairness and wellbeing;</p>
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	<p>17.14.3 All initiatives must at least meet the agreed Greening Government Commitments and any successor framework;</p> <p>17.14.4 Government Buying Standards; and</p> <p>17.14.5 The Waste and Resources Action Programme's (WRAP) Resource Management and Mobile Asset Management Planning tools.</p> <p>17.15 The Mainstreaming Sustainable Development Package sets out the Government's vision for sustainable development and measures to deliver it through the Green Economy, action to tackle climate change, protecting and enhancing the natural environment, and improved fairness and wellbeing.</p> <p>17.16 All initiatives must at least meet the agreed Greening Government Commitments and any successor framework.</p> <p>17.17 Government Buying Standards for the public procurement of sustainable goods and services are mandatory at the minimum level for the central Government estate and related agencies.</p> <p>17.18 For all major refurbishments (as defined in BREEAM guidelines, and typically those over £500k) an appropriate environmental assessment process such as BREEAM or an equivalent (e.g. CEEQUAL, DREAM etc.) appropriate to the size, nature and impact of the project shall be carried out on all projects. Where BREEAM is used, all refurbishment projects are to achieve at least "very good" rating, unless site constraints or project objectives mean that this requirement conflicts with the obligation to achieve value for money. Where an alternative environmental assessment methodology is used, projects must seek to achieve equivalent ratings.</p> <p>17.19 All Defra guidelines where mandatory shall be adhered to. Non mandatory requirements shall be adopted where practicable.</p> <p>17.20 Waste and Resources Action Programme (WRAP) Guidance for refurbishment and fit-out professionals</p> <p>17.21 Further Government Buying Standards also apply to the design and installation of equipment including air conditioning units, boilers, central heating systems, condensing units, lighting, paints and varnishes, showers, taps, toilets, urinal controls, and windows.</p> <p>17.22 In addition, there are Government Buying Standards for a range of electrical goods.</p> <p>17.23 All Defra guidelines where mandatory shall be adhered to. Non mandatory requirements shall be adopted where practicable.</p>
Standard	<p>17.24 The Supplier will develop and agree a Sustainability Plan incorporating all the requirements outlined above with the Buyer.</p>

Service A:18	18. SA18: SOCIAL VALUE
Legislation, ACoP or similar industry or Government guidelines	18.1 Public Services (Social Value) Act 2012.
Standard	<p>18.2 The Supplier will develop a Social Value initiatives and objectives with the Buyer.</p> <p>18.3 The Supplier will meet the requirements of the Buyer's Social Value requirements.</p> <p>18.4 The Supplier will meet the reporting requirements to measure Supplier performance and compliance.</p>
WORK PACKAGE B – MOBILISATION	
19. GENERAL REQUIREMENTS	
Standard	19.1 The Supplier will manage Mobilisation of the Contract in line with Call-Off Schedule 13 - Mobilisation Plan and Testing.
WORK PACKAGE C - MAINTENANCE SERVICES	
20. GENERAL REQUIREMENTS	
Legislation, ACoP or similar industry or Government guidelines	<p>20.1 BS8544 2013 Life Cycle Costing;</p> <p>20.2 RICS New Rules for Measurement Part 3 for Maintenance (NRM3);</p> <p>20.3 HVCA Standard Maintenance Specification, Vol's I – V;</p> <p>20.4 C.I.B.S.E guidelines;</p> <p>20.5 SFG20 Maintenance Schedules (published with the consent and support of B&ES Publications);</p> <p>20.6 Building Research Establishment Conservation Support Unit guidance;</p> <p>20.7 BSRIA guidance;</p> <p>20.8 BS 7671.2008 (2011);</p>

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| | 20.9 Fire Safety Order 2005; |
| 20.10 | S.I. 1989 No 635, the Electricity at Work Regulations; |
| 20.11 | Environmental Cleaning Specification (1063); |
| 20.12 | PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals / The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual; |
| 20.13 | FMS 1/97, Guidance and the Standard Specification for Ventilation Hygiene; |
| 20.14 | Environment Systems Specification (1005), Statutory Test and Inspections Specification (1100); |
| 20.15 | Mechanical and Electrical Specification (1027); |
| 20.16 | PD5454:2012; |
| 20.17 | Asbestos ACOP L143; |
| 20.18 | Waste and Resources Action Programme (WRAP) guidance on Resource Management and Mobile Asset Management Planning; |
| 20.19 | PAS 2050-1:2012; |
| 20.20 | Royal Institute of Chartered Surveyors New Rules for Measurement Part 3 for Maintenance (NRM3); |
| 20.21 | Heating and Ventilation Contractors' Association Standard Maintenance Specification, Volumes I – V; |
| 20.22 | Chartered Institution of Building Services Engineers' guidelines; |
| 20.23 | Building Services Research and Information Association guidance; |
| 20.24 | Government's Timber Procurement Policy; |
| 20.25 | Institute of Baths and Recreation Management (IBRM); |
| 20.26 | Pool Water Treatment Advisory Group (PWTAG); |
| 20.27 | Swimming Pool and Allied Trades Association (SPATA); |
| 20.28 | Institute of Swimming Pool Engineers; |
| 20.29 | The Health and Safety (Safety Signs and Signals) Regulations 1996; |

	<p>20.30 PAS;</p> <p>20.31 BS5499-1:1990;</p> <p>20.32 BS5499-4:2000; and</p> <p>20.33 The Traffic Signs Regulations and General Directions (TSRGD) 2002.</p>
Sustainability	<p>20.34 The General Requirements for Sustainability shall apply.</p> <p>20.35 Compliance with policy under the Greening Government Commitments and any successor policy shall be maintained at all times, including in relation to Waste and Water Management.</p> <p>20.36 In addition, use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility. Supplier shall comply with the horticulture and park services Government Buying Standards which requires that soil improvers shall not contain peat or sewage sludge and that from 2015 plants shall not be supplied in or with growing media containing peat.</p> <p>20.37 Additionally, the Supplier shall maintain the grounds of the Buyer Premises by using good husbandry and encouraging native flora and fauna.</p> <p>20.38 All debris arising from the performance of the Works shall promptly be removed from the Buyer Premises and disposed of in an environmentally preferable manner.</p> <p>20.39 All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from:</p> <p style="padding-left: 40px;">20.39.1 a legal source; and</p> <p style="padding-left: 40px;">20.39.2 a sustainable source, which can include a Forest Law Enforcement Governance Trade (FLEGT) licensed or equivalent source;</p> <p>20.40 The Buyer may reject any Tender that cannot offer to provide independent verification that all timber and wood-derived products used in the Call-Off Contract meets this requirement.</p>
Standard	<p>20.41 The General Requirements for Maintenance Services shall apply.</p> <p>20.42 There are many regulations that apply to the work within the maintenance and service industry and which may be detailed in this section. It should be noted that no piece of legislation stands alone as they all interact with each other. They stipulate the <i>minimum</i> Standards for safe working but also have absolute requirements in respect of particular areas of the legislation. All</p>

Supplier Staff involved with the Works concerned must always ensure that the associated regulations are fully understood and adhered to.

20.43 The Supplier shall be responsible for:

20.43.1 The provision of a safe and comfortable environment for all Buyer users through the provision of a complete building and Asset maintenance management Service for the Buyer Premises;

20.43.2 The provision of preventative, cyclical and Reactive Maintenance to the Buyer Properties to ensure that the Assets provide full operational functionality at all times;

20.43.3 Provision and maintaining of a Full Asset list of all plant and equipment, kept regularly updated – to a level applicable for performing Planned Preventative Maintenance (PPM) and for also undertaking full condition/remaining life surveys on all built Assets (in scope);

20.43.4 Ensuring that buildings and associated engineering services and external works shall be sound and operationally safe;

20.43.5 Ensuring that the Asset's condition remains commensurate with age and life cycle replacement date;

20.43.6 Ensuring that maintainable Assets, including non-fixed plant and equipment, within the Buyer properties and identified from the Asset list and Condition Survey, are maintained to the required '*fit for function*' performance level, and compliant with all statutory/legal and mandatory obligations;

20.43.7 Ensuring that the maintenance regime is required to suit the built environment (for in use and also mothballing of vacated facilities) taking due regard for the manufacturers and installers recommendations;

20.43.8 Meeting Reactive Maintenance responsiveness requirements - see the Helpdesk and CAFM System section;

20.43.9 Provision of Asset listing and Condition Surveys to include plant and equipment. This is to be regularly updated to allow for any additions and /or forward maintenance plans - identifying short, medium and long term maintenance proactive maintenance shall include periodic management inspections of Buyer Properties (e.g. plant tours, inspections/monitoring);

20.43.10 Ensuring the management and administration levels to be appropriate to the specific Service Requirements; and

	<p>20.43.11 Tailoring the Service to appropriately maintain the relevant Assets to suit the defined functional use of the built environment over the required period of interest (to fulfil technical, commercial and environmental agendas).</p> <p>20.44 All statutory requirements and safety practices shall be adhered to in respect to the method of completing the task and the requirements of the specific Acts, Regulations, British Standards and Guidance Notes currently in force and applicable.</p> <p>20.45 Prior to carrying out tasks within this section, site specific risk assessments shall be produced and where it is identified from them, method statements will also be required. Some tasks due to their nature will require permits and a method statement as a matter of course. This will ensure a safe system of working has been adopted before work commences. Always ensure that the correct Personal Protective Equipment (PPE is made available and worn and that an asbestos register is checked before Works are carried out. Supplier should also be made aware of the Buyer Premises hazard and emergency procedures.</p> <p>20.46 Buildings and Asset Maintenance:</p> <p>20.47 The Supplier shall deliver a buildings and Asset maintenance management Service that meets the requirements in Annex E – Service Delivery Response Times:</p> <p>20.47.1 The Supplier shall deliver a building, installations and Asset maintenance Service that meets, but is not limited, to the following requirements:</p> <p>20.47.2 Produce a schedule of programmed maintenance in the form of an annual five (5) Year rolling plan or forward maintenance register with respect to planned maintenance. The schedule of programmed maintenance will be updated annually and on a regular basis as maintenance is undertaken, and as lifecycle maintenance items are brought forward or delayed due to worse or better than expected performance. A general review will be undertaken prior to the end of each Year of the Call-Off Contract and a revised plan presented to the Buyer in accordance with the Call-Off Contract.</p> <p>20.47.3 Provision of a thirty (30) year lifecycle replacement profile for the Buyer Premises;</p> <p>20.47.4 Ensure that all statutory tests and inspections are undertaken within the statutory timescales, together within any repair works arising as a result;</p> <p>20.47.5 Maintain full records of work to be undertaken in an order of priority, and subsequently full records of completed work;</p> <p>20.47.6 Submit a Monthly report of all works and testing undertaken, whether these be planned or reactive in nature, at the same time as the annual service plan;</p>
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	<p>20.47.7 State the expected remaining life (if any) of the key building elements, installations and equipment at the end of the Call-Off Contract;</p> <p>20.47.8 Specify minimum redecoration cycles for internal and external elements. The minimum cycles may be split into various areas around the buildings with front of house and all public areas taking precedence. The aim is to ensure that the facilities are maintained in a reasonable decorative standard through the whole Buyer Premises during the Call-Off Contract;</p> <p>20.48 When carrying out Services the Supplier shall:</p> <p>20.48.1 Discuss the proposed works with the Buyer and Buyer Representative and seek agreement in relation to timescales;</p> <p>20.48.2 Ensure that any reasonable requirements of the Buyer are taken into account in the proposed works;</p> <p>20.48.3 Ensure that the operations of Buyer can continue but the extent of maintenance is at the discretion of the Supplier unless governed by statutory requirements;</p> <p>20.48.4 Confirm the start and completion dates and hours of working;</p> <p>20.48.5 Protect all Buyer users and their belongings during such works;</p> <p>20.48.6 Provide advice and instructions on the use of any new equipment and/or installations;</p> <p>20.48.7 Liaise with the Buyer at the Buyer Premises or the Buyer Representative on access issues, including restrictions to areas that may be out of use;</p> <p>20.48.8 Maintain and make good any incidental damage caused;</p> <p>20.48.9 Remove all rubbish and clean up after completing tasks at the end of each Working Day;</p> <p>20.48.10 Carry out all works in accordance with statutory requirements, insurance requirements, Health and Safety requirements, British Standards, manufacturer's instructions and otherwise in compliance with Good Industry Practice.</p> <p>20.48.11 Undertake all Portable Appliance Testing for both the Supplier's and the Buyer's portable appliances, including all ICT equipment, in accordance with the Electrical Regulations Standards, HSE and Statutory Buyer guidance and all legislative requirements;</p> <p>20.48.12 Test and service all plant and equipment within the responsibility of the Supplier, as required by legislation;</p>
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	<p>20.48.13 Provide competent Supplier Staff on an ad hoc basis to undertake New Works (not associated with building maintenance) as requested by the Buyer;</p> <p>20.48.14 Survey the Buyer Premises in accordance with the Buyer's Service Level Requirements to establish condition, hazards, remaining elemental life etc. of the fabric and building services and record the information which will be provided to the Buyer on request or by pre-agreed programme. Findings to be incorporated in next annual service plan; and</p> <p>20.48.15 Record and periodically update all building development, replacement works and maintenance work undertaken in each in the form of a shared electronic database or any other format agreed with Buyer.</p> <p>20.49 Planned Maintenance:</p> <p>20.49.1 The Supplier shall take cognisance of the Buyer's Planned Preventative Maintenance schedules. The Supplier shall include all building fabric maintenance tasks currently indicated within these documents in addition to any additional Buyer requirements;</p> <p>20.49.2 The Supplier shall adopt a proactive approach to preventative and cyclical maintenance and inspections such that breakdowns and failures are minimised. The Supplier shall agree an annual plan of works with the Buyer that complies with the following requirements;</p> <p>20.49.3 The forward maintenance register will be developed and submitted for agreement to the Buyer on an annual basis as part of the Service Delivery Plan at least two (2) months prior to the start of each Year of the Call-Off Contract. Any such agreement will not constitute a limitation on the extent of the maintenance requirement;</p> <p>20.49.4 Modifications to the schedule of programmed maintenance will also be submitted to the Buyer for approval, providing at least four (4) weeks term time notice;</p> <p>20.49.5 The Supplier must comply with the schedule of programmed maintenance which shall be designed to meet SFG20 requirements and ensure compliance with the performance standards;</p> <p>20.49.6 Access for performing maintenance functions and all other works will be restricted in accordance with the performance standards of the Buyer (see also Security). The Supplier must comply at all times with these access restrictions and ensure that the minimum of disruption is caused to the operations of the Buyer, its staff, Building Users, and the overall Buyer Premises;</p>
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	<p>20.49.7 A programme of inspection reports shall be submitted to the Buyer one (1) month post the Call-Off Contract Commencement Date;</p> <p>20.49.8 The Supplier shall submit a suggested report format for the reporting of the condition of the Planned Preventative Maintenance activities which shall be agreed with the Buyer prior to the Call-Off Contract Commencement Date;</p> <p>20.49.9 The report shall be submitted electronically to the Buyer within five (5) Working Days of undertaking the inspection;</p> <p>20.49.10 The Supplier shall report via email within twenty-four (24) hours of the inspection any defects of a Health and Safety nature it finds during the course of its inspection together with a recommendation for remedial action if defects cannot be fixed during the inspection;</p> <p>20.49.11 The Supplier shall submit by the end of the Mobilisation Period, its Planned Preventative Maintenance (PPM) Programme, which should include (and clearly identify) all statutory and routine tasks;</p> <p>20.49.12 The Service shall be delivered in line with Appendix I - Property Classification; and</p> <p>20.49.13 All maintenance routines with a frequency:</p> <ul style="list-style-type: none"> (a) Statutory tasks shall be performed on the date required to maintain statutory compliance in accordance with all appropriate legislation; (b) of 2 weeks or less shall be performed +/- 1 Working Day of the due date; (c) of greater than 2 weeks but no greater than 13 weeks shall be performed +/- 4 Working Days of the due date; and (d) of greater than 13 weeks shall be performed +/- 2 weeks of the due date. <p>20.50 Replacement Materials:</p> <p>20.50.1 The Supplier shall ensure that the programmed replacement of materials and components comply with the requirements of the Buyer's requirements;</p> <p>20.50.2 Replacement materials used shall be of the same quality and specification for existing building facilities with an equivalent life span (as detailed elsewhere) and meet Government Buying Standards where applicable, taking into account advancements in materials development and Good Industry Practice and embodied</p>
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	<p>carbon and recycled content at the time of replacement, unless the Buyer agrees otherwise. External materials will maintain the vernacular of the building;</p> <p>20.50.3 Reused or reconditioned parts or replacements will only be used where the Supplier can clearly show that the lifecycle and performance of the item is at least equivalent to a new replacement item and performance will not be affected; and</p> <p>20.50.4 Maintenance and replacement will be affected in accordance with Good Industry Practice, such that at the end of the Call-Off Contract, the remaining life of each element is in line with its anticipated life from new, running from the date of actual replacement.</p>
Service C:1	21. SC1: MECHANICAL AND ELECTRICAL MAINTENANCE (M&E)
Standard	<p>21.1 SFG20.</p> <p>21.2 The General Requirements for maintenance management shall apply.</p> <p>21.3 The Supplier shall ensure the successful operation and optimum condition of all of the Buyer's mechanical, electrical, plumbing and drainage systems. The Supplier shall ensure they are maintained at optimum performance in accordance with manufacturers' and installers' recommendations and statutory obligations. The Supplier shall ensure that the Asset register is accurate and all Assets are maintained according to this Standard.</p> <p>21.4 The Supplier shall develop and implement a fifty-two (52) week maintenance planner and associated resource management plan (format and structure to be agreed with the Buyer at the Call-Off Contract Commencement Date) outlining the maintenance requirements for each Buyer Premises.</p> <p>21.5 The Supplier is to be responsible for meeting or exceeding operational resource efficiency targets including energy and water consumption and waste production as required by the Buyer.</p> <p>21.6 In line with manufacturers recommendations and common Good Industry Practices.</p>
Service C:2	22. SC2: VENTILATION AND AIR CONDITIONING SYSTEMS MAINTENANCE
Legislation, ACoP or similar industry or	<p>22.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>22.1.1 COSHH Regulations 2002;</p>

Government guidelines	<p>22.1.2 COSHH Regulations 7, 8 & 9;</p> <p>22.1.3 COSHH Regulations EH40;</p> <p>22.1.4 NHS Estates HTM2025;</p> <p>22.1.5 CIBSE TM26 Hygiene Maintenance of Office ventilation Systems; and</p> <p>22.1.6 TR19 Guide to Good Practice – Internal cleanliness of ventilation systems.</p>
Standard	<p>22.2 The General Requirements for maintenance management shall apply.</p> <p>22.3 The Supplier shall ensure that the insides of ventilation and air conditioning ductwork are kept clean in accordance the relevant and applicable Standards.</p> <p>22.4 In line with manufacturers recommendations and common Good Industry Practices.</p>
Service C:3	23. SC3: ENVIRONMENTAL CLEANING SERVICES
Standard	<p>23.1 Environmental cleaning to be undertaken in accordance with current best practice such as:</p> <p>23.1.1 CIBSE Technical Memorandum TM26;</p> <p>23.1.2 Hygienic Maintenance of Office Ventilation Ductwork;</p> <p>23.1.3 HVCA Guide to Good Practise;</p> <p>23.1.4 Internal Cleanliness of Ventilation Systems TR19 in order to minimise the build-up of dust, dirt, grease and scale.</p> <p>23.2 The Supplier shall preserve a satisfactory standard of hygiene within air distribution and extract systems.</p> <p>23.3 The General Requirements for cleaning shall apply.</p> <p>23.4 In line with common Good Industry Practices, guidance should also be sought from the various trade and governing bodies for the sector.</p> <p>23.5 Where treatment for guano and like materials is undertaken the appropriate Health and Safety precautions should be used.</p>
Service C:4	24. SC4: FIRE DETECTION AND FIRE FIGHTING SYSTEMS MAINTENANCE

Legislation, ACoP or similar industry or Government guidelines	<p>24.1 Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.</p> <p>24.2 BS 5839-1:2017 Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises.</p> <p>24.3 BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.</p> <p>24.4 BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.</p> <p>24.5 BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance.</p>
Standard	<p>24.6 All Fire Fighting equipment and systems shall be tested in accordance with the manufacturer's recommendations, the relevant applicable British Standards, Approved Codes of Practice and industry best practice.</p> <p>24.7 Fire systems log book shall be checked to ensure completeness and retention of appropriate records and documents including certification; fire risk assessment, test register and zone charts/device listing.</p>
Service C:5	25. SC5: LIFTS, HOISTS AND CONVEYANCE SYSTEMS MAINTENANCE
Legislation, ACoP or similar industry or Government guidelines	<p>25.1 The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply:</p> <p>25.1.1 Lifting Operations and Lifting Equipment Regulations 1998.</p>
Standard	<p>25.2 The General Requirements for maintenance management shall apply.</p> <p>25.3 Supplier shall operate and maintain all lifts, hoists and conveyance systems in line with manufacturers' recommendations and common Good Industry Practices.</p> <p>25.4 In accordance with the Statutory/Legal and Mandatory Compliance and Maintenance requirements including Fireman Lifts and Lift evacuation systems.</p>
Service C:6	26. SC6: SECURITY, ACCESS AND INTRUDER SYSTEM MAINTENANCE

Standard	<p>26.1 The General Requirements for maintenance management shall apply.</p> <p>26.2 Operate and maintain systems in line with manufacturers' recommendations and common Good Industry Practices, in accordance with statutory/legal compliance and maintenance requirements. This includes Fireman Lifts and Lift evacuation systems.</p>
Service C:7	27. SC7: INTERNAL AND EXTERNAL BUILDING FABRIC MAINTENANCE
Standard	<p>27.1 The Supplier shall work alongside the Buyer in forward planning and providing cost estimates for financial planning of forward maintenance activities where requested to do so.</p> <p>27.2 The Buyer may require BREEAM in-use or similar assessment of the Buyer Premises performance to be carried out at agreed intervals.</p> <p>27.3 The Supplier shall apply the use of BS8544 2013 in relation to Life Cycle Costing and RICS New Rules for Measurement Part 3 for Maintenance (NRM3).</p> <p>27.4 The Supplier shall ensure that ad hoc repairs to the external fabric are carried out in accordance with the Buyer's requirements.</p> <p>27.5 Where response times are appropriate these shall be adhered to.</p>
Service C:8	28. SC8: REACTIVE MAINTENANCE
Standard	<p>28.1 The Supplier shall be responsible for meeting minimum response times as set out in Annex D– Helpdesk Response Times and Annex E – Service Delivery Response Times, or as defined by the Buyer, to ensure that all Reactive Maintenance activities are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the Buyer.</p> <p>28.2 The Supplier shall inform the Buyer of all breaches of Health and Safety regulations together with a programme for rectification and measures to safeguard against a repeat.</p> <p>28.3 The Supplier shall inform the local Buyer Representative (in line with the Buyer's policies e.g. Fire Safety Order 2005) at a Buyer Premises where the Supplier is proposing to undertake maintenance work to the fire safety systems.</p> <p>28.4 The Supplier shall be responsible for meeting minimum response times as required by the Buyer for each Buyer Premises to ensure that all reactive tasks are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the workings of the Buyer. Service Requests may fall into three main categories:</p>

	<p>28.4.1 Those which involve a Business Critical Event;</p> <p>28.4.2 Those requests of an emergency nature where the health and safety of any person is threatened or where the incident or activity has an impact on the physical security of the premises or its Building Users; and</p> <p>28.4.3 Those repair activities required on a daily basis to ensure the functionality of each Buyer Premises, which have not been catered for by the programmed element.</p> <p>28.5 The Supplier shall at all times ensure that sufficient, competent, appropriately trained and skilled Supplier Staff are deployed to cater for the spectrum of planned and unplanned demands on the Maintenance Services. The Supplier shall ensure that only appropriately trained Supplier Staff are dispatched to Reactive Maintenance activities.</p> <p>28.6 Supplier Staff attending calls, particularly in relation to an emergency call, shall attend with suitable and sufficient equipment and suitable training to respond to the Reactive Maintenance repair in a competent, safe and efficient manner.</p> <p>28.7 Where Reactive Maintenance requires replacement of any plant, equipment or consumable it shall be carried out, so far as is practicable, on a like-for-like or equal-and-approved basis, taking into consideration energy efficiency, aesthetics and reliability; where this may not be practicable, an equivalent or better standard and specification basis shall be substituted.</p> <p>28.8 If an out of hours engineer system is to be implemented, the Supplier shall ensure that the rotas do not comprise the core team numbers the following Working Day.</p> <p>28.9 The Service shall be delivered in line with Appendix I - Property Classification.</p>
Service C:9	29. SC9: PLANNED / GROUP RE-LAMPING SERVICES
Standard	<p>29.1 The Supplier shall provide optimum replacement frequencies for lamps within the first six (6) Months of the Call-Off Contract Commencement date, whilst maintaining the specified lighting levels in accordance with targets published by the Buyer and in accordance with manufacturer's guidance and any relevant legislation.</p>
Service C:10	30. SC10: AUTOMATED BARRIER CONTROL MAINTENANCE
Standard	<p>30.1 The General Requirements for maintenance management shall apply, in line with manufacturer's recommendations, instructions and common Good Industry Practices.</p>
Service C:11	31. SC11: BUILDING MANAGEMENT SYSTEM (BMS) MAINTENANCE

Standard	<p>31.1 The Supplier shall ensure that maintenance is performed in accordance with the current version of SFG20 and/or manufacturers recommendations and the Buyer's requirements.</p> <p>31.2 Planned maintenance is to include for the periodic upgrade of software as new versions are issued.</p> <p>31.3 The Building Management System (BMS) shall be configured to operate building systems at optimum energy efficiency.</p> <p>31.4 Where possible the BMS shall be integrated or be able to exchange data with the CAFM System.</p> <p>31.5 The BMS shall be to be periodically upgraded as software (& hardware) versions are issued.</p>
Service C:12	32. SC12: STANDBY POWER SYSTEM MAINTENANCE
Standard	<p>32.1 The General Requirements for maintenance management shall apply.</p> <p>32.2 Operate and maintain systems In line with manufacturers' recommendations and common Good Industry Practices.</p>
Service C:13	33. SC13: HIGH VOLTAGE (HV) AND SWITCHGEAR MAINTENANCE
Standard	<p>33.1 All electrical equipment shall be capable of local isolation in accordance with the current regulations, manufacturer's recommendations and SFG20.</p> <p>33.2 Due consideration shall be given to the elevated Health and Safety risk when maintaining HV equipment and all electrical equipment shall be provided with means of isolation, which disconnects the respective item of equipment and any associated control devices and circuits.</p> <p>33.3 The Supplier shall ensure that only HV Approved Persons (HVAP) are allowed to instigate isolations and re-instatements of any HV service.</p> <p>33.4 The Supplier shall ensure there is a qualified named HV AP (High Voltage Approved Person) engineer for the Buyer Premises and that the appropriate Competent Person (CP) is in place.</p> <p>33.5 The Supplier shall ensure that Supplier Staff operating in an HV environment are an authorised person, suitably qualified and competent and shall at the very least:</p> <p style="padding-left: 40px;">33.5.1 Be an electrical craftsman;</p> <p style="padding-left: 40px;">33.5.2 Be over the age of 23 years; and</p>

	<p>33.5.3 Possess sufficient knowledge and experience to avoid danger.</p> <p>33.6 The Permit to Work system shall be used for this Service.</p>
Service C:14	34. SC14: CATERING EQUIPMENT MAINTENANCE
Standard	<p>34.1 The General Requirements for maintenance management shall apply, in line with manufacturers' recommendations and common Good Industry Practices.</p> <p>34.2 The Buyer may state that Catering Equipment Maintenance shall be provided as part of the Catering Services provision.</p>
Service C:15	35. SC15: AUDIO VISUAL EQUIPMENT MAINTENANCE
Standard	<p>35.1 The General Requirements for maintenance management shall apply.</p> <p>35.2 The Supplier shall ensure that the required multimedia connectivity is maintained for connection by relevant IT systems and broadcasting services, in line with manufacturers' recommendations and common Good Industry Practices.</p>
Service C:16	36. SC16: TELEVISION CABLING MAINTENANCE
Standard	<p>36.1 The General Requirements for maintenance management shall apply.</p> <p>36.2 In line with manufacturers recommendations and common Good Industry Practices.</p> <p>36.3 The Supplier may deliver TV Services over the IT data network. Domestic areas or parts of the building may be by conventional cable distribution.</p> <p>36.4 The Supplier shall provide power to mobile phone masts and liaise with mobile phone company staff.</p>
Service C:17	37. SC17: MAIL ROOM EQUIPMENT MAINTENANCE
Legislation, ACoP or similar industry or Government guidelines	<p>37.1 Guidance shall be sought from the various trade and governing bodies for the sector.</p> <p>37.2 In line with manufacturers recommendations and common Good Industry Practices.</p>

Standard	<p>37.3 The Service must include the operation and maintenance of equipment including:</p> <p>37.3.1 Franking machines;</p> <p>37.3.2 Sorters;</p> <p>37.3.3 Postal scales; and</p> <p>37.3.4 X-Ray scanners.</p> <p>37.4 The General Requirements for maintenance management shall apply.</p> <p>37.5 Access for specialist maintenance technicians, including accompanying them to individual machines as necessary and all Reactive Maintenance requests for Mail Room equipment shall be dealt with through the Helpdesk.</p> <p>37.6 All materials and consumables normally associated with the provision of a professional postal service, including ink, special labels, courier bags, packaging materials and trolleys shall be provided.</p> <p>37.7 Please note that Government Buying Standards for sustainability apply to scanners.</p>
Service C:18	38. SC18: OFFICE MACHINERY SERVICING AND MAINTENANCE
Standard	<p>38.1 The General Requirements for maintenance management shall apply.</p> <p>38.2 In line with manufacturers recommendations and common Good Industry Practices.</p>
Service C:19	39. SC19: VOICE ANNOUNCEMENT SYSTEM MAINTENANCE
Standard	<p>39.1 There is no recognised Standard for this service.</p> <p>39.2 The General Requirements for Maintenance Services shall apply.</p> <p>39.3 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
Service C:20	40. SC20: LOCKSMITH SERVICES
Standard	<p>40.1 The Service shall be provided in conjunction with any Handyman Service requests and comply with local security requirements.</p>

	40.2 In areas of doubt the Departmental Security Officer (DSO) shall be contacted for clarification.
Service C:21	41. SC21: AIRPORT AND AERODROME MAINTENANCE SERVICES
Standard	<p>41.1 The General Requirements for Maintenance Services shall apply.</p> <p>41.2 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p> <p>41.3 The Supplier shall create and develop a maintenance management plan for the Buyer Premises and signs in accordance with BS EN 61821 within six (6) Months of Contract Award.</p> <p>41.4 The Supplier shall enforce, maintain and update a maintenance management plan for the AGL and signs in accordance with BS EN 61821 and issue to the Buyer on an annual basis.</p>
Service C:22	42. SC22: SPECIALIST MAINTENANCE SERVICES
Standard	<p>42.1 The General Requirements for Maintenance Services shall apply.</p> <p>42.2 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
WORK PACKAGE D: HORTICULTURAL SERVICES	
Service D:1	43. SD1: GROUNDS MAINTENANCE SERVICES
Legislation, ACoP or similar industry or Government guidelines	43.1 When required BS5837:2012 shall apply.
Standard	<p>43.2 The Landscaping and Grounds Maintenance Service may be integrated with other external Services (such as cleaning and hard landscaping maintenance) so that there shall be no duplication of tasks in external areas. All external areas shall be maintained in order to ensure the maintenance of healthy and vigorous plants with a tidy weed free appearance.</p> <p>43.3 All plants in beds and containers shall be maintained so as to ensure a pleasing and tidy appearance. All plants and shrubs shall be maintained so that they are healthy. All plants and shrubs which have died or appear to be dying shall be removed and</p>

replaced as soon as possible by a suitable, comparable replacement. Plants chosen shall be low maintenance plants that require common maintenance to remain healthy and attractive.

43.4 Grassed areas shall be maintained to a good aesthetic standard at all times with grass cuttings either composted at the Buyer Premises and recycled or taken off-site and recycled.

43.5 It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application.

43.6 The use of chemicals specifically approved for the purpose for which it is intended shall be applied as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs.

43.7 All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.

43.8 A maintenance schedule shall be implemented to ensure:

43.8.1 All plant specimens shall be kept to a height and form which is safe and accords with good horticultural practice;

43.8.2 All pots/ containers are cleaned and replaced where necessary;

43.8.3 All external soft landscaped areas are kept safe, clean and tidy;

43.8.4 Planned and Reactive Maintenance activities maintain areas of soft landscaping and planting safe, free of defects and prevent any dangers or hazards to the Buyer, its staff and Building Users;

43.8.5 All areas are kept free of an accumulation of leaves, weeds and any other solid matter;

43.8.6 The Supplier is required to undertake pro-active reporting of damaging plant growth, i.e. ivy damaging property, Japanese knotweed etc.;

43.8.7 All external hard surfaces are kept reasonably free of weeds, moss, lichen or any other organic growth and litter so as to present a tidy appearance at all times;

43.8.8 All trees are maintained to ensure the safety of the Buyer, its staff and Building Users; and

43.8.9 In the first twelve (12) Months from the Call-Off Contract Commencement Date a tree survey is to be undertaken documenting as a minimum; species; height/diameter; age of the tree; location; condition; overall health of the tree (known diseases); Tree Preservation Order (TPO) in place, maintenance

	<p>programme throughout the Call-Off Contract (to include any specific hazards); and life expectancy. Thereafter, and in agreement with the Buyer, only trees requiring regular maintenance or those at risk (location, disease, health etc.) will require subsequent annual tree surveys.</p> <p>43.9 Reactive snow clearance and gritting responsibilities shall be fully outlined as to determine responsibility and extent of Service.</p> <p>43.10 The Service shall be delivered in line with Appendix I - Property Classification.</p> <p>43.11 When required BS5837:2012 shall apply.</p>
Service D:2	44. SD2: TREE SURGERY (ARBORICULTURE)
Standard	<p>44.1 The Supplier shall ensure that staff carrying out Tree Surgery Services are National Proficiency Tests Council qualified in arboriculture, and that all work is carried out to the requirements of the relevant British Standard.</p> <p>44.2 Any Sub-Contractor used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association.</p> <p>44.3 The supplier is required to seek both Buyer and local Authority approval before trimming or felling any trees.</p> <p>44.4 The Supplier shall ensure that Supplier Staff carrying out Tree Surgery Services are National Proficiency Tests Council qualified in arboriculture, and that all work is carried out to BS 3998. Any Sub-Contractor used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association.</p>
Service D:3	45. SD3: PROFESSIONAL / PLANNED SNOW AND ICE CLEARANCE
Standard	<p>45.1 Snow clearance and gritting responsibilities shall be fully outlined as to determine responsibility and extent of Service.</p>
Service D:4	46. SD4: RESERVOIRS, PONDS, RIVER WALLS AND WATER FEATURE MAINTENANCE
Standard	<p>46.1 The Supplier shall manage the water levels in lakes and reservoirs in compliance with the Reservoir Act 1975 and subsequent amendments.</p> <p>46.2 The Supplier shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir.</p>

	<p>46.3 The Supplier shall ensure that the discharge of pollutants into waterways is managed in accordance with the energy management and Environmental Management requirements as required by the Buyer.</p> <p>46.4 The Supplier shall ensure that water quality testing and reporting is in-line with environment agency best practise, including L8 (The control of legionella bacteria in water systems) testing of water features.</p>
Service D:5	47. SD5: INTERNAL PLANTING
Standard	<p>47.1 Internal planting shall only be provided in high traffic areas that are deemed absolutely necessary to decorate. This shall be agreed on an individual basis with the Buyer.</p> <p>47.2 It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application. The use of chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs may be allowed.</p> <p>47.3 All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.</p> <p>47.4 The Supplier shall ensure that all plant specimens are kept to a height and form which is safe, appropriate for an indoor plant, takes cognisance of its position within the premises and accords with good horticultural practice.</p> <p>47.5 Soil improvers shall not contain peat or sewage sludge.</p> <p>47.6 All products and services procured shall comply with the latest version of the Horticultural Code of Practice covering invasive non-native plants.</p> <p>47.7 Growing media should meet quality Standards as set out in PAS100 and the Quality Protocol.</p> <p>47.8 From 2015 plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant.</p> <p>47.9 The Supplier shall consider in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application. The Supplier shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs. The Supplier shall ensure compliance with the Buyer's policy on Greening Government Commitments at all times.</p>

	<p>47.10 All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.</p> <p>47.11 All Supplier Staff delivering the Services must have clean working methods and must remove all debris around the displays prior to leaving site.</p> <p>47.12 The Government Buying Standard for horticulture services shall be used.</p> <p>47.13 Compliance with wider policy on Greening Government Commitments must also be ensured, including in relation to Waste and Water Management.</p>
Service D:6	48. SD6: CUT FLOWERS AND CHRISTMAS TREES
Standard	<p>48.1 There is no specific Service Standard for this Service. However, guidance shall be sought from the various trade and governing bodies for the sector including:</p> <p style="padding-left: 40px;">48.1.1 Fair Flowers Fair Plants</p> <p>48.2 All Supplier Staff delivering this Service shall be fully trained, verified with certificates, within their horticultural speciality and shall have appropriate and approved attire. All Supplier Staff delivering this Service shall have clean working methods and must remove all debris around the displays prior to leaving the Buyer Premises. Supplier Staff shall liaise as required with the Helpdesk both during and outside Operational Working Hours (as and when required).</p> <p>48.3 The Supplier shall keep a full record of each visit to the Buyer Premises.</p>
WORK PACKAGE E – STATUTORY OBLIGATIONS	
49. GENERAL REQUIREMENTS	
Legislation, ACoP or similar industry or Government guidelines	<p>49.1 The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties.</p>
Standard	<p>49.2 The Supplier shall manage compliance through their CAFM system using SFG20.</p>

	49.3 The Supplier shall recognise Buyer requirements as they affect compliance at Buyer Properties and implement processes that maintain compliance across all Buyer Properties.
Service E:1	50. SE1: CONTROL OF ASBESTOS
Legislation, ACoP or similar industry or Government guidelines	50.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 50.1.1 Control of Asbestos Regulations 2012.
Standard	50.2 The Supplier shall maintain, update and review the Buyer Premises asbestos register in accordance with statutory legislation. 50.3 The Supplier shall ensure that Supplier Staff are appointed and appropriately trained to carry out inspections. 50.4 The Supplier shall operate the appropriate Permit to Work scheme.
Service E:2	51. SE2: WATER HYGIENE SERVICES
Legislation, ACoP or similar industry or Government guidelines	51.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 51.1.1 Water Act 2003; 51.1.2 Water Industry Act 1991; and 51.1.3 The Private Water Supplies Regulations 2009.
Standard	51.2 All water systems shall be subject to a Written Scheme of Examination (WRA) to ensure compliance with the relevant Standards applicable at that time. 51.3 The Supplier shall provide a water hygiene log book and it shall be the responsibility of the Supplier to ensure this is maintained as current. 51.4 The Supplier is responsible for ensuring the appointment of trained and competent Supplier Staff specific to the Buyer Premises.
Service E:3	52. SE3: STATUTORY INSPECTIONS

Standard	<p>52.1 The Supplier shall meet the requirements in respect of Statutory Tests and Inspections. For the avoidance of doubt, the Statutory Tests are to include all of those tasks that are not explicitly mentioned in the relevant Legislation but are recognised within the industry as having complied with duty of care obligations (e.g. The Electricity at Work Act does not specifically require periodic electrical testing of fixed circuits, however carrying these out at five (5) Yearly intervals is generally accepted as having made reasonable endeavours to comply. Similarly, complying with HSE Approved Codes of Practice on water testing and treatment demonstrates exercising a duty of care in terms of preventing the risk of legionella).</p> <p>52.2 The Service shall include:</p> <ul style="list-style-type: none"> 52.2.1 Equality Act 2010 audits (note that in terms of this act, the requirement is to provide disabled people with an equivalent service, so altering the way a Service is delivered may be an alternative option to building works); 52.2.2 Health and Safety inspections (where not required by the Buyer under specified statutory test and inspections); 52.2.3 Pollution audits; 52.2.4 Deleterious materials; 52.2.5 Environmental audits i.e. kitchens, water, ventilation; 52.2.6 Insurance inspections (where not required by the Buyer under specified statutory test and inspections); 52.2.7 Fire Risk Assessments (where not required by the Buyer under specified Health and Safety and Fire Safety); and 52.2.8 Fire Safety Plans (where not required by the Buyer under Specified Health and Safety and Fire Safety). <p>52.3 The Supplier shall at all times comply with all relevant EC and UK statutory and legislative requirements, including any alterations to policy as may take place, and shall be the sole point of contact for any of the Buyer's concerns with that aspect of performance.</p> <p>52.4 Electrical testing shall be undertaken in accordance with the latest edition of the Wiring Regulations as published by the Institution of Electrical Engineers and any other relevant legislation.</p> <p>52.5 Fixed wiring installations shall be subject to testing at intervals not exceeding five years. Reference to all appropriate Statutory Instruments (S.I.) will be made, e.g. S.I. 1989 No 635, the Electricity at Work Regulations or equivalent and other relevant Standards or legislation.</p>
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Service E:4	53. SE4: PORTABLE APPLIANCE TESTING
Legislation, ACoP or similar industry or Government guidelines	<p>53.1 Health & Safety at Work Act of 1974;</p> <p>53.2 The Electricity at Work Regulations;</p> <p>53.3 The Provision and Use of Work Equipment Regulations 1998 (PUWER 1998); and</p> <p>53.4 The Management of Health and Safety at Work Regulations of 1999.</p>
Standard	<p>53.5 The General Requirements for Maintenance Services shall apply.</p> <p>53.6 As a minimum, testing shall be implemented to meet the requirements of the Supplier's Risk Assessments, to meet Buyer requirements and to align with industry requirements and any relevant legislation.</p> <p>53.7 All works shall be carried out in accordance with statutory requirements, insurance requirements, Health and Safety requirements, British Standards, manufacturer's instructions and otherwise in compliance with Good Industry Practice.</p> <p>53.8 All Portable Appliance Testing for both the Supplier's and the Buyer's portable appliances, including all ICT equipment, in accordance with the Electrical Regulations Standards, HSE, Buyer guidance and all statutory and legislative requirements.</p>
Service E:5	54. SE5: COMPLIANCE PLANS, SPECIALIST SURVEYS AND AUDITS
Legislation, ACoP or similar industry or Government guidelines	<p>54.1 ISO 9001: 2008 Quality Management Plan (and replacement ISO 9001:2015 when published).</p> <p>54.2 ISO 14001 Environmental Management.</p> <p>54.3 Equality Act 2010.</p>
Standard	<p>54.4 The Service shall include:</p> <p>54.4.1 Equality Act 2010 audits (note that in terms of this act, the requirement is to provide disabled people with an equivalent service, so altering the way a Service is delivered may be an alternative option to building works);</p> <p>54.4.2 Health and Safety inspections (where not required by the Buyer under specified statutory test and inspections);</p>

	<p>54.4.3 Pollution audits;</p> <p>54.4.4 Deleterious materials;</p> <p>54.4.5 Environmental audits i.e. kitchens, water, ventilation;</p> <p>54.4.6 Insurance inspections (where not required by the Buyer under specified statutory test and inspections);</p> <p>54.4.7 Fire Risk Assessments (where not required by the Buyer under specified Health and Safety and Fire Safety); and</p> <p>54.4.8 Fire Safety Plans (where not required by the Buyer under Specified Health and Safety and Fire Safety)</p>
Service E:6	55. SE6: CONDITION SURVEYS
Legislation, ACoP or similar industry or Government guidelines	<p>55.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>55.1.1 Royal Institute of Chartered Surveyors' Condition and Building Surveys ;</p> <p>55.1.2 The main types of surveys fall into three broad sectors:</p> <p>(a) <u>Land</u>;</p> <p>(b) <u>Property</u>; and</p> <p>(c) <u>Construction</u>.</p> <p>55.1.3 Chartered Institution of Building Services Engineers' Guidance for Condition surveys on mechanical and electrical plant.</p>
Standard	<p>55.2 Condition surveys shall be carried out by competent and qualified Supplier Staff on a frequency to be agreed with the Buyer; the Supplier shall update the Condition Surveys where this is required within five (5) Working Days following upgrade or replacement of Assets. The Condition Surveys to be available in hard and electronic format. The Condition Surveys shall form the basis of the forward maintenance register where required.</p> <p>55.3 Results from Condition Surveys shall be connected to the relevant Asset and shall have a link to (or be stored in) the CAFM System and any other relevant Buyer databases.</p> <p>55.4 The Supplier shall also provide the Condition Survey service on an ad hoc basis as requested by the Buyer and this shall be additional to the Lump Sum Price.</p>

Service E:7	56. SE7: ELCECTRICAL TESTING
Legislation, ACoP or similar industry or Government guidelines	56.1 Electricity at Work Regulations 1989 and BS 7671 (as amended).
Standard	<p>56.2 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.</p> <p>56.3 Fixed wiring installations shall be subject to testing at intervals not exceeding five (5) years.</p>
Service E:8	57. SE8: FIRE RISK ASSESSMENTS
Legislation, ACoP or similar industry or Government guidelines	<p>57.1 Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.</p> <p>57.2 BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.</p> <p>57.3 BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.</p> <p>57.4 BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance.</p>
Standard	<p>57.5 The Supplier shall manage and deliver fire risk assessments and fire safety plans on behalf of the Buyer.</p> <p>57.6 The Supplier manage compliance with all fire regulations and standards.</p>
Service E:9	58. SE9: BUSINESS INFORMATION MODELLING (BIM) AND GOVERNMENT SOFT LANDINGS (GSL)
Standard	<p>58.1 The Supplier shall have regard to the explanation of BIM and GSL requirements across the industry.</p> <p>58.2 The supplier should be aware that for the purposes of this framework PAS 1192:2 relates to project delivery within the suite of BIM standards and PAS 1192:3 relates to the management of information in operation of the Asset r shall have re is no standard for this service.</p>

WORK PACKAGE F - CATERING MANAGEMENT SERVICE	
59. GENERAL REQUIREMENTS	
Legislation, ACoP or similar industry or Government guidelines	<p>59.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <ul style="list-style-type: none"> 59.1.1 Waste and Resources Action Programme's (WRAP) Hospitality and Food Service Voluntary Agreement; 59.1.2 Government Buying Standards; 59.1.3 Food Safety legislation; 59.1.4 Food labelling legislation; 59.1.5 Responsibility Deal; 59.1.6 Greening Government Commitments; 59.1.7 Food for Life – Catering Mark; 59.1.8 Hazard Analysis and Critical Control Point (HACCP); 59.1.9 Control of Substances Hazardous to Health (CoSHH); 59.1.10 Waste Scotland Regulations (2012) (for all sites within Scotland); 59.1.11 Food Safety (Temperature Control) Regulations 1995; 59.1.12 Food Safety Act 1990; 59.1.13 Manual Handling at Work; and 59.1.14 Health and Safety at Work Act.
Sustainability, Nutrition and Procurement	<p>59.2 Appendix 1 - Government Buying Standards for food and catering shall be applied to Catering Services. The five broad areas are:</p> <ul style="list-style-type: none"> 59.2.1 Sustainable food production; meeting high standards of farming and food processing; 59.2.2 Nutrition, including food procurement, menu development and provision, food preparation and food service;

	<p>59.2.3 Resource efficiency; ensuring energy efficiency, efficient use of water, waste prevention and good management;</p> <p>59.2.4 Social and economic value – achieving wider social benefits for the community; and</p> <p>59.2.5 Quality of service provision.</p> <p>59.3 Under the Greening Government Commitments, Buyer's will be open and transparent on the steps they are taking to address procurement of food and Catering Services: including action taken within the context of overarching priorities of value for money and streamlining procurement, to encourage the procurement of food that meets British or equivalent production Standards insofar as possible and to reduce the environmental impacts of food and Catering Services and support a healthy balanced diet.</p> <p>59.4 Catering Procurement will be treated as a separate Project for identifying a standard procedure and aggregating requirements where possible. Where existing catering operations are in place the Government Buying Standard for food and catering shall be applied. The catering Standards will be incorporated into the FM Service Standards once they have been developed.</p>
Service F:1	60. SF1: CHILLED POTABLE WATER
Legislation, ACoP or similar industry or Government guidelines	<p>60.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>60.1.1 Drinking Water Directive 1998.</p>
Standard	<p>60.2 It is Government policy not to provide bottled water as a method of supplying chilled water at Buyer Properties, and therefore should only be considered by the Supplier where no other system is possible. Where bottled water is to be provided, the Supplier shall provide a cost per bottle prior to order and an indication of expected usage.</p>
Service F:2	61. SF1: CONVENIENCE STORE / RETAIL SERVICES
Standard	<p>61.1 The General Requirements for Catering Management shall apply.</p> <p>61.2 The Supplier shall be responsible for the provision of a fully stocked retail outlet located within the building or site as availability of accommodation or space allows. The Supplier shall consider product range to help promote access to products low in energy, fat, saturated fat, salt and sugar. Cash & card options to be available (as appropriate) in line with existing card capable systems.</p> <p>61.3 The Supplier shall integrate payment methods with building passes where required to do so by the Buyer.</p>

Service F:3	62. SF3: DELI/COFFEE BAR
Standard	62.1 The General Requirements for Catering Management shall apply.
Service F:4	63. SF4: EVENTS AND FUNCTIONS
Standard	<p>63.1 The General Requirements for Catering Management shall apply.</p> <p>63.2 Compliance with Government hospitality policies is essential at all times.</p> <p>63.3 The Supplier shall be responsible for the provision of all equipment to perform the Service.</p> <p>63.4 The Supplier shall be aware of and adhere to the zero waste events guide produced by Waste and Resources Action Programme (WRAP), inspired by the Olympics.</p>
Service F:5	64. SF5: FULL SERVICE RESTAURANT
Standard	<p>64.1 The General Requirements for Catering Management shall apply.</p> <p>64.2 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.</p> <p>64.3 Supplier Staff shall be well presented, wear clean and ironed uniforms and name badges in a style approved by the Buyer, have received appropriate training and undertake their duties in a professional, pleasant and attentive manner.</p> <p>64.4 Re-cycle bins shall be regularly checked by the Supplier and refuse shall be removed to the refuse area when full.</p> <p>64.5 The Supplier shall ensure that the restaurant is to be open, operational and ready to provide Catering Services between the hours specified in the Service Requirements on each Working Day.</p>
Service F:6	65. SF6: HOSPITALITY AND MEETINGS
Standard	<p>65.1 The General Requirements for Catering Management shall apply.</p> <p>65.2 Compliance with Government hospitality policies shall be adhered to at all times.</p>

	<p>65.3 Pricing shall be via a pass-through arrangement (food, labour & overhead).</p> <p>65.4 The Supplier shall be responsible for the provision of all equipment to perform the Service.</p>
Service F:7	66. SF7: OUTSIDE CATERING
Legislation, ACoP or similar industry or Government guidelines	<p>66.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>66.1.1 Food Safety (Temperature Control) Regulations 1995; and</p> <p>66.1.2 Food Safety Act 1990.</p>
Standard	<p>66.2 The General Requirements for Catering Management shall apply.</p> <p>66.3 Compliance with Government hospitality policies is essential at all times.</p> <p>66.4 The Supplier shall be responsible for the provision of all equipment to perform the Service.</p> <p>66.5 If the food is produced offsite then this shall be undertaken from premises that have been fully vetted, registered and approved by the relevant Buyer prior to commencing the Service.</p> <p>66.6 Pricing shall be via a pass through arrangement (food, labour & overhead).</p>
Service F:8	67. SF8: TROLLEY SERVICE
Standard	<p>67.1 The General Requirements for Catering Management shall apply.</p> <p>67.2 The Supplier shall be responsible for the provision of all equipment to perform the Service.</p> <p>67.3 Supplier Staff undertaking the Service should be trained in Manual Handling at Work and general Health and Safety awareness.</p>
Service F:9	68. SF9: VENDING (FOOD AND BEVERAGES)
Legislation, ACoP or similar industry or Government guidelines	<p>68.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>68.1.1 Regulation (EC) 852/2004</p>

Standard	<p>68.2 The General Requirements for Catering Management shall apply.</p> <p>68.3 Guidance should be sought from the various trade and governing bodies for the sector including:</p> <p>68.3.1 The Automatic Vending Association (AVA).</p> <p>68.4 The Supplier shall be responsible for ensuring that vending activity complies with Government Buying Solutions guidance.</p> <p>68.5 The Supplier shall be responsible for all maintenance of vending machines located at Buyer Properties.</p> <p>68.6 Cash & card options to be available (as appropriate).</p>
Service F:10	69. SF10: RESIDENTIAL CATERING SERVICES
	<p>69.1 The General Requirements for Catering Management shall apply.</p> <p>69.2 The Supplier shall be responsible for the provision of all equipment to perform the Service.</p> <p>69.3 Supplier Staff undertaking the Service should be trained in Manual Handling at Work and general Health and Safety awareness.</p>
WORK PACKAGE G – CLEANING SERVICES	
70. SG: GENERAL REQUIREMENTS	
Legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines	<p>70.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>70.1.1 British Institute of Cleaning Science (BICS) Edition 6;</p> <p>70.1.2 Control of Substances Hazardous to Health (CoSHH);</p> <p>70.1.3 Health and Safety at Work Act1974;</p> <p>70.1.4 The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations));</p> <p>70.1.5 The Environmental Protection Act 1990 (the "EPA");</p> <p>70.1.6 Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations);</p> <p>70.1.7 NLRS – 0473 - national spec - c~iness-NHS-2007-04-v1;</p>

	<p>70.1.8 PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals; and</p> <p>70.1.9 The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual.</p>
Sustainability	70.2 Compliance with Government Buying Standards for Cleaning Products and Services.
Standard	<p>70.3 Cleaning is to be carried out using cleaning methods which will achieve a good standard of cleaning, leaving the Asset free from dirt, marks and smears, and preserving the original condition and appearance of the Asset, given due consideration of its age and condition.</p> <p>70.4 Supplier is to evidence that Supplier Staff are trained and accredited to deliver to BICS Standards and are competent in their duties.</p> <p>70.5 The standard of cleaning as specified for each area is to be evident at the start of each Working Day or as specified by the Buyer. To enable the requirements of the Buyer to be met, as well as introducing an opportunity for the Supplier to use their skills and judgement to achieve cost effective and efficient Services in line with the four standards of cleaning outlined within Annex F – Maintenance and Cleaning Standards.</p> <p>70.6 To ensure that the Supplier can deliver the required level and quality of Service, a clear desk policy should be considered (where appropriate) and where it can be enforced without undue impact on the daily operation(s) by the Buyer.</p> <p>70.7 The Supplier shall develop and implement a resource management plan that will set targets and responsibilities for meeting or exceeding operational resource efficiency targets including energy and water consumption and waste production. The structure and format of the resource management plan shall be agreed by the Buyer at Call-Off Commencement Date.</p> <p>70.8 These Standards will be applied across the Buyer Premises which is included in Framework Schedule 6 (Call-Off Contract) as the Standard to be applied to all cleaning activity.</p> <p>70.9 Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned.</p> <p>70.10 Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation.</p> <p>70.11 The Service shall be delivered in line with Appendix I - Property Classification.</p>
Service G:1	71. SG1: ROUTINE CLEANING (INCLUDING SECONDARY AREAS (NOT GENERAL OFFICE SPACES OR CIRCULATION AREAS))

Standard	<p>71.1 The General Requirements for cleaning shall apply.</p> <p>71.2 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:</p> <ul style="list-style-type: none"> 71.2.1 Paper products; 71.2.2 Cleaning products; 71.2.3 Liquid Soap; 71.2.4 Air Fresh products; 71.2.5 Bin Liners; and 71.2.6 Sanitary vending consumables. <p>71.3 Guidance should be sought from the various trade and governing bodies for the sector associated with telephone sanitisation services including:</p> <ul style="list-style-type: none"> 71.3.1 The Cleaning and Support Services Association (CSSA). <p>71.4 Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation.</p> <p>71.5 First aid rooms and medical facilities are to be cleaned to the Hygiene Standard as described within Annex F - Maintenance and Cleaning Standards or as otherwise detailed by the Buyer.</p>
Service G:2	72. SG2: BARRIER MATTING
Standard	<p>72.1 The General Requirements for cleaning shall apply.</p> <p>72.2 Maintenance and cleaning will be in line with Good Industry Practice.</p> <p>72.3 Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned.</p> <p>72.4 Current BICS (Edition 6) cleaning Standards for soft flooring are to be applied.</p>

Service G:3	73. SG3: MOBILE CLEANING
Standard	<p>73.1 The General Requirements for cleaning shall apply.</p> <p>73.2 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:</p> <ul style="list-style-type: none"> 73.2.1 Paper products; 73.2.2 Cleaning products; 73.2.3 Liquid Soap; 73.2.4 Air Fresh products; 73.2.5 Bin Liners; and 73.2.6 Sanitary vending consumables. <p>73.3 Guidance should be sought from the various trade and governing bodies for the sector associated with telephone sanitisation services including:</p> <ul style="list-style-type: none"> 73.3.1 The Cleaning and Support Services Association (CSSA). <p>73.4 Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation.</p> <p>73.5 First aid rooms and medical facilities are to be cleaned to the Hygiene Standard as described within Annex F - Maintenance and Cleaning Standards or as otherwise detailed by the Buyer.</p>
Service G:4	74. SG4: DEEP CLEANING (PERIODIC)
Standard	<p>74.1 These Standards below will be carried out using the same principles to the General Requirements and for regular cleaning tasks but with a greater level of effort and application with the intention of re-generating the appearance of the item or product being cleaned whether a wall or floor finish or piece of equipment including a baking tray or oven.</p> <p>74.2 Current BICS (Edition 6) cleaning Standards are to be applied.</p>

	<p>74.3 Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned.</p> <p>74.4 A periodic schedule for the following areas and items shall be drawn up with the agreed Standard applied:</p> <p>74.5 Deep cleaning of hygiene areas (including First Aid rooms, laboratories etc.) and to include fridges, kettles (including water boilers) microwave ovens and soap dispensers;</p> <p>74.6 Hard floors (including tiled, cast, wooden, laminate);</p> <p>74.7 Carpets (including entry matting, barrier matting);</p> <p>74.8 Soft Furnishings (including curtains, cushions);</p> <p>74.9 Blinds/window dressings;</p> <p>74.10 Desks;</p> <p>74.11 Telephones and IT equipment; and</p> <p>74.12 External areas such as bin sheds/compounds and publicly visible/used areas.</p> <p>74.13 High level ledges and surfaces (generally above 1.8 metres – or as agreed in the Call-Off Contract with the Buyer) including edges, corners, folds and crevices will be cleaned a minimum of six times a Year (or as detailed by the Buyer in the Call-Off Contract to prevent the build-up of dust and debris using appropriate access equipment as necessary. The process shall render them free from ingrained dirt and dust, void of all stains and markings.</p> <p>74.14 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.</p> <p>74.15 The Supplier shall ensure that Supplier Staff are trained and/or qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA).</p> <p>74.16 Guidance should also be sought from the various trade and governing bodies for the sector including the following:</p> <p>74.17 The Association of Approved Oven Cleaners. .</p>
Service G:5	75. SG5: CLEANING OF EXTERNAL AREAS (NOT COVERED WITH ANY GROUNDS MAINTENANCE ACTIVITY)
Standard	75.1 Supplier shall ensure that Supplier Staff are trained to undertake the tasks demanded of them.

	<p>75.2 The cleaning methods will comply with any manufacturer’s recommendation for the cleaning of the external building fabric.</p> <p>75.3 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.</p>
Service G:6	76. SG6: WINDOW CLEANING (INTERNAL)
Legislation, ACoP or similar industry or Government guidelines	<p>76.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>76.1.1 The Environmental Protection Act 1990 (the “EPA”); and</p> <p>76.1.2 Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations).</p>
Standard	<p>76.2 The General Requirements for cleaning shall apply.</p> <p>76.3 All windows to be left free of any dirt, streaks, smears or runs, and window frames are to be clear of any dirty water marks resulting from the cleaning task.</p> <p>76.4 Guidance should be sought from the various trade and governing bodies for the sector including:</p> <p>76.4.1 The British Window Cleaning Academy.</p> <p>76.5 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.</p> <p>76.6 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).</p> <p>76.7 Maintenance procedures will be appropriate to the finish of the fixture or windowpane and will comply with manufacturer’s requirements, in line with Good Industry Practice.</p>
Service G:7	77. SG7: WINDOW CLEANING (EXTERNAL)
Legislation, ACoP or similar industry or Government guidelines	<p>77.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>77.1.1 The Environmental Protection Act 1990 (the “EPA”); and</p> <p>77.1.2 Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations).</p>

Standard	<p>77.2 The General Requirements for cleaning shall apply.</p> <p>77.3 All windows to be left free of any dirt, streaks, smears or runs, and window frames are to be clear of any dirty water marks resulting from the cleaning task.</p> <p>77.4 Guidance should be sought from the various trade and governing bodies for the sector including the following:</p> <p style="padding-left: 40px;">77.4.1 The British Window Cleaning Academy.</p> <p>77.5 Supplier Staff should be trained in the use of industrial cleaning equipment such as, including high level clean and reach systems, steam cleaners and pressure washers.</p> <p>77.6 Where appropriate Supplier Staff should be trained and qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA).</p> <p>77.7 Maintenance procedures will be appropriate to the finish of the fixture or windowpane and will comply with manufacturer's requirements, in line with Good Industry Practice.</p>
Service G:8	78. SG8: CLEANING OF COMMUNICATION AND EQUIPMENT ROOMS WHICH INCLUDES 'COMMS' ROOMS, DATA CENTRES AND ANY OTHER SPACE RELATED TO OR SUPPORTING IT EQUIPMENT
Standard	<p>78.1 The General Requirements for cleaning shall apply.</p>
Service G:9	79. SG9: REACTIVE CLEANING
Standard	<p>79.1 A Reactive Cleaning Service shall be provided in order to maintain the full and safe use of the Buyer Premises.</p> <p>79.2 The General standards for cleaning shall apply.</p>
Service G:10	80. SG10: HOUSEKEEPING (INCLUDING LINEN & LAUNDRY)
Standard	<p>80.1 There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following:</p> <p style="padding-left: 40px;">80.1.1 The Guild of Cleaners & Launderers;</p>

	<p>80.1.2 The National Association of the Launderette Industry (NALI); and</p> <p>80.1.3 The Textile Services Association (TSA).</p> <p>80.2 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.</p> <p>80.3 Supplier shall ensure that the Dry Cleaning Service shall be delivered in line with the following:</p> <p>80.3.1 The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations));</p> <p>80.3.2 The Environmental Protection Act 1990 (the "EPA"); and</p> <p>80.3.3 Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations).</p>
Service G:11	81. SG11: IT EQUIPMENT CLEANING (SEE ALSO CLEANING OF COMMUNICATION AND EQUIPMENT ROOMS)
Standard	<p>81.1 There is no specific Service Standard for this Service. However, guidance should be sought from the various trade and governing bodies for the sector including:</p> <p>81.1.1 The Cleaning and Support Services Association (CSSA).</p> <p>81.2 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.</p>
Service G:12	82. SG12: SPECIALIST CLEANING
Standard	<p>82.1 The General Requirements for cleaning shall apply.</p> <p>82.2 Guidance should be sought from the various trade and governing bodies for the sector including the following:</p> <p>82.2.1 The British Antique Furniture Restorers' Association.</p> <p>82.3 Under no circumstances is the Supplier to authorise the cleaning of antique furniture, display items, mirrors or artefacts, unless the method of cleaning method has been agreed in writing and underwritten by the Buyer.</p>
Service G:13	83. SG13: CLEANING OF CURTAINS AND WINDOW BLINDS

Standard	<p>83.1 Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned.</p> <p>83.2 The frequency of cleaning shall be agreed with the Buyer.</p>
Mobile G:14	84. SG14: MEDICAL AND CLINICAL CLEANING
Standard	<p>84.1 The General Requirements for cleaning shall apply.</p> <p>84.2 PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals.</p> <p>84.3 The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual.</p>
Service G:15	85. SG15: PEST CONTROL
Legislation, ACoP or similar industry or Government guidelines	<p>85.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>85.1.1 Prevention of Damage by Pests Act 1949;</p> <p>85.1.2 The Control of Pesticides Regulations (COPR) 1986 (SI 1986/1510); and</p> <p>85.1.3 Protection of Animals (as amended).</p>
Standard	<p>85.2 There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following:</p> <p>85.2.1 British Pest Control Association (BPCA); and</p> <p>85.2.2 The Royal Society for Public Health (RSPH).</p> <p>85.3 A risk assessment shall be carried out to determine what pest control methods are to be used.</p> <p>85.4 A Control of Substances Hazardous to Health (CoSHH) register shall be prepared and maintained for all substances used within the pest control function.</p>
Service G:16	86. SG16: LINEN AND LAUNDRY (INCLUDING DRY CLEANING)

Standard	<p>86.1 There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following:</p> <ul style="list-style-type: none"> 86.1.1 The Guild of Cleaners & Launderers; 86.1.2 The National Association of the Launderette Industry (NALI); and 86.1.3 The Textile Services Association (TSA). <p>86.2 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</p> <p>86.3 Supplier shall ensure that the Dry Cleaning Service shall be delivered in line with the following:</p> <ul style="list-style-type: none"> 86.3.1 The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations)); 86.3.2 The Environmental Protection Act 1990 (the "EPA"); and 86.3.3 Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations).
WORKPACKAGE H: WORKPLACE SERVICES	
Service H:1	87. SH1: MAIL SERVICES
	87.1 See Internal Messenger Service.
Service H:2	88. SH2: INTERNAL MESSENGER SERVICE
Legislation, ACoP or similar industry or Government guidelines	<p>88.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <ul style="list-style-type: none"> 88.1.1 HMG Infosec Standard 5 (IS5); 88.1.2 Centre for Protection of National Infrastructure (CPNI); 88.1.3 Communications Electronic Security Group (CESG) – Good Practice Guide No. 53; 88.1.4 The Government Security Classifications Policy (2014); and

	88.1.5 The Supplier shall ensure that the paper and paper products such as envelopes used in the delivery of the Service shall be compliant with the requirements of the Government Buying Standard on paper and paper products.
Standard	<p>88.2 The Supplier shall arrange for the Supplier's messenger staff to collect messages and other items from the main point of delivery and distribute this to the designated drop off points within each Buyer Premises.</p> <p>88.3 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.</p>
Service H:3	89. SH3: COURIER BOOKING AND EXTERNAL DISTRIBUTION
Legislation, ACoP or similar industry or Government guidelines	<p>89.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>89.1.1 HMG Infosec Standard 5 (IS5);</p> <p>89.1.2 Centre for Protection of National Infrastructure (CPNI);</p> <p>89.1.3 Communications Electronic Security Group (CESG)</p> <p>89.1.4 Security Policy Framework; and</p> <p>89.1.5 The Government Security Classifications Policy (2014).</p>
Standard	<p>89.2 A national and international courier service shall be provided.</p> <p>89.3 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.</p> <p>89.4 The Supplier shall support the Buyer's policy on Greening Government Commitments by using environmentally preferable forms of transport such as bicycle couriers and Liquid Petroleum Gas (LPG) cars in preference to those which use motor cycles or petrol powered cars.</p>
Service H:4	90. SH4: HANDYMAN SERVICES
Standard	90.1 A Service shall be provided on a site based or mobile basis and be delivered via a planned or ad hoc basis as defined and shall cover a range of duties to be agreed with the Buyer.

Service H:5	91. SH5: MOVE AND SPACE MANAGEMENT (INTERNAL MOVES)
Legislation, ACoP or similar industry or Government guidelines	<p>91.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>91.1.1 Current legislation, Government Guidance and best practice (including High Performing Properties, Achieving Excellence, Revitalising Health and Safety, Sustainable Development, Design Quality, and Gateway reviews) shall be adhered to at all times; and</p> <p>91.1.2 All space planning/management advice must comply with the above policies and with the current version of Appraisal and Evaluation in central Government and “The Green Book” Treasury Guidance.</p>
Standard	<p>91.2 Where possible, space redesign must provide a working space of no more than eight (8) m² per workstation.</p> <p>91.3 The following areas shall be included in all move management exercises:</p> <p>91.3.1 Planning – documented preparation of move plans;</p> <p>91.3.2 Updating CAD drawings and Asset registers;</p> <p>91.3.3 Providing full CAD drawings where only paper versions are currently available;</p> <p>91.3.4 Stakeholder management;</p> <p>91.3.5 Movement of furniture, equipment and personal effects;</p> <p>91.3.6 Management of Supplier and Supplier Staff;</p> <p>91.3.7 Liaison with other relevant suppliers (e.g. IT and telecommunications, other specialist advisors; and</p> <p>91.3.8 Post occupancy evaluation.</p> <p>91.4 With regard to disposal of furniture, the relevant Government Buying Standard includes the statement that all Government departments and their agencies are encouraged to meet at least (five) 5 % of the office furniture and (ten) 10 % of the domestic/residential items through reuse/refurbish/re-upholster of their current furniture stock.</p> <p>91.5 This shall be embedded in the Authority’s and the Government Property Unit’s separate centralised commercial vehicle on office furniture.</p>

	<p>91.6 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.</p> <p>91.7 The Service shall be delivered in line with Appendix I - Property Classification.</p>
Service H:6	92. SH6: PORTERAGE
Legislation, ACoP or similar industry or Government guidelines	<p>92.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>92.1.1 Manual Handling Operations Regulations 1992 (as amended);</p> <p>92.1.2 The Management of Health and Safety at Work Regulations 1999;</p> <p>92.1.3 Provision and Use of Work Equipment Regulations 1998; and</p> <p>92.1.4 Operations and Lifting Equipment Regulations 1998 (LOLER).</p>
Standard	<p>92.2 In delivering the Porterage Service, the Supplier shall at all times, seek to optimise staffing arrangements of Supplier Staff, to take advantage of any synergies between other Services delivered at each Buyer Premises for example: Handyman Services and Flag Flying, therefore demonstrating value for money to the Buyer.</p> <p>92.3 The Porterage Service shall be controlled entirely by the Helpdesk and shall be subject to the relevant performance measures.</p> <p>92.4 All Supplier Staff shall have undertaken appropriate training including manual handling course and Buyer service skills and be otherwise appropriately professionally trained for their duties.</p>
Service H:7	93. SH7: CLOCKS
Standard	<p>93.1 The Supplier shall ensure that clocks are in working order and display the correct time (taking into account British Summer Time (BST) and Greenwich Mean Time (GMT) variations).</p> <p>93.2 Clocks shall be maintained in line with manufacturer's recommendations and common Good Industry Practices.</p>
Service H:8	94. SH8: SIGNAGE

Legislation, ACoP or similar industry or Government guidelines	<p>94.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>94.1.1 The Health and Safety (Safety Signs and Signals) Regulations 1996;</p> <p>94.1.2 BS5499-1:1990;</p> <p>94.1.3 BS5499-4:2000; and</p> <p>94.1.4 The Traffic Signs Regulations and General Directions (TSRGD) 2002.</p>
Standard	<p>94.2 Guidance shall be sought from the various trade and governing bodies for the sector including:</p> <p>94.2.1 British Approvals for Fire Equipment (BAFE);</p> <p>94.2.2 Driving Standards Agency (DSA);</p> <p>94.2.3 British Parking Association;</p> <p>94.2.4 All timber signage shall comply with the requirements of the Government's Timber Procurement Policy (see: www.cpet.org.uk); and</p> <p>94.2.5 All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from:</p> <p>(a) a legal source; and</p> <p>(b) a sustainable source, which can include a Forest Law Enforcement, Governance and Trade (FLEGT) licensed or equivalent source.</p> <p>94.3 The Buyer may reject any Tender that cannot offer to provide independent verification that all timber and wood-derived products used in the contract meets this requirement.</p> <p>94.4 All signage shall be clean and clearly readable up to an acceptable distance.</p> <p>94.5 External signage should not show signs of discolouration due to mould or verdi gris or like deposits.</p>
Service H:9	95. SH9: ARCHIVING (ON SITE)
Legislation, ACoP or similar industry or	<p>95.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p>

Government guidelines	<p>95.1.1 HMG Infosec Standard 5 (IS5);</p> <p>95.1.2 Centre for Protection of National Infrastructure (CPNI);</p> <p>95.1.3 Communications Electronic Security Group (CESG)</p> <p>95.1.4 Security Policy Framework; and</p> <p>95.1.5 The Government Security Classifications Policy (2014).</p>
Standard	<p>95.2 Guidance shall be sought from the various trade and governing bodies for the sector including:</p> <p>95.2.1 The National Archives;</p> <p>95.2.2 The Archives and Records Association (ARA);</p> <p>95.2.3 Association of Records Managers and Administrators (ARMA International); and</p> <p>95.2.4 The International Council on Archives.</p>
Service H:10	96. SH10: FURNITURE MANAGEMENT
Standard	<p>96.1 The Government Buying Standards for the sustainable procurement of furniture.</p> <p>96.2 With regard to disposal of furniture, the Government Buying Standard to be published in 2014 requires that furniture is advertised to other Government Authorities for reuse in the first instance</p> <p>96.3 Where furniture cannot be reused or refurbished, general Waste Hierarchy principles should apply to its disposal.</p> <p>96.4 Furniture can be disposed of through the Disposal Services Authority</p> <p>96.5 Buyer Mobile Asset Management Planning for Furniture items.</p> <p>96.6 Maintenance shall be in line with manufacturers' recommendations and common Good Industry Practices. Furniture shall be recycled where possible.</p> <p>96.7 With regard to disposal of furniture, the Government Buying Standard published in 2013 requires that furniture is advertised to other Central Government Bodies for reuse in the first instance.</p> <p>96.8 Maintenance is to be in line with manufacturers' recommendations and common Good Industry Practices.</p>

Service H:11	97. SH11: SPACE MANAGEMENT
Standard	97.1 See Move and Space Management.
Service H:12	98. SH13: CABLE MANAGEMENT
Standard	98.1 The General Requirements for Security Management shall apply. 98.2 Install and maintain in line with manufacturers recommendations and common Good Industry Practices.
Service H:13	99. SH13: REPROGRAPHICS SERVICE
Legislation, ACoP or similar industry or Government guidelines	99.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 99.1.1 The Supplier shall ensure that the paper and paper products such as envelopes used in the delivery of the Reprographics Services shall be compliant with the requirements of the Government Buying Standard on paper and paper products.
Standard	99.2 A central Reprographics Service shall be provided which meets all operational requirements and optimises the potential for synergies with other Services, takes full cognisance of environmental strategies as set out in sustainability policies. The Service shall be regularly reviewed, with proposals made for the introduction of relevant developing technology. 99.3 The following services shall be provided: 99.3.1 Bulk copying; and 99.3.2 Finishing and binding of documents. 99.4 Service requirements are detailed in Appendix H - Reprographic Services Response Times.
Service H:14	100. SH14: STORES MANAGEMENT
	100.1 The General Requirements for Contract Management shall apply.

	100.2 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
Service H:15	101. SH15: PORTABLE WASHROOM SERVICES
	<p>101.1 The General Requirements for Contract Management shall apply.</p> <p>101.2 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
Service H:16	102. SH16: ADMINISTRATIVE SUPPORT SERVICES
	<p>102.1 The General Requirements for Contract Management shall apply.</p> <p>102.2 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
WORK PACKAGE I – RECEPTION SERVICES	
Service I:1	103. SI1: RECEPTION SERVICE
Standard	<p>103.1 The reception area shall be fully staffed by designated and fully competent Supplier Staff at all times during the agreed Operational Working Hours.</p> <p>103.2 The Supplier shall be responsible for providing a seamless and integrated Service within Reception areas in order to receive and manage Supplier Staff, Buyer staff and visitors efficiently and in a professional and friendly manner. The Supplier shall ensure that all enquiries to the Buyer are dealt with professionally and promptly.</p> <p>103.3 Have a good comprehension and understanding of the English language.</p>
Service I:2	104. SI2: TAXI BOOKING SERVICE
Standard	<p>104.1 Guidance shall be sought from the various trade and governing bodies for the sector including:</p> <p>104.1.1 The National Taxi Association.</p>

Service I:3	105. S13: CAR PARK MANAGEMENT AND BOOKING
Standard	105.1 All designated Buyer and visitor car parking spaces shall be managed and booked entirely by a central system. This includes the facility to accept electronic bookings and confirmations. This Service could be incorporated into either the reception or security regime at the Buyer Premises.
Service I:4	106. S14: VOICE ANNOUNCEMENT SYSTEM OPERATION
Standard	<p>106.1 The Supplier shall ensure that Supplier Staff providing this Service have received training and are suitably skilled to operate the voice alarm systems at the Buyer Premises.</p> <p>106.2 Supplier Staff shall operate the voice alarm systems effectively and in accordance with Buyer requirements during emergency and security events.</p> <p>106.3 Supplier staff shall have good comprehension and understanding of the English Language.</p>
WORK PACKAGE J: SECURITY SERVICES	
107. SJ: GENERAL REQUIREMENTS	
Legislation, ACoP or similar industry guidelines	<p>107.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>107.1.1 BS EN ISO 9001;</p> <p>107.1.2 BS 7799 - Information Security Management;</p> <p>107.1.3 Centre for the Protection of the National Infrastructure (CPNI) PAS 97:2009 A Specification for Mail Screening and Security;</p> <p>107.1.4 BS 25999: Business Continuity Management;</p> <p>107.1.5 BS 7984;</p> <p>107.1.6 HMG Infosec Standard 5 (IS5);</p> <p>107.1.7 Centre for Protection of National Infrastructure (CPNI);</p>

	<p>107.1.8 Communications Electronic Security Group (CESG)</p> <p>107.1.9 Security Policy Framework;</p> <p>107.1.10 The Government Security Classifications Policy (2014);</p> <p>107.1.11 BS 7499-Static Guarding and Mobile Patrols;</p> <p>107.1.12 BS 7984-Key Holding and Response Services;</p> <p>107.1.13 BS 7958-CCTV Management and Operation; and</p> <p>107.1.14 BS7858-Security Screening.</p>
Standard	<p>107.2 The General Requirements for Security Services shall apply.</p> <p>107.3 The Supplier shall provide a professionally managed, high quality Security and Guarding Services using Security Industry Buyer (SIA) or equivalent licensed staff.</p> <p>107.4 The recommendations from the policy development initiatives being carried out by the Government Security Secretariat, led by the Cabinet Office, will be adopted as the Standard for the delivery of Security Services across the Government and public estate. This will include a common pass system for the Civil Services, opportunities for sharing guarding contracts and other shared security services.</p> <p>107.5 Compliance with Data Protection Legislation and other relevant legislation shall be maintained throughout the throughout the Call-Off Contract.</p> <p>107.6 Guidance should be sought from the various trade and governing bodies for the sector including:</p> <p style="padding-left: 40px;">107.6.1 Security Systems and Alarms Inspection Board (SSAIB);</p> <p>107.7 All Supplier Staff delivering Security Services must have SIA or equivalent accreditation.</p> <p>107.8 All Supplier Staff delivering Security Services shall have a good comprehension of the English language and be able to follow direction and orders as necessary. Adequate written abilities shall also be expected (important when making reports in the daily occurrence book).</p> <p>107.9 The Service shall be delivered in line with Appendix I - Property Classification.</p> <p>107.10 Screening measures should reflect the risks the Buyer faces and consistent with other security measures in place.</p>

	<p>107.11 In relation to vehicle screening, similar principles to screening Supplier Staff should be applied when deciding whether, and at what level, to screen vehicles at entrances to Buyer Properties, though processes and equipment will differ from those used for personnel screening.</p> <p>107.12 In relation to screening mail, screening measures should be proportionate to the risks the Buyer faces and consistent with other security measures in place. Processes and equipment will likely differ from those used for personnel and vehicle screening.</p> <p>107.13 Clear procedures and processes shall be in place for responding to incidents.</p> <p>107.14 The Supplier shall agree the Standards (7.1.15 & 7.1.16) with the Buyer and/or the Departmental Security Officer as there will be specific requirements for each Buyer Premises.</p> <p>107.15 The Supplier shall ensure that the Services are delivered in line with BS 25999 – Business Continuity Management. This is as an integral part of any Service offering and will need to be considered and fully scoped by each Buyer Representative.</p> <p>107.16 The Supplier shall conform to the Buyer’s Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer’s Business Continuity and Disaster Recovery planning for each Business Unit and as described in the relevant BDCR Plan.</p> <p>107.17 The Supplier shall ensure that regular reporting of the Service shall be captured as part of the Monthly reporting requirements. Incidents should be notified to the Buyer Security Representative within 24 hours or as soon as practicable. The daily occurrence book is to be available for inspection at any time by the Buyer.</p> <p>107.18 The Buyer shall agree the form of dress to be worn by Supplier Staff in each situation.</p> <p>107.19 Supplier may choose to have its own corporate uniform. Uniforms to cater for all seasons, e.g. winter patrols as agreed with the Buyer. Other styles will be by agreement with the Buyer.</p> <p>107.20 Purchase of uniforms for staff shall comply with relevant Government Buying Standards.</p>
Health and Safety (Buyer Properties that have manned guarding)	<p>107.21 All Supplier Staff delivering Security Services shall have successfully attended and possession of a first aid responder qualification. All and any relief staff must carry current certification in this first aid qualification.</p> <p>107.22 All Supplier Staff delivering Security Services shall be competent and trained in the response to and use of the fire alarm system and the procedures to be followed in the event of an alarm sounding.</p>
Service J:1	108. SJ1: (MANNED) GUARDING SERVICES

Legislation, ACoP or similar industry guidelines	<p>108.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>108.1.1 BS 7499-Static Guarding and Mobile Patrols</p>
Standard	<p>108.2 The General Requirements for Security Services shall apply.</p> <p>108.3 The Supplier shall provide a professionally managed, high quality Security and Guarding Service that has BS EN ISO 9001 or equivalent accreditation and complies with all legislation governing the security industry (BS 7799 - Information Security Management).</p> <p>108.4 The Supplier shall carry out and complete a Baseline Standard Check, and National Security Vetting check if appropriate, of Supplier Staff delivering Guarding Services prior to deployment within each Buyer Premises.</p> <p>108.5 The Supplier shall ensure that Supplier Staff delivering Guarding Services are SIA licensed (or subsequent approved industry or legal Standard) prior to deployment within each Buyer Premises.</p> <p>108.6 The Supplier shall keep a record on all areas of the Buyer Premises covered by this Service, showing times of inspections, any incidents noted by the Supplier security staff, thefts and any faults to the premises requiring further attention by the Supplier. Problems or faults shall be reported to the Helpdesk on identification.</p>
Service J:2	109. SJ2: CCTV / ALARM MONITORING
Legislation, ACoP or similar industry guidelines	<p>109.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>109.1.1 BS 7958-CCTV Management and Operation;</p> <p>109.1.2 HMG Infosec Standard 5 (IS5);</p> <p>109.1.3 Centre for Protection of National Infrastructure (CPNI);</p> <p>109.1.4 Communications Electronic Security Group (CESG);</p> <p>109.1.5 Security Policy Framework;</p> <p>109.1.6 The Government Security Classifications Policy (2014).</p>
Standard	<p>109.2 Compliance with the Data Protection Act and other relevant legislation shall be maintained throughout the duration of any Call-Off Contract.</p>

	<p>109.3 The Supplier shall operate the Buyer's Closed Circuit Television (CCTV) systems, ensuring a SIA (CCTV Public Space Surveillance) license (or equal approved equivalent) held covering all guards operating CCTV systems.</p> <p>109.4 This Service shall be exclusively used at each Buyer Premises where Guarding Services are provided. Where no such Service is specified the Supplier shall ensure that any panic alarm system remains in operation at all times and should a failure of one of these systems occur, this shall be rectified as an emergency repair item.</p> <p>109.5 Guidance should be sought from the various trade and governing bodies for the sector including: 109.5.1 Security Systems and Alarms Inspection Board (SSAIB).</p>
Service J:3	110. SJ3: CONTROL OF ACCESS & SECURITY PASSES
Legislation, ACoP or similar industry guidelines	<p>110.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>110.1.1 BS 7958:1999;</p> <p>110.1.2 HMG Infosec Standard 5 (IS5);</p> <p>110.1.3 Centre for Protection of National Infrastructure (CPNI);</p> <p>110.1.4 Communications Electronic Security Group (CESG)</p> <p>110.1.5 Security Policy Framework; and</p> <p>110.1.6 The Government Security Classifications Policy (2014).</p>
Standard	110.2 The General Requirements for Security Management shall apply.
Service J:4	111. SJ4: EMERGENCY RESPONSE
Standard	<p>111.1 The General Requirements for Security Management shall apply.</p> <p>111.2 Management and supervision of the Security Guarding Service shall form an essential component of the Buyer's emergency procedures and Supplier Staff delivering Security Services shall familiarise themselves fully with all the Buyer's emergency procedures and related equipment and participate fully in their testing..</p>

Service J:5	112. SJ5: PATROLS (FIXED OR STATIC GUARDING)
Legislation, ACoP or similar industry guidelines	<p>112.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>112.1.1 BS 7984-Key Holding and Response Services; and</p> <p>112.1.2 BS 7499-Static Guarding and Mobile Patrols.</p>
Standard	<p>112.2 The General Requirements for Security Management shall apply.</p> <p>112.3 The Supplier shall provide and utilise an auditable patrol monitoring system which shall monitor frequency and location of patrolling. The Supplier shall report as required in relation to patrolling frequency and patterns.</p> <p>112.4 Patrols shall be recorded in the individual record for each Buyer Premises, including details of areas inspected (time/date) any weaknesses/hazards identified and actions taken to address, as shall identification of any malfunctioning of plant/equipment and potential breaches of security. The Supplier shall regularly check locks and visually scan each area identified to ensure that no unauthorised personnel are on the Buyer Premises.</p>
Service J:6	113. SJ6: MANAGEMENT OF VISITORS AND PASSES
Standard	<p>113.1 The General Requirements for Security Management shall apply.</p> <p>113.2 See Standard SJ3: "Control of Access and Security Passes".</p>
Service J:7	114. SJ7: REACTIVE GUARDING
Standard	<p>114.1 The General Requirements for Security Management shall apply.</p> <p>114.2 The Supplier shall ensure the appropriate rotation of Supplier Staff to deliver this Service, as required by the length of the reactive guarding requirements.</p>
Service J:8	115. SJ8: ADDITIONAL SECURITY SERVICES (SITE SPECIFIC AND NOT COVERED ELSEWHERE)
Standard	<p>115.1 The General Requirements for Security Services shall apply.</p>

	<p>115.2 The Supplier will provide Specialist Security Officer requirements, to be defined by the Buyer at Call Off, these will include:</p> <p>115.2.1 Court Security Officers as defined in Courts Act 2003 Section 1 (1); and</p> <p>115.2.2 Prisoner Custody Officers as defined in The Criminal Justice Act 1991.</p>
Service J:9	116. SJ9: ENHANCED SECURITY REQUIREMENTS
Standard	<p>116.1 The General Requirements for Security Management shall apply.</p> <p>116.2 The Supplier shall comply with all of the Buyer's policies and procedures on security and act upon the instructions of the Buyer Security Representative, should there be a change in the Response Level.</p> <p>116.3 There are currently 5 levels of threat (Response Levels):</p> <p>116.3.1 low - an attack is unlikely;</p> <p>116.3.2 moderate - an attack is possible but not likely;</p> <p>116.3.3 substantial - an attack is a strong possibility;</p> <p>116.3.4 severe - an attack is highly likely; and</p> <p>116.3.5 critical - an attack is expected imminently.</p> <p>116.4 The Supplier shall be required to implement and enforce all extra security measures that may be required during a major security alert including following a strict procedure as designated by the Buyer on receipt of bomb warning calls, or to search baggage and vehicles on arrival.</p>
Service J:10	117. SJ10: KEY HOLDING
Legislation, ACoP or similar industry guidelines	<p>117.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>117.1.1 BS 7984-Key Holding and Response Services; and</p> <p>117.1.2 BS 7499-Static Guarding and Mobile Patrols.</p>
Standard	<p>117.2 The General Requirements for Security Management shall apply.</p>

	<p>117.3 Keys to general and secure areas, managed by the Supplier Personal delivering Security Services, shall be in accordance with the Buyer's key management policy. This shall include:</p> <p>117.3.1 Key numbering;</p> <p>117.3.2 Key audits; and</p> <p>117.3.3 Key logs maintained.</p>
Service J:11	118. SJ11: LOCK UP / OPEN UP OF PREMISES
Legislation, ACoP or similar industry guidelines	<p>118.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>118.1.1 BS 7984-Key Holding and Response Services; and</p> <p>118.1.2 BS 7499-Static Guarding and Mobile Patrols.</p>
Standard	<p>118.2 The General Requirements for Security Management shall apply.</p> <p>118.3 Security installations and measures recommended by the Supplier shall generally need to be CPNI accredited (Security Equipment Assessment Panel) unless otherwise advised by the Buyer Security Representative.</p> <p>118.4 The Supplier shall ensure that staff attending the Buyer Property as a key holder are aware of the location of alarm control panels and sensors, the operation of alarm systems, the alarm codes and entry and exit routes once the alarm is set.</p>
Service J:12	119. SJ12: PATROLS (MOBILE VIA A SPECIFIC VISIT USING A VEHICLE)
Legislation, ACoP or similar industry guidelines	<p>119.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>119.1.1 BS 7984-Key Holding and Response Services; and</p> <p>119.1.2 BS 7499-Static Guarding and Mobile Patrols.</p>
Standard	<p>119.2 The General Requirements for Security Management shall apply.</p> <p>119.3 The requirement and frequency will be determined by the Buyer and will be building specific and risk based. Mobile patrols could be required out of hours.</p>

	119.4 Prior to commencement of the Mobile Security Patrol Service, the Supplier shall ensure that each Buyer Property is fitted with electronic tagging systems adjacent to the identified weak points identified in the security assessment to ensure that these are checked and the Supplier can readily demonstrate that the checks have been carried out at the correct frequencies and within the required monitoring periods.
WORK PACKAGE K - WASTE SERVICE	
120. GENERAL REQUIREMENTS	
Legislation, ACoP or similar industry or Government guidelines	<p>120.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>120.1.1 Waste (England and Wales) Regulations 2011;</p> <p>120.1.2 The Controlled Waste (England and Wales) Regulations 2012;</p> <p>120.1.3 The Waste (Miscellaneous Provisions) (Wales) Regulations 2011;</p> <p>120.1.4 The Waste (Scotland) Regulations 2011;</p> <p>120.1.5 The Environmental Protection Act 1990 (the “EPA”);</p> <p>120.1.6 Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations);</p> <p>120.1.7 2007 Standard Industrial Classification (SIC);</p> <p>120.1.8 Waste Electrical and Electronic Equipment (WEEE) Regulations 2006; and</p> <p>120.1.9 The Government Security Classifications Policy (2014).</p>
Health and Safety	<p>120.2 Dangerous Goods Regulations on labelling, containment and security for transport shall be adhered to.</p> <p>120.3 Control of Substances Hazardous to Health Regulations shall be adhered to.</p>
Sustainability	120.4 In fulfilment of its statutory duty of care, the Supplier and the Buyer shall prevent the escape of waste and provide an accurate description of the waste being stored. The Buyer will require the Supplier to provide full information on the methods of treatment and disposal of waste, showing clear evidence of where the waste is being taken and that consideration has been given to applying the Waste Hierarchy. As much of the waste as possible will be prepared for re-use (especially IT equipment and furniture), recycled or used for energy recovery, rather than sent to landfill.

	<p>120.5 All waste initiatives must at least meet the agreed Greening Government Commitments and any successor framework and including the edict that:</p> <p>120.5.1 Government is to reduce the amount of waste it generates by 25% from a 2009/10 baseline;</p> <p>120.5.2 Government to ensure that redundant IT equipment is re-used (within Government, the public; sector or wider society) or responsibly recycled; and</p> <p>120.5.3 Food waste shall be source segregated, separately collected and treated according to the best practice level of the Government Buying Standard for Catering Services.</p> <p>120.6 The Supplier shall develop and implement a waste prevention and management plan to commence at handover, which will outline how the waste management service will be provided in accordance with the Waste Hierarchy to reduce the quantity and hazardousness of waste produced, increase re-use and recycling, minimising the amount of waste going to landfill and robustly capture data on waste creation and disposal.</p> <p>120.7 Regular reporting of waste and waste disposal will be captured as part of the Monthly Report.</p> <p>120.8 Waste transfer information stored in the electronic duty of care (edoc) online system is available for inspection at any time by the Buyer. (The electronic duty of care (edoc) online system is an online system to record waste transfers; the use of edoc eliminates the requirement for paper waste transfer notes).</p>
Service K:1	121. SK1: CLASSIFIED WASTE
Legislation, ACoP or similar industry or Government guidelines	<p>121.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>121.2 HMG Infosec Standard 5 (IS5);</p> <p>121.3 Centre for Protection of National Infrastructure (CPNI);</p> <p>121.4 Communications Electronic Security Group (CESG);</p> <p>121.5 Security Policy Framework; and</p> <p>121.6 The Government Security Classifications Policy (2014).</p>
Standard	121.7 All Classified waste shall be disposed of as per the HMG Security Policy Framework.

	<p>121.8 The secure collection, storage, removal and disposal of all classified materials shall be done so that at no time are these materials out of the possession of the Supplier or the Buyer and capable of being deciphered once disposed of.</p> <p>121.9 The Supplier shall provide a confidential waste service in line with the requirements of the Closed Loop requirements as set out by the Buyer where practical and appropriate.</p> <p>121.10 All waste shall be treated in line with the current guidance as held in the revised Government Security Classifications 2014.</p> <p>121.11 The Service shall be delivered in line with Appendix I - Property Classification.</p> <p>121.12 Reactive waste services will comply with the response times as detailed within Appendix D – Classification of Waste Disposal will be.</p> <p>121.13 The Supplier shall respond with a Reactive Waste Disposal Service as per the requirements defined by the Buyer. It is expected that this will be an ad hoc service rather than regular or routine and will therefore be treated as such by the Buyer.</p> <p>121.14 Waste reduction strategies shall be included through a waste minimisation plan to include monitoring of the reduction of waste and to reuse products and materials where possible.</p>
Service K:2	122. SK2: GENERAL WASTE
Standard	<p>122.1 The General Requirements for waste management shall apply.</p> <p>122.2 Guidance should be sought from the various trade and governing bodies for the sector including the following:</p> <p style="padding-left: 40px;">122.2.1 Chartered Institution of Wastes Management (CIWM).</p> <p>122.3 This Service shall consist of the collection, transport, treatment, recovery and disposal of all non-classified waste materials, including foodstuffs and cooking oil.</p> <p>122.4 Government targets on waste shall be adhered to with performance reports against these targets included in all Monthly reporting. The Service may be integrated with the general Cleaning Services so that by agreed times all areas are clear of all waste.</p> <p>122.5 Waste reduction strategies shall be included through a waste minimisation plan to include monitoring of the reduction of waste and to reuse products and materials where possible.</p>
Service K:3	123. SK3: RECYCLED WASTE

RM3830 Service Requirements*(Extracted from Framework Schedule 1 (Specification))*

Standard	<p>123.1 The General Requirements for waste management shall apply.</p> <p>123.2 Items that shall be recycled include:</p> <p style="padding-left: 40px;">123.2.1 Paper;</p> <p style="padding-left: 40px;">123.2.2 Cardboard;</p> <p style="padding-left: 40px;">123.2.3 Glass;</p> <p style="padding-left: 40px;">123.2.4 Plastic;</p> <p style="padding-left: 40px;">123.2.5 Metals;</p> <p style="padding-left: 40px;">123.2.6 Toner cartridges;</p> <p style="padding-left: 40px;">123.2.7 Organic materials/food waste; and</p> <p style="padding-left: 40px;">123.2.8 Inert materials and timber (if applicable).</p> <p>123.3 Weights of all materials recycled on a Monthly basis shall be recorded and made available during normal reporting sessions or upon request and meet current diversion from landfill initiatives.</p> <p>123.4 Guidance should be sought from the various trade and governing bodies for the sector including the following:</p> <p style="padding-left: 40px;">123.4.1 The Recycling Association;</p> <p style="padding-left: 40px;">123.4.2 British Metals Recycling Association (BMRA);</p> <p style="padding-left: 40px;">123.4.3 Textile Recycling Association; and</p> <p style="padding-left: 40px;">123.4.4 UK Cartridge Remanufacturers Association.</p>
Service K:4	124. SK4: HAZARDOUS WASTE
Legislation, ACoP or similar industry or Government guidelines	<p>124.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p style="padding-left: 40px;">124.1.1 Dangerous Goods Regulations; and</p> <p style="padding-left: 40px;">124.1.2 Hazardous Waste (England and Wales) Regulations 2005.</p>

Standard	<p>124.2 The General Requirements for waste management shall apply.</p> <p>124.3 All hazardous waste(s) shall be handled, transported, treated and/or disposed of in order to protect human health and the environment and taken to suitably authorised sites acting in compliance with the and taking account of labelling containment and security for transport.</p> <p>124.4 The Supplier shall provide a discrete, practical and hygienic disposal service that meets with the expected and demonstrated demand at each site.</p> <p>124.5 Guidance should be sought from the various trade and governing bodies for the sector including:</p> <p style="padding-left: 40px;">124.5.1 The Oil Recycling Association; and</p> <p style="padding-left: 40px;">124.5.2 The Motor Vehicle Dismantlers Association.</p>
Service K:5	125. SK5: CLINICAL WASTE
Standard	125.1 The General Requirements for Waste Management and Standard SK4 shall apply.
Service K:6	126. SK6: MEDICAL WASTE
Standard	126.1 The General Requirements for Waste Management and Standard SK4 shall apply.
Service K:7	127. SK7: FEMININE HYGIENE WASTE
Standard	127.1 The General Requirements for Waste Management and Standard SK4 shall apply.
WORK PACKAGE L – MISCELLANEOUS FM SERVICES	
Service L:1	128. SL1: CHILDCARE FACILITY
Legislation, ACoP or similar industry or Government guidelines	<p>128.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p style="padding-left: 40px;">128.1.1 The Children Act 1989;</p>

	<p>128.1.2 The Education Act 2002;</p> <p>128.1.3 Protection of Children Act 1999;</p> <p>128.1.4 Sexual Offences Act 2003;</p> <p>128.1.5 United Nations Convention on the Rights of the Child (UNCRC);</p> <p>128.1.6 Other Laws that Affect Children;</p> <p>128.1.7 Data Protection Act 1984;</p> <p>128.1.8 Equality Act 2010;</p> <p>128.1.9 Health and Safety at Work Act 1974;</p> <p>128.1.10 Human Rights Act 1989;</p> <p>128.1.11 Mental Health Act 1983;</p> <p>128.1.12 Race Relations Act 1976;</p> <p>128.1.13 Special Educational Needs and Disability Act 2001;</p> <p>128.1.14 OfSTED operate a registration and inspection system for the following services:</p> <ul style="list-style-type: none"> (a) Childminders; (b) Crèches; (c) Day Nurseries; (d) Out of School Clubs / Holiday Play schemes; (e) Playgroups; and (f) Private Nursery Schools. <p>128.1.15 Nutritional guidelines commissioned by DfE and available via the Children's Food Trust website.</p>
Standard	<p>128.2 The Supplier shall provide a Child Care Nursery Service to care for children aged between three (3) months and an age suitable for first entry to school. With the express permission of the Buyer the Supplier may care for children aged between six (6) weeks and three (3) months.</p>

	<p>128.3 As a minimum, Standard 2 of the National Standards apply in the recruitment of Supplier Staff delivering this Service.</p> <p>128.4 The Supplier must ensure that the different areas of the nursery are appropriately staffed to meet the needs of the relevant age groups and to comply with all OfSTED National Standards.</p> <p>128.5 The Supplier must ensure that all refreshments will be prepared on the nursery premises, in accordance with Food Hygiene Regulations.</p> <p>128.6 The Supplier shall:</p> <p style="padding-left: 40px;">128.6.1 Undertake to supply information and attain OfSTED registration of the nursery prior to the NEC3 Call-Off Commencement Date and each Year thereafter for the Call-Off Contract (NEC3 Contract used with the consent of Thomas Telford Ltd);</p> <p style="padding-left: 40px;">128.6.2 Ensure that the nursery building, equipment and grounds are kept in good order and liaise with the Buyer Representative for fault reporting where appropriate. Ground maintenance, grass cutting and plant upkeep, is the responsibility of the landlord; and</p> <p style="padding-left: 40px;">128.6.3 All Supplier Staff with direct contact with children (or vulnerable adults) must pass a Disclosure Barring Service DBS check (formerly CRB) before commencing duty.</p>
Service L:2	129. SL2: SPORTS AND LEISURE
Legislation, ACoP or similar industry or Government guidelines	<p>129.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p style="padding-left: 40px;">129.1.1 The Provision and Use of Work Equipment Regulations 1998;</p> <p style="padding-left: 40px;">129.1.2 British Standard 1892 Part 1 & 2:1986;</p> <p style="padding-left: 40px;">129.1.3 British Standard 5696 Part 3:1979;</p> <p style="padding-left: 40px;">129.1.4 British Standards 7188 and 7044; and</p> <p style="padding-left: 40px;">129.1.5 Guidance shall be sought from the various trade and governing bodies for the sector including; and British Association of Advisors and Lecturers in Physical Education (BAALPE).</p>
Standard	<p>129.2 The Supplier shall ensure that the care and maintenance of all gym, keep fit equipment and floor surfaces will be in line with manufacturer's recommendations and common Good Industry Practices.</p>

Service L:3	130. SL3: DRIVER SERVICE
Standard	<p>130.1 The Supplier shall provide this Service in line with the Buyer’s policy on sustainable development.</p> <p>130.2 The Supplier shall provide and maintenance vehicles in line with the Government Buying Standards: 130.2.1 See: The GBS for Transport (vehicles).</p>
Service L:4	131. SL4: FIRST AID AND MEDICAL SERVICES
Legislation, ACoP or similar industry or Government guidelines	<p>131.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 131.1.1 First Aid Regulations 2013; 131.1.2 The Health and Safety (First-Aid) Regulations 1981; and 131.1.3 Diving at Work Regulations 1997.</p>
Standard	<p>131.2 The Supplier shall ensure that Supplier Staff providing this Service are suitably qualified in order to deliver basic First Aid (First Response) and competent to refer casualties to a doctor or dentist if the injury / condition is more serious.</p>
Service L:5	132. SL5: FLAG FLYING SERVICE
Legislation, ACoP or similar industry or Government guidelines	<p>132.1 The DCMS website indicates the times, dates and types of flags that need to be flown for specific occasions: 132.1.1 Health and Safety at Work Act1974; and 132.1.2 The Work at Height Regulations 2005</p> <p>132.2 Where appropriate, staff shall be trained and/or qualified under the International Powered Access Federation (IPAF).</p>
Standard	<p>132.3 The DCMS website indicates the times, dates and types of flags that need to be flown for specific occasions. Certain sensitive sites will raise and lower flags at alternative times due to the presence of media.</p> <p>132.4 The Supplier may explore the synergies between all other services when considering resourcing this Service i.e. Security.</p>

	132.5 The Supplier shall ensure that the appropriate Personal Protective Equipment (PPE) is utilised in every instance of Flag Flying to ensure the safety of Supplier Staff, Buyer staff and Building Users and members of the public at all times.
Service L:6	133. SL6: JOURNAL, MAGAZINE AND NEWSPAPER SUPPLY
Standard	<p>133.1 The General Requirements for Contract Management shall apply.</p> <p>133.2 Compliance with Government hospitality policies shall be adhered to at all times.</p> <p>133.3 Payment shall be via a pass-through basis (unit cost, labour & overhead).</p> <p>133.4 The Supplier shall be responsible for the provision of all equipment to perform the Service.</p>
Service L:7	134. SL7: HAIRDRESSING SERVICE
Standard	<p>134.1 There is no recognised Standard for this service.</p> <p>134.2 The General Requirements for Contract Management shall apply.</p> <p>134.3 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
Service L:8	135. SL8: FOOTWEAR COBBLING SERVICE
Standard	<p>135.1 There is no recognised Standard for this service.</p> <p>135.2 The General Requirements for Contract Management shall apply.</p> <p>135.3 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
Service L:9	136. SL9: PROVISION OF CHAPLAINCY SUPPORT SERVICES
Standard	<p>136.1 There is no recognised Standard for this service.</p> <p>136.2 The General Requirements for Contract Management shall apply.</p>

	136.3 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
Service L:10	137. SL10: HOUSING AND RESIDENTIAL ACCOMMODATION MANAGEMENT
Standard	<p>137.1 The General Requirements for Contract Management shall apply.</p> <p>137.2 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
Service L:11	138. SL11: TRAINING ESTATE / ESTABLISHMENT MANAGEMENT
Standard	<p>138.1 The General Requirements for Contract Management shall apply.</p> <p>138.2 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
WORK PACKAGE M – CAFM	
Service M:1	139. SM1: CAFM
Legislation, ACoP or similar industry or Government guidelines	<p>139.1 Waste and Resources Action Programme’s (WRAP) Mobile Asset Management Planning</p> <p>139.2 Centre for the Protection of the National Infrastructure (CPNI).</p> <p>139.3 BS 25999: Business Continuity Management.</p> <p>139.4 ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition).</p> <p>139.5 ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).</p> <p>139.6 ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition).</p> <p>139.7 ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance.</p>

	<p>139.8 ISO/IEC 27005:2011 Information technology–Security techniques–Information security Risk Management (second edition).</p> <p>139.9 ISO/IEC 27014:2013 Information technology–Security techniques–Governance for Information security.</p> <p>139.10 The CAFM system shall have the capability to meet the requirements of Government Soft Landings (GSL).</p> <p>139.11 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).</p> <p>139.12 PAS 1192:2 relates to project delivery within the suite of BIM standards and PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001.</p> <p>139.13 The CAFM system shall have the capability to codify Asset to Uniclass 2015, NRM3 and SFG20 coding.</p> <p>139.14 Uniclass Classification Tables.</p> <p>139.15 National Rules of Measurement (NRM3).</p>
Standard	<p>139.16 The CAFM System will be bespoke by the very nature in relation to the Buyer activity. The Supplier shall automate the collection of Data and thereby influence the maintenance of the built environment and the delivery of facilities management Services. Typically, they track and maintain the following core facilities activities:</p> <ul style="list-style-type: none"> 139.16.1 Strategic planning - real estate, business operations, headcount requirements, forecasting future space; 139.16.2 Space planning & management - allocations, inventory, churn; 139.16.3 Planned Preventative Maintenance Programme; 139.16.4 forward maintenance register; 139.16.5 People management – occupancy rates, staff; 139.16.6 Maintenance management - demand (reactive) and scheduled (preventive maintenance); 139.16.7 Emergency management – business continuity; 139.16.8 Disaster planning – business recovery; 139.16.9 Health and safety information – CDM, asbestos; 139.16.10 Capital project management - construction/renovation, large scale move management;

	<p>139.16.11 Lease management - property financial data (rentals and insurances);</p> <p>139.16.12 Asset management – equipment holdings, furniture, telecommunications, cabling management, depreciation of Assets;</p> <p>139.16.13 Building information management – integration and interaction with other programs;</p> <p>139.16.14 Sustainability – energy, water and waste performance, building certifications; and</p> <p>139.16.15 Building information.</p> <p>139.17 While CAFM Systems have delivered real benefits and their use has grown, their value has been limited by their ability to distribute information to those beyond facility management. As a result, many CAFM System solutions are relegated to personal productivity or at best, a departmental tool.</p> <p>139.18 The Buyer should have real time live access to the Supplier’s CAFM System.</p> <p>139.19 Business Continuity and Disaster Recovery:</p> <p>139.19.1 The CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance;</p> <p>139.19.2 In line with common industry practice the CAFM System facilities will have its own Business Continuity contingency plan in place to enable continuity of the Services without degradation;</p> <p>139.19.3 The Supplier shall ensure that the CAFM System can support the Buyer during any disaster or emergency situation and be able to assist in the resumption of a business as usual (BAU) service as soon as practicable; and</p> <p>139.19.4 In line with common industry practice the CAFM System will have its own Business Continuity and Disaster Recovery Plan in place to enable continuity of Service without degradation.</p> <p>139.20 The CAFM System shall have as a minimum the following functional capability to support delivery of the Service provided to the Buyer:</p> <p>139.20.1 Helpdesk including:</p> <p>(a) Room Booking;</p> <p>(b) Car Parking;</p> <p>(c) Catering;</p>
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	<ul style="list-style-type: none"> (d) IT Support; and (e) Other services as required and defined by the Buyer. <p>139.20.2 The Helpdesk shall also:</p> <ul style="list-style-type: none"> (a) Record and report by each Buyer Property or region; (b) Review work assignment to both maintenance staff and Subcontractors. Track maintenance activity, status updates and the provision of on-screen alerts automate email notifications of work requests; (c) automated status updates to the Buyer; (d) easily search and ensure visibility of calls/activities; (e) automate associated hazard warnings, including asbestos alerts; (f) allow cost allocation; (g) Ensure clear and proactive management of Service Level Agreements; (h) Log all Calls via intranet/internet; and (i) Automate prioritisation of work and job escalation when appropriate. <p>139.20.3 Asset Management:</p> <ul style="list-style-type: none"> (a) Asset labelling is required either as a bar code or unique number linked into CAFM System; (b) Relevant Assets shall be included in the forward maintenance register, which must then be updated during the life of the contract as Assets are added or deleted; (c) Numerous elements of data storage against Assets including location, warranty, parts and maintenance records; (d) Asset data to be coded to be compliant with the requirements of SFG20, Uniclass:2015 and NRM3; (e) Link between facilities Helpdesk and planned maintenance enables full visibility of an Asset's service history; (f) Future actions and maintenance requirements will generate alerts at the appropriate time; (g) Integration with other facilities Data provides detailed financial and ownership details;
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- (h) Movement and tracking of Assets within existing or external systems;
- (i) Association of Assets to personnel departments or locations;
- (j) Asset contract association for automatic issue of related Service Requests to maintaining Supplier;
- (k) Easy export of Asset Data to third party applications or generation of an Asset register;
- (l) Full Asset reporting available for automatic distribution to interested parties;
- (m) Ability for two-way communication, import data from third party financial software or export to a data file;
- (n) Asset lifecycle reporting including repair details and costs per Asset;
- (o) Update of Assets with Condition Survey details to feed into an annual life cycle report for the Buyer consideration; and
- (p) Identify Assets that are replaced or retired so that the Buyer can track against its financial records.

139.20.4 Costs:

- (a) Costs tracked through multi-level hierarchy of budgets, contracts and projects;
- (b) Transparent views of full facilities spend and generation of single or multi-line purchase orders;
- (c) Ability to discount purchase orders or individual line items;
- (d) Purchase order receipt acknowledgement;
- (e) Easy to navigate, search and view all budget information;;
- (f) Projects functionality enables tracking of project spend, key dates and stakeholders;
- (g) Easy distribution of information to stakeholders;
- (h) Financial reports available for ad hoc reporting or scheduled generation;
- (i) Easy to navigate Data tree to ensure simple management and retrieval of all facilities information;
- (j) Management of Health and Safety equipment and Service Requests; and
- (k) Consider applying a purchase threshold over which the Buyer needs to authorise.

139.20.5 Property Management:

- (a) Dynamic link to property related planned maintenance activities;
- (b) Storage and maintenance of hazardous element Data such as asbestos;
- (c) Ability to track condition of building elements including structure, fabric and mechanical;
- (d) Monitoring of building lifecycle costs and energy efficiency;
- (e) Storage of all property related documents such as contracts, lease agreements and Health and Safety documents;
- (f) Easy to navigate storage of all company and building contact information;
- (g) Generation of property management reports;
- (h) Use of familiar AutoCAD tools to detail and manage space allocation;
- (i) Map spaces, Assets and assign attributes;
- (j) Two-way communication between facilities drawings and the Database; and
- (k) Easy movement and tracking of Assets.

139.20.6 Management Information:

- (a) Helpdesk performance management;
- (b) Automatic generation of reports;
- (c) Direct email distribution to stakeholders;
- (d) Specific corporate reporting requirements easily created;
- (e) Analyse the Data using reporting functionality;
- (f) Extensive reports provided as standard;
- (g) Measured performance benchmarking;
- (h) Cost Control and monitoring;
- (i) Ensure there is the capability to link 'parent' & 'child' Service Requests and track Service Requests through the various stages to completion; and

	<p>(j) Have the capability to produce alerts as reactive or planned works are about to breach their Service Level Agreement, rather than waiting for Service Requests to fail, this will enable proactive management of Service Requests.</p> <p>139.20.7 Reporting:</p> <p>(a) The Supplier shall develop the format standard and frequency of reporting with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p> <p>139.20.8 Room Booking / Workplace Allocation:</p> <p>(a) All bookable spaces including meeting rooms, conference rooms, community lettings, event spaces and workplace hubs shall be booked and managed by a room booking system to optimise as far as is practicable the use of space;</p> <p>(b) The Service shall include the facility to accept electronic online bookings and confirmations;</p> <p>(c) The system shall ensure no double bookings;</p> <p>(d) The system shall have the capability to provide a holistic range of ancillary Services such as hospitality, room set-up and Audio Visual support; and</p> <p>(e) Provide reporting on trends on meeting room utilisation and lettings usage and any income shall be managed through the system hospitality, room set-up and audio visual (AV) support.</p>
WORK PACKAGE N – HELPDESK SERVICES	
Service N:1	140. SN1: HELPDESK
Legislation, ACoP or similar industry or Government guidelines	<p>140.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>140.1.1 Waste and Resources Action Programme's (WRAP) Mobile Asset Management Planning.</p>
Standard	<p>140.2 The Supplier shall ensure that Supplier Staff manning the Helpdesk, irrespective of the time of day, are capable of handling all Service Requests across all Services likely to be required under the Framework Agreement.</p> <p>140.3 The Supplier shall ensure that all Supplier Staff manning the Helpdesk are provided with documented training, to including:</p>

	<p>140.3.1 Extensive training on the CAFM System package;</p> <p>140.3.2 Buyer service skills;</p> <p>140.3.3 Service call management;</p> <p>140.3.4 Listening skills;</p> <p>140.3.5 Escalation Procedures;</p> <p>140.3.6 Supplier site inductions;</p> <p>140.3.7 Knowledge of Access and Permit to Work procedures;</p> <p>140.3.8 Buyer BCDR and Emergency procedures;</p> <p>140.3.9 Training in respect of all operational areas of the Buyer's premises; and</p> <p>140.3.10 Helpdesk Response Times are detailed in Appendix E – Helpdesk Response Times.</p> <p>140.4 The Helpdesk shall also:</p> <p>140.4.1 Provide a Freephone number from UK landlines to the Buyer;</p> <p>140.4.2 Record and report by each Buyer Property or region across all Service lines;</p> <p>140.4.3 Review work assignment to both maintenance staff and Subcontractors;</p> <p>140.4.4 Track all logged work orders, provide status updates and the provision of on-screen alerts automate email notifications of work requests and provide status updates to the Buyer; and</p> <p>140.4.5 Record and manage customer satisfaction processes and complaints.</p>
WORK PACKAGE O – BILLABLE WORKS	
141. GENERAL REQUIREMENTS	
Legislation, ACoP or similar industry or Government guidelines	<p>141.1 Compliance with Call-Off Schedule 4a – Billable Works and Projects.</p> <p>141.2 RIBA Plan of Work 2013.</p>

Standard	<p>141.3 The General Requirements for Management Services shall apply.</p> <p>141.4 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
Service O:1	142. SO1: BILLABLE WORKS
Legislation, ACoP or similar industry or Government guidelines	<p>142.1 Call-Off Schedule 4a – Billable Works and Projects.</p> <p>142.2 For all minor refurbishments (as defined in BREEAM guidelines, and typically those over £500k) an appropriate environmental assessment process such as BREEAM or an equivalent (e.g. CEEQUAL, DREAM etc.) appropriate to the size, nature and impact of the project shall be carried out on all projects. Where BREEAM is used, all refurbishment projects are to achieve at least “very good” rating, unless site constraints or project objectives mean that this requirement conflicts with the obligation to achieve value for money. Where an alternative environmental assessment methodology is used, projects must seek to achieve equivalent ratings.</p> <p>142.3 Further Government Buying Standards also apply to the design and installation of equipment including air conditioning units, boilers, central heating systems, condensing units, lighting, paints and varnishes, showers, taps, toilets, urinal controls, and windows.</p> <p>142.4 In addition, there are Government Buying Standards for a range of electrical goods.</p> <p>142.5 All Defra guidelines where mandatory shall be adhered to. Non mandatory requirements shall be adopted where practicable:</p> <p>142.6 The Service shall be delivered in line with Appendix I - Property Classification.</p>

ANNEX B – LEGISLATIVE STANDARDS

This list of codes of practice is not exhaustive. These legislative standards must be complied with (under the “comply with applicable laws” Framework Agreement provision) in any event and nothing in the Service Requirement or Standards absolve the Supplier from doing so.

From the current issue of maintenance procedures the Authority has identified the Mechanical and Electrical Maintenance procedures and also the Building Fabric Maintenance procedures that have a mandatory, statutory and legislative requirement to undertake. The legislation, Codes of Practice, Standards etc. used as the basis of this identification are identified below:

Table 1: Legislation

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

RM3830 Service Requirements*(Extracted from Framework Schedule 1 (Specification))*

14	Modern Slavery Act 2015
15	Energy Act 1983
16	The Regulatory Reform (Fire Safety) Order 2015
17	The Wildlife and Countryside Act 1981
18	Boiler (Efficiency) Regulations 1993
19	Clean Air Act 1993
20	The Air Quality Standards Regulations 2010
21	The Air Quality Standards (Amendment) Regulations 2016
22	The Air Quality Standards (Wales) Regulations 2010
23	The Air Quality Standards (Scotland) Regulations 2010
24	The Air Quality Standards (Northern Ireland) Regulations 2010
25	The Air Quality Standards (Amendment) Regulations (Scotland) 2016
26	The Air Quality Standards (Amendment) Regulations (Northern Ireland) 2017
27	Construction (Design and Management) Regulations (CDM) 2015
28	Control of Asbestos at Work 2012
29	Confined Spaces Regulations 1997
30	L8 Approved Code of Practice: The Control of Legionella Bacteria in Water Systems.
31	HSG 274: Legionella Technical Guidance
32	Water Supply (Water Fittings) Regulations 1999
33	Control of Noise at Work Regulations 2005
34	Control of Pollution (Oil Storage) Regulations 2001
35	Electricity at Work Regulations 1989

RM3830 Service Requirements*(Extracted from Framework Schedule 1 (Specification))*

36	Electrical Equipment (Safety) Regulations 1994
37	EU product regulation - guidelines on the appointment of UK notified bodies: 2016
38	Electromagnetic Compatibility Regulations 2005
39	Energy Performance of Buildings (Certificates and Inspections) Regulations 2007
40	Energy Performance of Buildings (Certificates and Inspections) (England and Wales) (Amendment) Regulations 2012
41	Pollution Prevention and Control Act 1999
42	The Environment Act 1995
43	The Environment (Wales) Act 2016
44	The Environmental Protection Act 1990
45	European F-Gas Regulation
46	F Gas Regulations 2015
47	Factories Act 1961
48	Food Safety Act 1990
49	The Food Safety and Hygiene (England) Regulations 2013
50	Fuel and Electrical (Heating) (Control) (Amendment) Order 1980
51	Gas Safety (Management) Regulations 1996 (as amended)
52	Gas Appliances (Safety) Regulations 1995
53	Gas Safety (Installation and Use) Regulations 1998 (GSIUR)
54	Pipelines Safety Regulations 1996 (PSR)
55	Pressure Systems Safety Regulations 2000 (PSSR)
56	Pressure Equipment Regulations 1999
57	Simple Pressure Vessels (Safety) Regulations 1991

RM3830 Service Requirements*(Extracted from Framework Schedule 1 (Specification))*

58	Health and Safety (Safety Signs and Signals) Regulations 1996 (SSR)
59	Dangerous Substances Explosive Atmospheres Regulations 2002 (DSEAR)
60	Sustainable and Secure Buildings Act 2004
61	Lift Regulations 1997
62	Notification of Cooling Towers and Evaporative Condensers Regulations 1992
63	Ozone Depleting Substances Regulations 2015
64	Energy Performance of Buildings Directive
65	Private Security Industry Act 2001
66	Courts Act 2003 Section 1 (1)
67	The Criminal Justice Act 1991
68	Controlled Waste (England & Wales) Regulations 2012
69	The Carriage of Dangerous Goods Regulations
70	The Safe Management of Healthcare Waste Memorandum (HTM 07-01)
71	Directive 2008/98/EC on Waste (Waste Framework Directive 2008)
72	Waste list Decision 2000/532/EC
73	The Hazardous Waste (England & Wales) Regulations 2005
74	The List of Wastes (England) Regulations 2005
75	The List of Wastes (Wales) Regulations 2005
76	The Hazardous Waste (Wales) (Amendment) Regulations 2009 SI 2861
77	The Hazardous Waste (England & Wales) (Amendment) Regulations 2009 SI 507
78	The Waste (England & Wales) (Amendment) Regulations 2012
79	Health & Safety Guideline (HSG) – HSG 33 (4 th Edition 2012) – Health & Safety in Roof Work

80	Health & Safety Guideline (HSG) – HSG 258 (3 rd Edition 2017) – Controlling airborne contaminants at work. A guide to LEV.
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Table 2: Guidance Notes and Codes of Practice:

No.	Title
1	HSE Guidance Note PM5 1989 Automatically controlled steam and hot water boilers (and BS EN 61508)
2	Prevention and Control of Legionellosis (Including Legionnaires' Disease) HSE Approved Code of Practice L8 (ACOP L8)
3	Safe use of Pesticides for Non-agricultural Purposes Approved Code of Practice L9 ACoP L9
4	ACOP L22 & L33 - Safe use of work equipment. Provision and Use of Work Equipment Regulations 1998
5	ACOP L122 - Safety of Pressure Systems
6	Statutory Instrument 2002 No. 2980, The Waste Incineration (England and Wales) Regulations 2002
7	NFPA25 – Standard for the Inspection, Testing and Maintenance of water-based fire protection systems
8	Food and Hygiene Regulations 2005
9	Food and Hygiene Regulations 2005
10	HSG 250 Guidance on Permit to Work Systems
11	Crown Premises Inspection Group [and their Scottish equivalent CIFRA (HM Chief Inspector of Fire and Rescue Authorities)] – responsible for fire safety on Crown property
12	HVCA Internal Cleanliness of Ventilation Systems TR/19
13	HSG 253 The Safe Isolation of Plant and Equipment
14	ACOP L101 Confined Space Regulations
15	ACOP L122 Pressure System Safety Systems 2000

16	ACOP L8 The Control of Legionella Bacteria in Water Systems 2013
17	ACOP L56 Safety in the installation and use of gas systems and appliances – 4 th Edition: 2013
18	UKPLG Code of Practice No. 7
19	The Horticulture Code of Practice 2011 / Horticultural Code for Scotland

Table 3: BS / ISO / EN Standards:

No.	Title
1	BS 5266 Part 1:2016 Emergency Lighting. Code of Practice for the Emergency Lighting of Premises Other than Cinemas and Certain Other Specified Premises used for Entertainment 2005
2	BS 5839-1:2013 Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises
3	BS 5588 Fire Precautions in the Design, Construction and use of Buildings 1990-2004
4	BS 6173: 2009 (this Standard requires interlocking of mechanical ventilation systems and gas supplies for all types of appliances in commercial kitchens, preventing a gas appliance from being switched on before the ventilation system is operating)
5	BS 6700 Specification for Design, Installation, Testing and Maintenance of services supplying water for domestic use within buildings and their cartilages 2006 & A1: 2009
6	BS 7671 Requirements for Electrical Installations – IEE Wiring Regulations 17 th Edition 2009
7	BS 7430: Code of Practice for Earthing Protection of Electrical Systems 2011
8	BS EN 62305 (parts 1-5) Protection against lightning
9	BS 5306 Part 4: 2002 – Fire Extinguishing Installations – CO2 Systems
10	BS 5306 Part 3: Fire extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers 2009
11	BS EN 3 Portable Extinguishers
12	BS 5839 Part 1: Fire Detection and Alarm Systems for Buildings 2017

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13	BS EN 671-1: Fixed Fire Fighting Systems 2012
14	BS EN 131 / BS 2037 / BS 1129 / BS EN 14183 / BS EN 1004 / PAS 250 Ladder and Access Equipment
15	BS 476 Fire Tests
16	BS EN 795 Personal Fall Protection Equipment
17	BS 7883:2005 – Code of practice for the design, selection, installation, use and maintenance of anchor devices conforming to BS EN 795:2012
18	BS 12094: Fixed Fire Fighting Systems 2003-2006
19	BS 9251: 2005 Sprinkler systems for residential and domestic occupancies
20	BS 750: Registered Homes Act 1984 (as a FIR1)
21	BS EN ISO/IEC 17020: 2012 General criteria for the operation of various types of bodies performing inspections
22	BS 7036 Part 1-5: 1996 Code of Practice for safety for powered doors for pedestrian use. Revolving doors.
23	BS 5871: parts 1-4 2005-2007 Specification for the installation and maintenance of gas fires, convector heaters, fire/back boilers and decorative fuel effect gas appliances. Inset live fuel effect gas fires of heat input not exceeding 15 kW, and fire/back boilers (2nd and 3rd family gases)
24	BS 5837: 2012 Trees in relation to design, demolition and construction – Recommendations
25	BS 6571 Part 4: Vehicle Parking Control Equipment 1989
26	BS5925: 1991 Code of Practice – Ventilation Principles and Designs for Natural Ventilation
27	BS EN 14175-2: 2003 – Fume Cupboards
28	BS 5726:2005 Microbiological safety cabinets. Information to be supplied by the purchaser to the vendor and to the installer, and siting and use of cabinets. Recommendations and guidance
29	BS 5726: 2005 & BS EN 12469: 2000 – Microbiological Safety Cabinets.
30	BS 9999:2008 – Fire precautions in the design, construction and use of buildings. Managing fire safety.
31	BS 9999:2017 – Fire safety in design, management and use of buildings. Code of practice.
32	BS 9991:2011 – Fire precautions in the design, construction and use of buildings. Code of Practice for residential buildings.
33	BS EN ISO 9999:2016 – Assistive products for persons with disability. Classification and Terminology.

RM3830 Service Requirements*(Extracted from Framework Schedule 1 (Specification))*

34	BS 6173:2009 – Specification for installation and maintenance of gas-fired catering appliances for use in all catering establishments (2 nd & 3 rd family gases)
35	BS EN 795:2012 – Personal fall protection equipment. Anchor devices.
36	TR19: Internal Cleanliness of Ventilation Systems - Guide to Good Practice
37	TM46: Hygiene Maintenance of Office Ventilation Systems
38	NHS Estates HTM 2025
39	BS 7858 - Code of Practice for Security Screening of Personnel Employed in a Security Environment
40	BS 7499 - Code of Practice for Static Site Guarding and Mobile Patrol Services
41	BS 7984 - Code of Practice for Key-holding and Response Services
42	BS 7958 - Code of Practice for CCTV Management and Operation
43	BS 7960 - Code of Practice for Door Supervisors
44	BS 8406 - Code of Practice for Event Stewarding and Crown Safety Services
45	BS 7872 - Code of Practice for Operation of Cash-in-Transit Services (collection & delivery)
46	ISO 9001 - Quality Management
47	ISO 14001 - Environmental Management
48	BS EN 16636:2015 – Pest management Services
49 *	<i>ISO 27001 - Information Security Management System</i>
50 *	<i>ISO 44001 - Collaborative business relationship management systems – Requirements and framework</i>
51 *	<i>ISO 31000 – Risk Management</i>

RM3830 Service Requirements*(Extracted from Framework Schedule 1 (Specification))*

* Where required by the Buyer at Call Off.

Table 4: Building Regulations (England & Wales Only):

No.	Title
1	Building Act 1984
2	Building Regulations Act 1991 2000 Part B, Approved Document B (2006)
3	Building Regulations Act 2000 Approved Document F (2010)
4	Building Regulations Act 2000 Approved Document G (1992) incorp 2000 amendments
5	Building Regulations Act 2000 Approved Document H (2002)
6	Building Regulations Act 1991 2000 Approved Document J (2010)
7	Building Regulations Act 1991, 2000 Approved Part M (2004)
8	Building Regulations Act 2000 Approved Part L (2010)
9	Building Regulations Act 2000 Approved Document P (2006)

Table 5: Miscellaneous:

No.	Title
1	At request of Fire Officer
2	Local Act
3	SFG 20 Guidelines
4	Buyer specific work practices and standards
5	RIBA (Royal Institute of British Architects) Plan of Work: 2013

RM3830 Service Requirements

(Extracted from Framework Schedule 1 (Specification))



Crown
Commercial
Service

(Regulations are continually being updated and amended and as such can only be considered valid prior to the day of issue)

ANNEX C- CLASSIFICATION OF WASTE DISPOSAL

The following table provides for the destruction baseline for protectively marked documents.

Level	Information Assets	Physical Assets
OFFICIAL	<ul style="list-style-type: none"> • Make retrieval and reconstitution unlikely. • Make actual or attempted compromise likely to be detected. 	<ul style="list-style-type: none"> • Dispose of with care or destroy to make reconstitution unlikely. • Make actual or attempted compromise likely to be detected.
SECRET	<ul style="list-style-type: none"> • Destroy / sanitise to make reconstitution and / or identification of constituent parts highly unlikely. • Detect actual or attempted compromise and help identify those responsible. 	<ul style="list-style-type: none"> • Destroy / sanitise to make reconstitution and / or identification of constituent parts highly unlikely. • Prevent identification of constituent parts. • Detect actual or attempted compromise and help identify those responsible.
TOP SECRET	<ul style="list-style-type: none"> • Do everything necessary to prevent retrieval or reconstitution. • Ensure that there are robust measures in place to prevent compromise from sustained attack. • Detect actual or attempted compromise and make it likely that those responsible will be identified. 	<ul style="list-style-type: none"> • Do everything necessary to: prevent retrieval. • Prevent identification of constituent parts. • Ensure that there are robust measures in place to prevent compromise from sustained attack. • Detect actual or attempted compromise and make it likely that those responsible will be identified.

ANNEX D- HELPDESK RESPONSE TIMES

1. Service requests of any nature shall be acknowledged within fifteen (15) minutes and the caller informed of the action to be taken. The response times for activities managed through the central helpdesk for all Services shall be as follows:
 - 1.1. Each Category 'A' work request to be available to both the appropriate Supplier and Buyer Authorised Representative within five (5) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.
 - 1.2. Oral escalation to the Buyer Authorised Representative (within twenty (20) minutes of allocation to the Supplier) of those Category 'A' work requests unacknowledged by the Supplier ten (10) minutes after such allocation.
 - 1.3. All Category B reactive work requests and any elective work requests to be available on the Systems to the appropriate Buyer Authorised Representative within fifteen (15) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.
 - 1.4. All Category C reactive work requests and any elective work requests to be available on the Systems to the appropriate Buyer Authorised Representative within thirty (30) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.

ANNEX E- SERVICE DELIVERY RESPONSE TIMES

1. OVER-ARCHING RESPONSE REQUIREMENTS

- 1.1 It is required when sending a person/engineer to attend a reactive event, at the time of despatch the person/engineer despatched is suitably qualified and is able to complete the repair or task.
- 1.2 For activities detailed in Tables 1 and 2 below, the activity is defined to be closed or concluded when the helpdesk/CAFM System receives confirmation from the person/engineer that the event is completed, thereby creating an electronic record of the completion.
- 1.3 When the activity in 1.2 above is closed or concluded, within fifteen (15) minutes, an email/text/electronic communication is sent to the originator of the event advising that the job is closed and asking via a simple graphical user interface whether the person agrees. Challenges need to be investigated in a timely fashion and appropriate action taken.

2. ON-SITE FM SERVICE DELIVERY RESPONSE TIMES

- 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.

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

RM3830 Service Requirements*(Extracted from Framework Schedule 1 (Specification))*

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
C	Urgent	Matters that impinge upon the proper working of the facilities in relation to all users.	[2] hours	Next Working Day	[2] Working Days
D	Routine	Matters of a routine nature.	[5] Working Days	n/a	[10] Working Days
E	Billable Works	New Work, change or cosmetic requests.	n/a	n/a	Initial attend and schedule completion date within [10] Working Days of request (actual completion has no SLA)
F	Consumables	Requests for restocking of toilet or other consumables.	[30] minutes	n/a	Toilet to be restocked within [30] minutes of notification to the Help Desk.
G	Equipment	All requests for assistance with equipment which is in-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.

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
J	Complaint	A failure in delivery of any Service, at any time.	Acknowledgment [2 hrs]	Update [24 hrs]	Written Report (findings & recommendations) [3 working days]
K	Ad hoc	Matters of an Ad hoc or unplanned nature; by the virtue of its category DO NOT require an enhanced response above that of Routine.	[5] Working Days	n/a	[15] Working Days
L	Uncompleted task	A Scheduled task not completed as announced / described requiring a higher than Routine response.	[3] Working Days	n/a	[5] Working Days
M	Call Back	A failure in delivery of any Service, at any time, which requires a re-attendance of the technician / operative to complete the task satisfactorily.	[2] hours	n/a	[4] hours
N	Reprographics 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

3. 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
D	Routine	Matters of a routine nature.	[10] Working Days	n/a	[15] Working Days

RM3830 Service Requirements*(Extracted from Framework Schedule 1 (Specification))*

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
E	Billable Works	New Work, change or cosmetic requests.	n/a	n/a	Initial attend and schedule completion date within [10] Working Days of request (actual completion has no SLA)
F	Consumables	Requests for restocking of toilet or other consumables.	[2] hours	n/a	Toilet to be restocked within [2] hours of notification to the Helpdesk.
G	Equipment	All requests for assistance with equipment which is in-scope or problems at conferences, meetings etc.	[15] minutes	n/a	Capable assistance to be in attendance within [15] minutes of notification to the Helpdesk.
H	Small Moves	Requests for the booking of porters or drivers.	n/a	n/a	[30] minutes of receipt of call
I	Messengers	Requests for Messengers or Couriers to provide a Service.	n/a	n/a	[30] Minutes of booking
J	Complaint	A failure in delivery of any Service, at any time.	Acknowledgement [2 hours]	Update [24 hrs]	Written Report (findings & recommendations [3 working days])

RM3830 Service Requirements*(Extracted from Framework Schedule 1 (Specification))*

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
K	Ad hoc	Matters of an Ad hoc or unplanned nature by the virtue of its category DO NOT require an enhanced response above that of Routine.	[10] Working Days	n/a	[15] Working Days
L	Uncompleted task	A Scheduled task not completed as announced / described requiring a higher than Routine response.	[3] Working Days	n/a	[10] Working Days
M	Call Back	A failure in delivery of any Service, at any time, which requires a re-attendance of the technician / operative to complete the task.	[4] hours	n/a	[1] Working Day
N	Reprographics request	A request for Service, allocated a Call Category depend on the time frame requested – between [2] & [72] hours.	[2] / [72] hours	n/a	[2] / [72] hours

Please note – For the purposes of this procurement, potential providers should review both Table A and Table B Response Times. The Buyer may amend figures in square brackets [] to suit their individual requirements at Call-Off stage.

ANNEX F – STANDARDS

Table 1 - Planned Maintenance (PPM) Services			
Standard	Synergy with SFG20	Description	
A	Red (Statutory tasks which must be carried out at the recommended frequency to ensure legal / statutory compliance).	The general or normal Service Level.	This Standard includes a fully planned preventative maintenance regime ensuring compliance with all associated statutory, mandatory or regulatory requirements together with sector / organisation compliance needs and will include business critical maintenance activities.
	Pink (Mandatory tasks which must be carried out to ensure regulatory and sector/organisation compliance, mandatory, regulatory and sector compliance).		
	Amber (Function critical tasks which must be carried out to maintain business critical assets. By carrying them out at the recommended level of frequency, it will avoid the over or under-maintenance of functional / critical assets).		
B	Red (Statutory tasks which must be carried out at the recommended frequency to ensure legal / statutory compliance).	This is the minimum level of services required.	This includes a fully planned preventative maintenance regime ensuring compliance with all associated statutory and mandatory requirements.
	Pink (Mandatory tasks which must be carried out to ensure regulatory and sector/organisation compliance, mandatory, regulatory and sector compliance).		
C	Green (Discretionary tasks which must be carried out in order to maintain non-critical assets).	A bespoke or very specific or demanding Service Level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc. Alternatively, this can also be applied to areas or properties or buildings that require a lesser Service Level than the standard Service Level due to the nature of the environment of activity undertaken within the area (e.g. mothballed buildings, garages warehouses, etc.). To include elements of Red (statutory), Pink (mandatory, regulatory, sector and organisational compliance) and Amber (discretionary) as defined by the Buyer.	Whilst maintaining the core requirements of Standard B, this Standard provides for a bespoke maintenance regime which may include discretionary or non-critical maintenance for specialised properties or circumstances as detailed in the Service Requirements by the Buyer at Call Off. Consequently it will reflect either an enhanced or reduced planned maintenance requirement.

Table 2 - Internal and External Building Fabric Maintenance Services

Standard	Description	
A	The general or normal Service Level. Typical for all occupied or generally accessed areas including public access spaces and general office areas.	This level of maintenance Service this includes a regularly planned maintenance regime which aims to keep all elements of the structure, fabric and finishes and overall appearance of the Property at an acceptable performance level. This includes both internal and external elements. This would include any statutory requirements including any health and safety activities not already captured as part of the planned maintenance regime.
B	The highest Service Level. Typical for prestige and high visibility areas. This is classed as exceptional and should only be required in very rare circumstances.	This level of Service, which is discretionary, will provide for an enhanced maintenance approach whereby certain elements of fabric require a higher level of attention due to the environment or circumstances in which it is situated.
C	A bespoke or very specific or demanding Service Level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc. Alternatively, this can also be applied to areas or properties or buildings that require a lesser Service Level than the standard Service Level due to the nature of the environment of activity undertaken within the area (e.g. mothballed buildings, garages warehouses, etc.).	This level of Service will be bespoke and site or area specific. It is likely to offer unique challenges to the Supplier and require a deviation from the normal or expected approach or regime. This deviation will reflect either an enhanced or reduced fabric maintenance requirement (an example could be the maintenance of the front door for No 10, Downing Street which is constantly in the public eye).

Table 3 - Cleaning Services

Standard	Description	
A	The general or normal Service Level. Typical for all occupied or generally accessed areas including public access spaces and general office areas.	All areas subject to regular routine cleaning activities should be free from loose debris, dust, fluff and lint on completion of the cleaning task for that area. There should be an overall even appearance and be odour free.
B	The highest Service Level. Typical for prestige and high visibility areas. This is classed as exceptional and should only be required in very rare circumstances.	All areas subject to regular routine cleaning activities should be free from loose debris, dust, fluff and lint on completion of the cleaning task for that area. There should be an overall even appearance and be odour free. This standard would be above and beyond the norm expected for general office spaces and public accessible areas.
C	A bespoke or very specific or demanding Service Level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc. Alternatively, this can also be applied to areas or properties or buildings that require a lesser Service Level than the standard Service Level due to the nature of the environment of activity undertaken within the area e.g. mothballed buildings, garages warehouses, etc.	Areas subject to this standard will be specified as requiring a bespoke or unique approach to cleanliness. This deviation from the normal or expected approach or regime will reflect either an enhanced or reduced cleaning requirement. The standard will be specified as will frequency of Service. This standard could apply to, for example, a laboratory or healthcare environment where specialist procedures are required to limit infection and cross contamination. The standard could also be used to describe activities to be undertaken in buildings or areas that are mothballed or not in use and requiring a very limited Service. Likewise, areas such as warehouses, storage areas and garages may also require a very limited Service and these would also be specifically described.

ANNEX G – PROPERTY CLASSIFICATION

Table 1 – Properties categorised as Standard (Priced at Framework):

Building Category	Business & Occupational Profile	Description
1	General office - Customer Facing	General office areas and customer facing areas.
2	General office - Non Customer Facing	General office areas and non-customer facing areas.
3	Call Centre Operations	Call centre operations.
4	Warehouses	Large storage facility with limited office space and low density occupation by Supplier Personnel.
5	Restaurant and Catering Facilities	Areas including restaurants, deli-bars and coffee lounges areas used exclusively for consuming food and beverages.
6	Pre-School	Pre-school, including crèche, nursery and after-school facilities.
7	Primary School	Primary school facilities.
8	Secondary School	Secondary school facilities.
9	Special Schools	Special school facilities.
10	Universities and Colleges	University and college, including on and off site campus facilities but excluding student residential accommodation facilities.
11	Doctors, Dentists and Health Clinics	Community led facilities including doctors, dentists and health clinics.
12	Nursery and Care Homes	Nursery and care home facilities.

Table 2 – Properties categorised as Non-Standard / Other (Priced at Call Off):

Building Category	Business & Occupational Profile	Description
1	Data Centre Operations	Data centre operation.
2	External parks, grounds and car parks	External car parks and grounds including externally fixed Assets - such as fences, gates, fountains etc.
3	Laboratory	Includes all Government facilities where the standard of cleanliness is high, access is restricted and is not public facing.
4	Heritage Buildings	Buildings of historical or cultural significance.
5	Nuclear Facilities	Areas associated with Nuclear activities.
6	Animal Facilities	Areas associated with the housing of animals such as dog kennels and stables.
7	Custodial Facilities	Facilities relating to the detention of personnel such as prisons and detention centres.
8	Fire and Police Stations	Areas associated with emergency services.
9	Production Facilities	An environment centred around a fabrication or production facility, typically with restricted access.
10	Workshops	Areas where works are undertaken such as joinery or metal working facilities
11	Garages	Areas where motor vehicles are cleaned, serviced, repaired and maintained.
12	Shopping Centres	Areas where retail services are delivered to the Public.
13	Museums /Galleries	Areas are generally open to the public with some restrictions in place from time to time. Some facilities have no public access.
14	Fitness / Training Establishments	Areas associated with fitness and leisure such as swimming pools, gymnasia, fitness centres and internal / external sports facilities.
15	Residential Buildings	Residential accommodation / areas.
16	Port and Airport buildings	Areas associated with air and sea transportation and supporting facilities, such as airports, aerodromes and dock areas.

RM3830 Service Requirements*(Extracted from Framework Schedule 1 (Specification))*

Crown
Commercial
Service

17	List X Property	A commercial site (i.e. non-Government) on UK soil that is approved to hold UK government protectively marked information marked as 'confidential' and above. It is applied to a company's specific site and not a company as a whole.
18	Hospitals	Areas including mainstream medical, healthcare facilities such as hospitals and medical centres.
19	Mothballed / Vacant / Disposal	Areas which are vacant or awaiting disposal where no services are being undertaken.

PART C - APPENDICES

Appendix 1 – Government Buying Standards ("GBS") for Food and Catering

Department for Environment, Food and Rural Affairs

THE GOVERNMENT BUYING STANDARD FOR FOOD AND CATERING SERVICES¹

¹ Updated March 2015 to clarify wording regarding sweetened beverages

Central government procurers directly or through their catering contractors are required to apply this GBS. Others are encouraged to follow it. It includes a set of minimum mandatory standards for inclusion in tender specifications and contract performance conditions. It also includes some best practice standards which are recommended but not required.

The Balanced Scorecard is a supporting tool to use in order to procure food and catering services. It goes beyond production standards, resource efficiency and nutrition helping provide a comprehensive tool for setting technical specifications and evaluating bids. It includes award criteria to reward good practice, and to further stimulate investment and innovation.

IMPACT AREA	MANDATORY STANDARDS
A. Production, Processing and Distribution	
1. Production Standards	<p>All food served must be produced in a way that meets UK legislative standards for food production, or equivalent standards. Please refer to Annex for a list of relevant legislation.</p> <p>If in any particular circumstances, this leads to a significant increase in costs which cannot reasonably be compensated for by savings elsewhere, the procuring authority shall agree with the catering contractor or supplier to depart from this requirement and the reasons for doing so shall be noted and recorded. This decision shall be signed off by the Head of Procurement or equivalent senior official of the government department or other public body.</p> <p>Procurers or catering contractors must ensure that food is verifiable as meeting these standards by either checking that farm inspection systems meet UK standards of inspection or their equivalent, or if not, that they are subject to an independent assurance system.</p>

2. Traceability of fresh, chilled and frozen produce	<p>Catering contractors or food suppliers shall ensure the traceability of fresh, chilled and frozen produce in accordance with current UK legislation or equivalent.²</p> <p>²Traceability and labelling of beef, eggs, fish, shellfish, most fruit and vegetables, honey, olive oil, wine and imported poultry is covered by EU regulations. Regulations covering sheep meat, goat meat, swine meat and poultry will come into force in 2015. See here for details.</p>
3. Authenticity	<p>The catering contractor or supplier must have systems in place to enable it to check and ensure authenticity of products.</p>
4. Origin of meat and dairy	<p>In line with the industry principles on country of origin information³, food and catering service suppliers shall indicate the origin of the meat, meat products and dairy products either on the menu or accompanying literature. If this is not practicable, then at minimum the information must be available and be provided on request to the procuring authority or end consumer.</p> <p>³http://www.fdf.org.uk/publicgeneral/principles_on_country_of_origin_information.pdf</p>
Animal Welfare	
5. Animal welfare	<p>All food served must be produced in a way that meets UK legislative standards for animal welfare, or equivalent standards. Please refer to: https://www.gov.uk/animal-welfare</p> <p>UK standards are generally similar to EU standards for food production. There are, however, differences in animal welfare standards for some aspects of pig meat and broiler chicken production. Broiler chicken, pork and pork products must be compliant with UK standards, as set out in the Welfare of Farmed Animals Regulations 2007 (as amended).</p> <p>If in any particular circumstances, this leads to a significant increase in costs which cannot reasonably be compensated for by savings elsewhere, the procuring authority shall agree with the catering contractor or supplier to depart from this requirement and the reasons for doing so shall be noted and recorded. This decision shall be signed off by the Head of Procurement or equivalent senior official of the government department or other public body. In such an eventuality, EU standards shall be met at minimum.</p>

6. Eggs	All eggs, including fresh in-shell, liquid and powdered eggs, are sourced from systems that do not use conventional cages. If from a caged system, enriched cages must be used.
Environment	
7. Higher environmental Production standards	<p>At least 10% of the total monetary value of primary commodity (i.e. raw ingredient) food and drink procured shall be inspected and certified to:</p> <p>i) Publicly available Integrated Production (IP) or Integrated Farm Management (IFM) standards that require the systematic and integrated management, at farm level, of:</p> <ul style="list-style-type: none"> - natural habitats & biodiversity; - prevention and control of pollution; - energy, water and waste; - management of soils, landscape and watercourses; <p>and contain within their scope requirements that are consistent with the definition of Integrated Pest Management (IPM) contained in European Council Directive 2009/128/EC</p> <p>OR</p> <p>ii) Publicly available organic standards compliant with European Council Regulation 834/2007 on organic production and labelling of organic products.</p> <p>NOTE: The 10% is of the total monetary value and can be made up of any combination of commodities allowing the procurer flexibility to find the best solutions for their circumstances.</p>
8. Palm oil	<p>From the end of 2015 all palm oil (including palm kernel oil and products derived from palm oil) used for cooking and as an ingredient in food must be sustainably produced.⁴</p> <p>⁴ Support and advice on procuring sustainable palm oil is available from http://www.cpet.org.uk/ (e-mail cpet@efeca.com, telephone 01305 236 100).</p>

9. Fish	<p>All fish⁵ are demonstrably sustainable with all wild-caught fish meeting the FAO Code of Conduct for Responsible Fisheries (includes Marine Stewardship Council certification and Marine Conservation Society 'fish to eat', or equivalent).</p> <p>No 'red list' or endangered species of farmed or wild fish shall be used (Marine Conservation Society 'fish to avoid').</p> <p>⁵ Fish includes all fish including where it is an ingredient in a composite product.</p>
Variety and seasonality	
10. Seasonal produce	In respect of the use of fresh produce, menus shall be designed to reflect the natural growing or production period for the UK, and in-season produce shall be highlighted on menus.
B. Nutrition	
11. Reducing Salt	Vegetables and boiled starchy foods such as rice, pasta and potatoes, are cooked without salt.
	Salt is not available on tables.
	At least 50% of meat and meat products, breads, breakfast cereals, soups and cooking sauces, ready meals and pre-packed sandwiches (procured by volume) meet Responsibility Deal salt targets and all stock preparations are lower salt varieties (i.e. below 0.6g/100mls).
12. Increasing Fruit and Vegetable Consumption	At least 50% of the volume of desserts available is based on fruit – which can be fresh, canned in fruit juice, dried or frozen.
	A portion of fruit is cheaper than a portion of hot or cold dessert.
	Meal deals include a starchy carbohydrate, vegetables and 1 portion of fruit.
13. Reducing Saturated Fat	Meat and meat products, biscuits, cakes and pastries (procured by volume) are lower in saturated fat where available. At least 50% of hard yellow cheese has a maximum total fat content of 25g/100g; at least 75% of ready meals contain less than 6g saturated fat per portion; at least 75% of milk is reduced fat; and at least 75% of oils and spreads are based on unsaturated fats.

14. Cereals	At least 50% of breakfast cereals (procured by volume) are higher in fibre (i.e. more than 6g/100g) and do not exceed 22.5g/100g total sugars.
15. Fish	If caterers serve lunch and an evening meal, fish is provided twice a week, one of which is oily. If caterers only serve lunch or an evening meal, an oily fish is available at least once every 3 weeks.
C. Resource Efficiency	
16. Water	Tap water is visible and freely available and such provision is promoted.
	Pre-bottled water (mineral or spring) is not included in the hospitality menu.
17. Reducing Landfill	Where waste management is included in the contract, facilities shall be available to staff and customers for recycling cans, bottles, cardboard and plastics.
18. Food waste	<p>Food and catering supplier with off-site meal preparation operations shall provide evidence of a systematic approach to managing and minimising the impacts of waste throughout their direct operations i.e. those operations over which they have direct financial and/or operational control. This shall include evidence of a continual improvement cycle of objective setting, measurement, analysis, review and the implementation of improvements actions.</p> <p>Catering service suppliers which will supply on-site catering services shall:</p> <ul style="list-style-type: none"> • Take steps to minimise food waste in their on-site operations by creating a food waste minimisation plan, describing what actions they will undertake⁶ • Review and revise the actions they are taking with suitable regularity so as to continue to reduce food waste wherever possible; and • Feed back to clients on progress and results with suitable regularity. <p>⁶ A list of potential aspects and actions is provided in the guidance for implementing the Government Buying Standard for Food & Catering. See the 'indicative checklist' in section 19: http://sd.defra.gov.uk/documents/GBS-guidance-food.pdf</p>
	The contracting authority shall check whether a separate food waste collection service can be provided. If the service can be provided, while achieving value for money, then it shall meet the best practice standard.

19. Energy Management	<p>Energy management policy (off-site catering operations)</p> <p>Catering service contractors with off-site preparation kitchen operations shall have in place an energy management policy appropriate to the nature and scale of their energy use and consumption. Their policy shall commit the organisation to the continual improvement of its energy performance</p> <p>Energy management policy (on-site catering operations)</p> <p>On-site catering operations shall be run in accordance with the host building's overall energy management policy.</p>
20. Catering equipment	<p>The minimum mandatory Government Buying Standards for catering equipment apply as well as the duty under Article 6 of the Energy Efficiency Directive.</p> <p>Kitchen taps shall have flow rates of not less than 5l/min delivered through either automatic shut off, screw down/lever, or spray taps; and non-flow rate elements shall meet the Enhanced Capital Allowance Scheme (ECA) Water Technology List criteria.</p>
21. Paper products	<p>The minimum mandatory Government Buying Standards for paper products shall apply where relevant: e.g. kitchen paper, napkins and cardboard cups.</p>
D. Social-economic	
22. Ethical trading	<p>At least 50% of tea and coffee is fairly traded</p>
23. Inclusion of SMEs	<p>Provide opportunity for separate contracts for supply and distribution; and advertise all food-related tenders to SMEs.</p>
24. Equality and diversity	<p>The catering contractor or food supplier shall have a written equality and diversity policy to help ensure it and its sub-contractors are compliant with employment law provisions in the UK Equality Act (2010). In addition, to ensure the procuring authority meets its public sector equality duty, the contractor or food supplier shall have a policy in place as to carrying out its business, such as in terms of awarding sub-contracts or procuring goods, in a way that is fair, open and transparent.</p>

IMPACT AREA	BEST PRACTICE
A. Production, Processing and Distribution	
25.Environmental production standards	<p>At least 40% of the total monetary value of primary commodity (i.e. raw ingredient) food and drink procured shall be inspected and certified to:</p> <ul style="list-style-type: none"> Publicly available Integrated Production standards or Integrated Farm Management standards; or Publicly available organic standards compliant with European Council Regulation (EC) No 834/2007 on organic production and labelling of organic products.
B. Nutrition	
26. Snacks	Savoury snacks are only available in packet sizes of 30g or less.
27. Confectionery	Confectionery and packet sweet snacks are in the smallest standard single serve portion size available within the market and not to exceed 250kcal.
28. Sugar Sweetened Beverages	All sugar sweetened beverages to be no more than 330ml pack size and no more than 20% of beverages (procured by volume) may be sugar sweetened. No less than 80% of beverages (procured by volume) may be low calorie/no added sugar beverages (including fruit juice and water)
29. Menu analysis	Menu cycles are analysed to meet stated nutrient based standards relevant to the major population subgroup of the catering provision.
30. Calorie and allergen labelling	Menus (for food and beverages) include calorie and allergen labelling.
C. Resource Efficiency	
31.Environmental Management Systems	The contractor must prove its technical and professional capability to perform the environmental aspects of the contract through: an environmental management system (EMS) for catering services (such as EMAS, ISO 14001 or equivalent).
32. Packaging waste	<p>Packaging waste in delivering food for the catering service is minimised.</p> <ul style="list-style-type: none"> i. tertiary and secondary packaging consists of at least 70% recycled cardboard; and ii. where other materials are used, the tertiary packaging must either be reusable or all materials contain some recycled content.

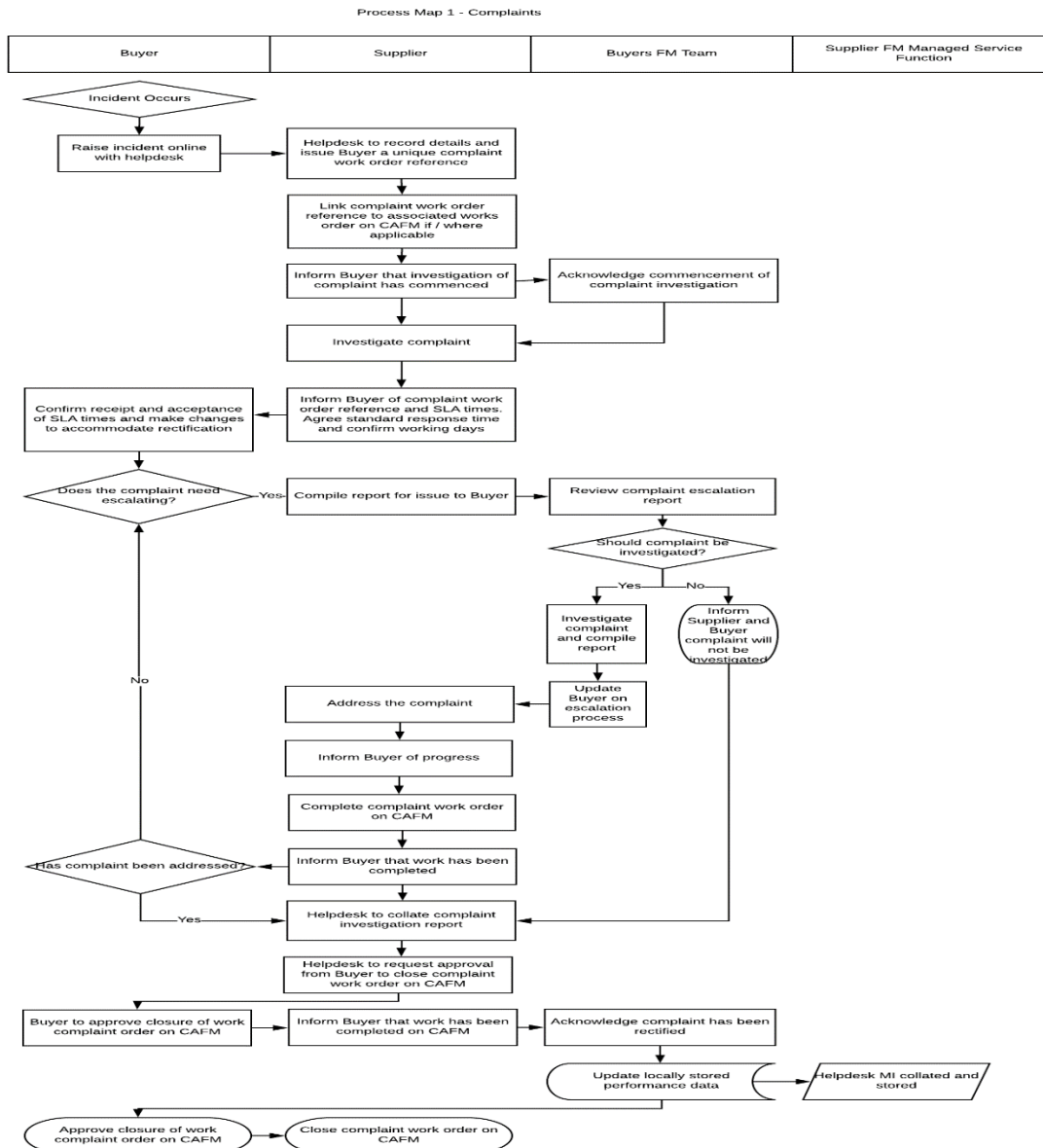
33. Food waste	<p>The food waste minimisation plan includes actions and estimated quantifiable reductions.</p> <p>The supplier ensures that appropriate training is given to staff to ensure best practice in terms of food waste minimisation.</p> <p>Surplus food that is fit for consumption is distributed for consumption rather than sent for disposal as waste E.g. gifted to charities / food banks.</p>
34. Energy efficiency	<p>The on-site catering operation is run in accordance with the Carbon Trust food preparation and sector guide (CTV035).</p>
35. Waste minimisation	<p>Food and drink to be consumed in restaurants and canteens must be served using cutlery, glassware, and crockery which are reusable and washable.</p>
36. Catering equipment	<p>The best practice Government Buying Standards for catering equipment apply where relevant:</p> <ul style="list-style-type: none"> • Domestic Dishwashers • Commercial cooking equipment, including ovens, fryers and steam cookers • Domestic fridge freezers
37. Paper products	<p>Disposable paper products (e.g. napkins, kitchen tissue, and take-away food containers) meet the requirements of the EU Ecolabel, or equivalent.</p>
D. Social-economic	
38. Ethical trading	<p>All tea, coffee, cocoa and bananas are certified as fairly traded.</p>
	<p>Where food is sourced from states that have not ratified the International Labour Organization Declaration on Fundamental Principles and Rights at Work (1998), or are not covered by the OECD Guidelines for Multinational Enterprise, the supplier of catering and food services shall carry out due diligence against ILO Declaration on Fundamental Principles and Rights at Work (1998).</p> <p>Risk based audits have been conducted against social / ethical supply chain standards e.g. SA8000 compliance, audit evidence for Ethical Trade Initiative (ETI) Base Code compliance, or equivalent.</p> <p>Working with suppliers to improve conditions through proactive, direct engagement programmes.</p>



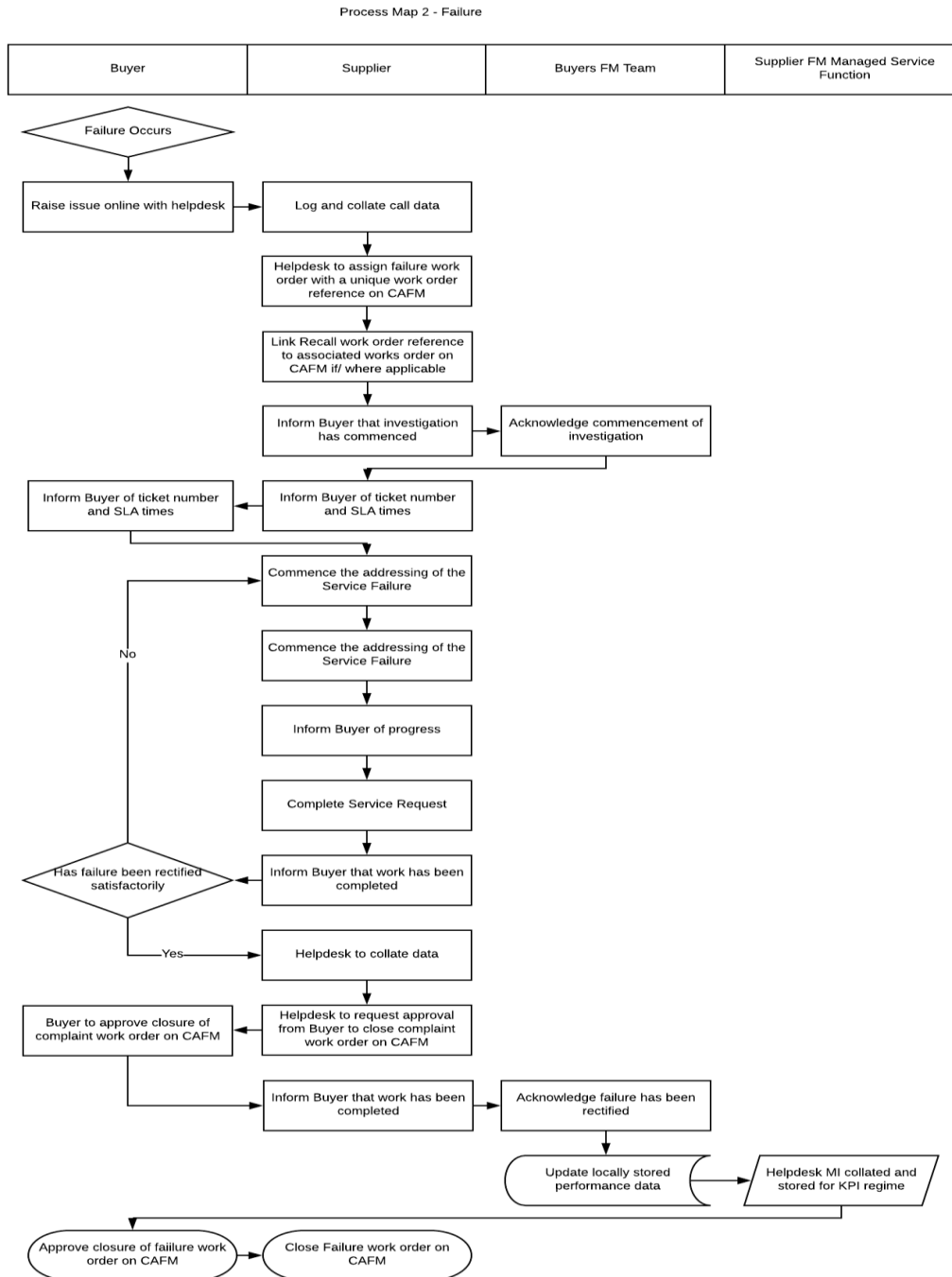
	<p>Dairy products meet the Voluntary Code of Practice on Best Practice on Contractual Relationships: http://www.dairyuk.org/2014-04-23-11-00-42/vcop-home.</p> <p>Measures are taken to ensure fair dealing with farmers through, for example, the guidance contained in the Groceries Supply Code of Practice: https://www.gov.uk/government/publications/groceries-supply-code-of-practice/groceries-supply-code-of-practice</p>
39. Inclusion of SMEs	<ul style="list-style-type: none"> i) Contracts are broken into “lots” to facilitate bids from small producers; ii) Contract documents are simplified, with a degree of standardisation. Requirements are clearly stated, up front; iii) Contract lengths are geared to achieve the best combination of price and product; iv) Longer-term contracts are offered to provide stability; v) Tenders are widely advertised; vi) Potential bidders are advised on how to tender for contracts; vii) Projects to help small producers do business are undertaken; viii) Social enterprises are encouraged to compete for contracts; ix) Small producers and suppliers are made aware of sub-contractors/suppliers, so that they know who to do business with; x) Competition on quality rather than brand <p>Fair treatment of suppliers</p> <ul style="list-style-type: none"> xi) Suppliers of food and catering services provide fair and prompt payment terms for their supply chain E.g. 30 days maximum. xii) Length of contracts and notice period are agreed fairly with suppliers.

Appendix 2 – Complaints, Failure and Recall Process

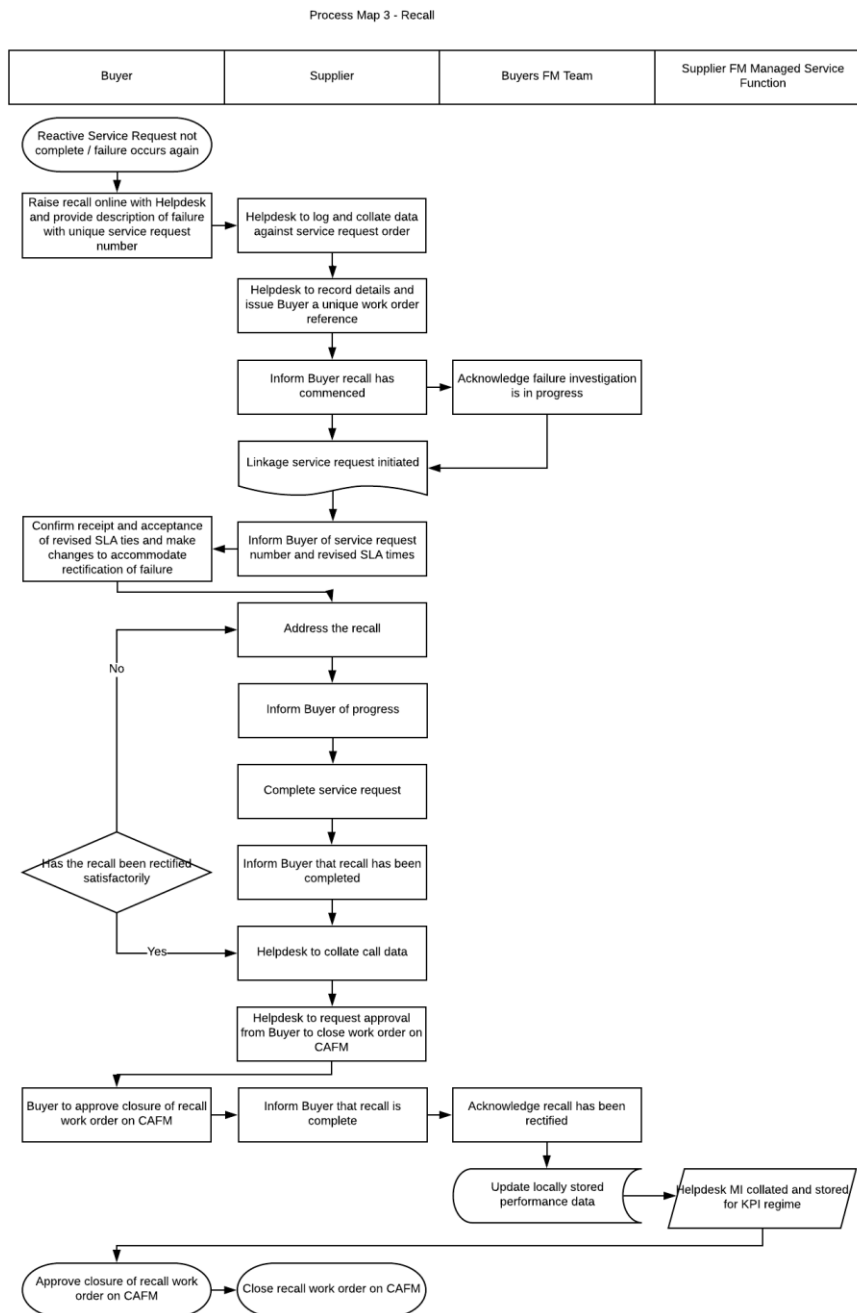
Appendix 2.1 – Process Map 1: Complaints



Appendix 2.2 – Process Map 2: Failure

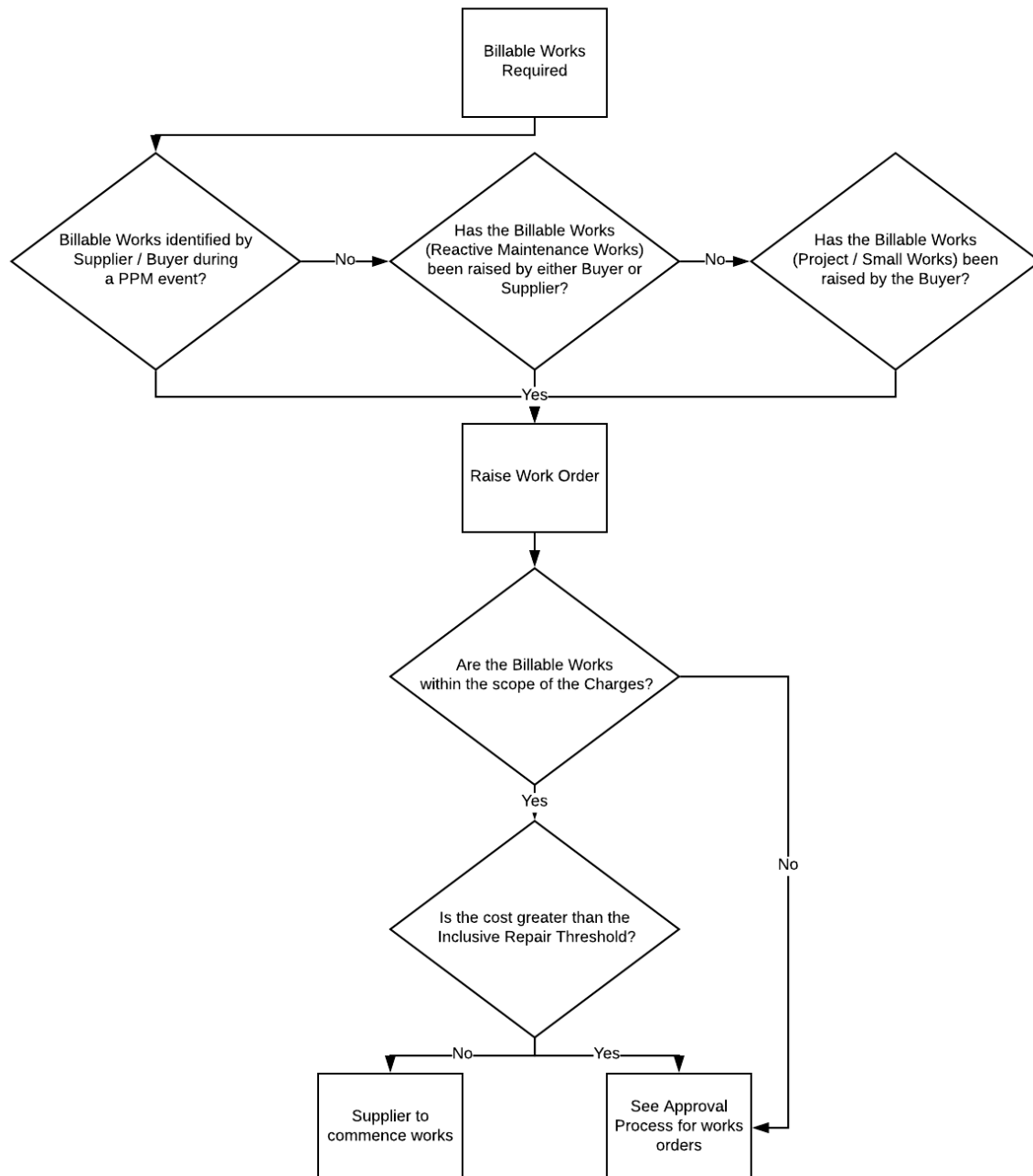


Appendix 2.3 – Process Map 3: Recall

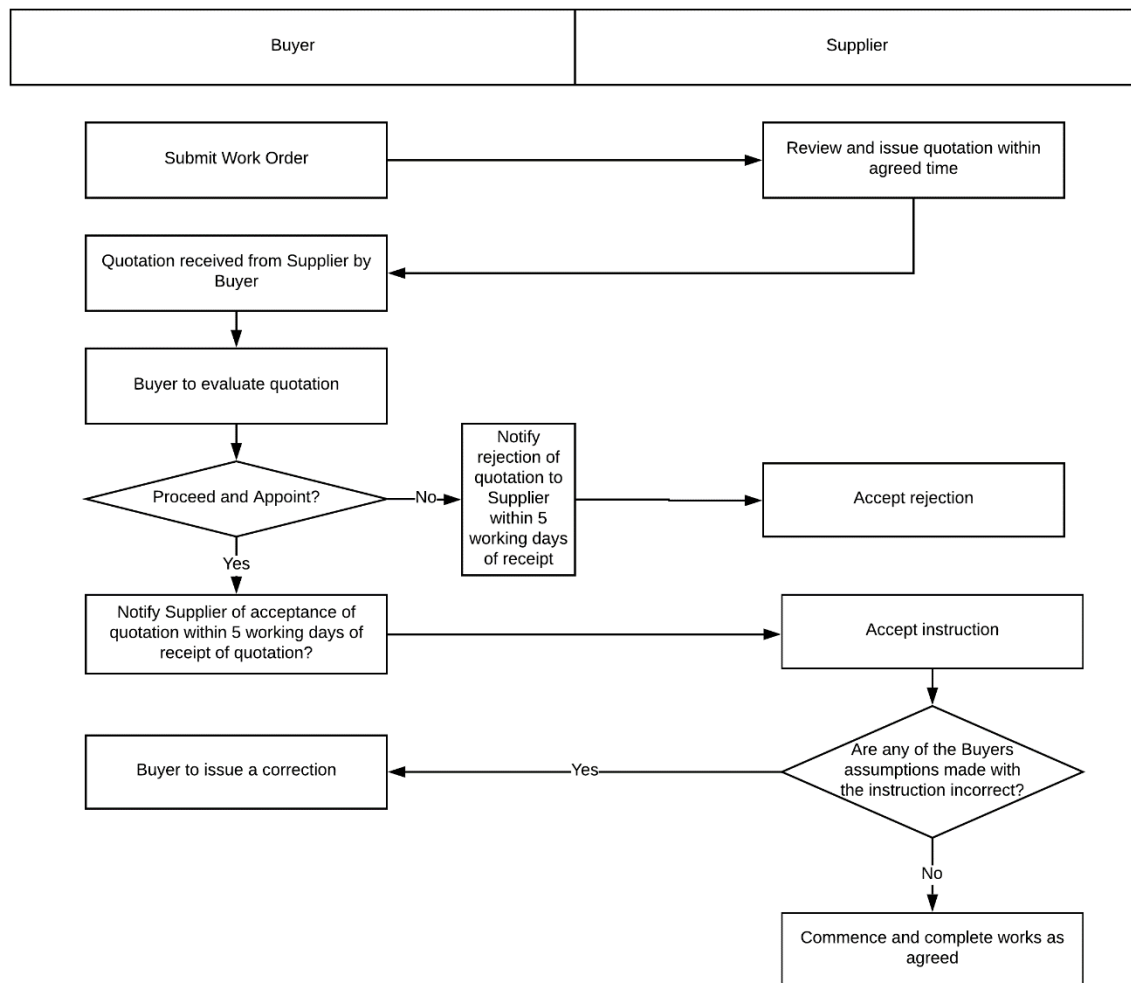


APPENDIX 3 – Billable Works and Approval Process

Appendix 3.1 – Process Map 1: Billable Works and Approval Process



Appendix 3.2 – Process Map 2: Issuing Quotation by Supplier Process



Appendix 3.3 – Process Map 3: Issuing Instruction for Quotation for Approved Work Order Process

