##

**GOVERNMENT PROPERTY AGENCY (GPA)**

**AND**

**ISS MEDICLEAN LIMITED**

**PROVISION OF TOTAL FACILITIES MANAGEMENT SERVICES FOR GPA SITES**

**LOT 1B**

**FACILITIES MANAGEMENT MARKETPLACE CONTRACT**

**REF: RM3830**

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# Purpose

## The purpose of this document is to provide Suppliers with full details of the Buyer’s requirements by detailing Deliverables, Standards and supplementary information.

# Background to the opportunity

## The Buyer has identified a requirement for an interim provision of total facilities management (TFM) Services for several GPA Sites. The Buyer aims to establish a single Supplier Contract to deliver these requirements.

## This is a tactical procurement to meet the growing demands of the organisation’s portfolio for an interim period whilst the strategic Workplace Services Transformation Programme (WSTP) is underway.

## Services are required to be delivered to three Sites:

### Piccadilly Gate, Store Street, Manchester, M1 2RP (Office)

### Feethams House, Beaumont Street, Darlington, DL1 5AD (Temporary Economic Hub)

### Plot 2, East Station Road, Fletton Quays, Peterborough (Hub)

## The government hubs programme aims to transform the central government's office estate by accommodating departmental workforces in shared regional hubs and supporting office estate. The Government Property Agency, (GPA), as part of its remit to drive savings across the government estate intends to create 17 strategic hubs across the UK in major city centre conurbations and in secondary towns and cities.

## The aim is to relocate Civil Servants from existing, often fragmented office locations, to modern, cross-departmental workplaces which will make the most of emerging working practices and technology. Government Hubs will be located close to public transport connections, local amenities and offer modern working environments.

## The Hubs programme will provide a modern, smaller, less dispersed and more economic office estate that will support news ways of working. These shared office spaces will be occupied by multiple departments which will enable increased sharing of skills and experience, leading to an office estate that is better able to attract and retain high calibre staff. This team is responsible for the delivery of Hubs both those delivered directly by GPA and maintain oversight of those delivered by OGD partners, through the Hubs Design Authority.

## The agreed Government Hubs Programme mission is:

### ‘Hubs will be ‘Great Places to work’ where our future workforce will want to collaborate in strategic locations across all four nations; strengthening the union and aiding the government priority of ‘levelling up’. Spreading growth beyond London and the South-East boosting productivity and balancing the economy. Creating public sector communities, with local amenities and providing a modern inclusive working environment with a focus on the health and wellbeing of our staff learning lessons from the impact of Covid-19, including technology that supports Smarter Working and the delivery of better public services. The Government Hubs Programme will transform central government’s aging office estate by consolidating departments into local and shared regional carbon net zero buildings. It will provide significant investment in the regions helping to stimulate economies post Covid-19.’

## Both the Economic Campus in Darlington and Peterborough, Fletton Quays will increase opportunities for people from different backgrounds to join Other Government Departments (OGDs), widening the range of talent, perspectives and experience we are able to draw on to deliver high quality policy advice to Ministers.

## There are a number of existing programmes and commitments which provide further strategic context for these sites:

### Places for Growth Programme: all government departments have been tasked with contributing to the overall target to move 22,000 Civil Service roles out of central London to other regions and nations of the UK by 2030. The establishment of a new economic campus in Darlington and a strategic Hub in Peterborough is part of this commitment.

### Commitment to a permanent economic campus in Darlington: The government has committed to establishing an economic campus in Darlington by the end of this Parliament (May 2024)

### A strategic hub in Peterborough will consolidate the government estate in the local area. This will be a newly constructed building acquired on a leasehold basis, accommodating c.1,000 full-time equivalent employees (FTEs) from December 2022. The new hub will allow Her Majesty's Passport Office (HMPO) and Department for Environment, Food & Rural Affairs (DEFRA) (including 3 of their agencies) to be brought together in a single location, releasing 2 leasehold properties and 1 freehold

### Introducing a hybrid working model in OGDs (in line with GPA Smarter Working Programme): there are a number of drivers to ensuring OGD staff can work and collaborate effectively across locations and remotely, including alignment with governmental smarter working policy, changing staff preferences for a greater mix of at home and in office working after the pandemic.

## The full service requirements can be found in the Annexes to this schedule.

# Specification structure

## The Specification is made up of the following annexes:

### Annex A – Deliverables Matrix (excluding “Requirements” tab”)

### Annex B - Standards and Processes

### Annex C - Key Performance Indicators

### Annex D - Pay Mechanism

### Annex E – Buyer Specific Requirements

### Annex F – Service Requirements

### Annex G - Customer Insights Process Map

### Annex H - GPA B2IM Condition Surveying LCR Policy Guidance

### Annex I - Floor Plans (Zipped folder containing floor plans for each site)

###  Annex Ii - Floor Plans Darlington Feethams House

###  Annex Iii - Floor Plans Manchester Piccadily Gate

###  Annex Iiii - Floor Plans Peterborough Fletham Quays

### Annex J - SFG20 Functional Office Task Schedules 10.12.21

### Annex K - Government Functional Standard - Govs4: Property

### Annex L – Catering Strategy for Government Hubs (for the purposes of the bid pack this is named as annex L but please note that separately named annexes contain files in relation to the government catering strategy)

### Annex M - Sites

### Annex N - Additional Sites

### Annex O - Peterborough Site Plans

# Definitions

## Terms used in the Specification and annexes that require further definition are capitalised. For definitions of these terms, you should refer to Joint Schedule J1 – Definitions.

# Standards

## All the FM Standards and processes that the Supplier had to comply with during the procurement of the Facilities Management Marketplace Framework Agreement (RM3830) are required throughout the duration of this Call-Off Contract, unless we tell you otherwise. Please refer Annex B – Standards and Processes.

# Gainshare

## Information on gainshare can be found at paragraph 2.12 of Call-Off Schedule 3 – Continuous Improvement.

# Award

## 7.1 Upon contract award all relevant sections of this Attachment 3 – Specification will feature as Call-Off Schedule 26 of the Order Form.

# Variation to Services

## During the Contract Period the Buyer may add or remove any Services and/or Sites from the scope of this Call-Off Contract.  Where the Buyer elects to do so it this shall be implemented in accordance with the variation procedure set out in Clause 24 (Changing the contract) of the Core Terms and Special Terms 1-9 on the Order Form. Any impact on the Charges shall be calculated in accordance with the provisions relating to the Charges and the Framework Prices