

- A4 and A3 paper
- Letter head paper
- Compliment slips
- Logoed folders
- Archive boxes
- Meeting room supplies e.g. flip charts and marker pens

The inventories shall include a description, example photograph, quantity and location of the items. This will be reported to the Authority on an agreed date, every week, highlighting where minimum stock levels have been reached. This excludes IT consumables.

8.12 End of Service

At the end of the Contract Period the whole of the Premises and equipment shall be in a condition that, fair wear and tear excepted, is to the reasonable satisfaction of the Authority with regard to:

- The condition at Commencement Date.
- Any subsequent asset investment during the Contract Period.

Fair wear and tear exclusion shall only apply to the Premises and equipment that have been managed in accordance with manufacturer's recommendations or common trade practice. If Premises and equipment have not been maintained in an adequate condition, including damage, then the Service Provider shall be responsible for the replacement of affected element(s) at no cost to the Authority.

On termination of the contract, for whatever reason, the Service Provider shall ensure that the accommodation and storage areas allocated to the Service Provider are left in a clean, neat and tidy condition and any documentation relating to the site is left in good order and handed over to a representative of the Authority. Should the Service Provider fail to do this the cost of returning the occupied space to an acceptable standard or recovering documentation will be passed on to the Service Provider with a 15% management fee.

The Service Provider shall co-operate with the Authority in providing any TUPE or other information that may be required to support the future tendering of the service.

The Service Provide shall co-operate with the Authority and any newly appointed, incoming Service Provider in carrying out a professional and seamless handover, to ensure the efficient and effective transfer of service.

Any outstanding invoices shall be submitted to the Authority within 4 weeks of the termination of the contract.

9 Help Desk

9.1 Help Desk operation

The Authority operates a Help Desk that takes calls direct from the Authority's employees or visitors for reactive operational adjustments or cleaning services. The Help Desk is the Authority's focal point for asset tracking and reporting by the Service Provider as agreed with the Authority Representative.



The Help Desk will normally report reactive Faults to the Service Provider on job cards electronically through the CAFM, as appropriate.

As part of the "One Team" approach (refer to section 2.21) the Service Provider's staff shall report any faults or defects, outside the area of their normal duties, that they observe to the FM Helpdesk so that they can be rectified by the appropriate team, e.g. reporting lights out, faulty door handles, broken toilet seats etc..

9.2 Authority's Help Desk CAFM functionality

The Authority's Help Desk CAFM system includes the following functionality:

- Automatic allocation of unique reference that follows job from request to completion;
- Automatic recording of request time, date and operator identification;
- Selection of work type requests from list (categorisations and response criteria to be agreed);
- Automatic allocation of work using analysis of location, work type and Service Provider details
- Automatic posting of instructions to Service Provider (using e-mail)
- Automatic posting of task confirmation to requester (using e-mail);
- Automatic monitoring of task progress and completion information;
- On-line progress and completion monitoring;
- Automatic posting of task performance exceptions to the Authority (using e-mail).

The Service Provider shall fully comply with and respond to all the procedures and requirements of the Authority's Help Desk facility that may undergo enhancements or revisions from time to time.

The Service Provider shall maintain a means of receiving information from the Authority's Help Desk facility during the Authority's Help Desk operating hours. The Service Provider shall act upon information from the Help Desk as an instruction from the Authority Representative, and progress works accordingly.

On completion of any services relating to the items set out above, the Service Provider must ensure that the electronic job cards are closed on the system in a timely manner.

10 Security and Business Continuity

10.1 Security

The Service Provider must at all times comply with all building and site rules, Security Policy, Admissions policy, security instructions and emergency arrangements, including clearly displaying any staff or visitors badge issued by the GLA.

Special security arrangements apply to certain areas of City Hall, which will require the Service Providers staff to be escorted by GLA security officers.

Staff engaged under this Contract must be security aware and understand how they contribute to the security of the Authority's premises. Security must be included as a regular part of team meetings or "tool box" talks.

The Service Provider must ensure that particular care is taken by the Service Provider's Personnel so as not to compromise the safety, security and comfort of the Authority's staff, visitors or any persons affected by the Services.

The Service Provider must take every care for the security of their property and belongings, and will follow any particular instructions given by the Authority concerning locking up. Responsibility for such property shall remain the Service Provider's risk.

The Service Provider's Personnel will be required to sign in to the Authority upon arrival to the Premises at the security control room and sign out upon leaving.

Service Provider's Personnel attending the Premises must on request produce bona fide identification to the Authority. Service Provider's Personnel attending the Premises must wear in a conspicuous manner an identity badge issued by the Authority. The Authority's badge must be returned to the Authority if the person ceases to provide any part of the Service.

The Authority reserves the right to refuse admission to or require removal of any person from the Premises who is considered unacceptable for any reason.

The Service Provider is responsible for escorting and supervising their own contractors and visitors that may have to attend the premises to support the delivery of this service.

The Service Provider is not permitted to invite any person who is not connected to the delivery of the service to the premises.

10.1.1 Issue of Security Passes

Site based Contractor / Consultants / Business Partner (Category 3)

In order for an applicant to be issued with a contractor/consultant/business partner building security pass they need to meet the following criteria:

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- Be under formal contract with the GLA, procured through the GLA's procurement process or;
- be part of a formal signed partnership agreement with the GLA that requires co-location at City Hall and;
- be based at City Hall and allocated a desk within the procuring team, or be part of the GLA team's desk sharing rota in order to carry out the work that they are contracted to undertake.
- carrying out physical works in City Hall that because of the nature and, or duration of the works necessitates unescorted access.

Note: A contractor / consultant / business partner is not eligible for a building security pass if they are merely coming for meetings at City Hall, regardless of the regularity or frequency.

The authorising GLA signatory is responsible for ensuring that those issued with this type of pass are briefed on the building rules, health and safety arrangements and emergency procedures.

Evidence required supporting the application:

- Copy of the contract and GLA purchase Order Number or;
- a copy of the signed partnership agreement and;
- confirmation from the employer of the pre-employment screening/security vetting that is undertaken and to what standard (this must meet a minimum standard) and;
- Proof of identity, this must be in the form of an official document e.g. driving license, Passport. Non-photographic identification e.g. Birth Certificate, must be supported by corroborating evidence of name and address from 2 separate sources, such as a utility bill, bank statement, Council Tax demand or letter from a government department or body and;
- evidence of the right to work in the United Kingdom, e.g. Passport"

Those issued with security passes who do not use the facility on a regular basis will have their pass withdrawn and will subsequently be treated in line with the GLA's standard visitor process.

10.1.2 Day Contractor (Category 5)

Day Contractor building security passes are available, should there be a genuine need, to contractors that provide certain day services to the GLA at City Hall. An individual needs to be identified on the pre-authorized Day Contractors list. These passes are not personal issue and are drawn from reception in exchange for the individual's own security pass issued by their employer. The individual's own pass is returned when they return the Day Contractors security pass on leaving the building.

In order for an applicant to be issued with a Day Contractor building security pass they need to meet the following criteria:

- Be under formal contract with the GLA, procured through the GLA's procurement process and that because of the nature of the works necessitates unescorted access or;

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- be part of a formal signed partnership agreement/arrangement with the GLA that because of the nature of the works necessitates unescorted access and;
- be working with a team at City Hall and allocated a desk within the procuring team, or be part of the GLA team's desk sharing rota in order to carry out the work that they are contracted to undertake or;
- be carrying out physical works in City Hall that because of the nature of the access.

Note: A contractor is not eligible for a building security pass if they are merely coming for meetings at City Hall, regardless of the regularity or frequency.

The GLA sponsoring manager is responsible for ensuring that those issued with this type of pass are briefed on the building rules, health and safety arrangements and emergency procedures.

Evidence required supporting the application:

- Copy of the contract and GLA purchase Order Number or;
- Copy of the signed partnership agreement/arrangement and;
- Confirmation from the employer of the pre-employment screening/security vetting that is undertaken and to what standard and;
- Proof of identity, this must be in the form of an official document e.g. driving license, Passport. Non-photographic identification e.g. Birth Certificate, must be supported by corroborating evidence of name and address from 2 separate sources, such as a utility bill, bank statement, Council Tax demand or letter from a government department or body and;
- Evidence of the right to work in the United Kingdom, e.g. Passport

The Day Contractor List is reviewed by the Security and Operations Manager on a regular basis. Individuals on the Day Contractor list who do not use the facility on a regular basis will be removed and will subsequently be treated in line with the GLA's standard visitor process

10.2 Fire Wardens and First Aiders

The Service Provider shall identify a suitable number of staff to be trained by the Authority as Fire Wardens; this must include the site manager and supervisors.

The Service Provider shall ensure that a suitable number of their on-site staff is trained as "First Aid at Work" First Aiders (and not "appointed person" First Aiders), this must include the site manager and supervisors.

10.3 Business Continuity

The Service Provider shall develop and obtain approval for a Business Continuity Plan ensuring the Service Provider's ability to achieve its obligations under the Contract in the

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event of a disaster affecting the Service Provider's business. This plan shall be periodically tested for efficacy.

The Service Provider's business continuity plan shall be updated to reflect any change in legislation or Service requirements, and shall reflect the Authority's business continuity plans.

The Service Provider shall, in the event of a disaster affecting the Authority or the building, comply with the Authority's business continuity plans or the Authority Representative's instructions.

At monthly meetings, the Service Provider shall provide the Authority with any changes to key staff identified in their business continuity plan.

11 Mobilisation

Within one week of the Contract Commencement date, the Service Provider shall produce a detailed implementation plan and attend an implementation meeting with the Authority Representative to explain how the plan will be delivered and the resources that will be dedicated to delivering it successfully.

The Service Provider shall implement the agreed plan, which shall include as a minimum:

- Compile a list of information requirements and key dates for provision of the Services. A formal record is to be kept of all information/equipment handed over to the Service Provider.
- Compile a detailed contract strategy for the effective provision of Services during the Contract.
- Familiarise themselves with the content and make-up of the Premises, including fittings and equipment installed therein and identify any immediate issues that need to be addressed.
- Prepare a pro-forma Contract Review Report for issue to the Authority Representative for comment and approval.
- Set up the Service Provider's office area and put in place suitable procedures.
- Prepare for the approval of the Authority Representative a detailed 52-week work programme for all Premises identifying the Services to be provided.
- The programme shall also include milestone dates, for the production and approval of risk assessments and method statements. The Service Provider will not commence any maintenance activities covered by the above risk assessments and method statements until it has received comments from the Authority Representative or his appointed representative.
- Establish the Contract Management Team, advising the Authority Representative when selection of Key Personnel and all other Service Provider's Personnel are to take place and providing personnel information relating to candidates for approval by the Authority Representative.
- Finalise any staff transfer arrangements.
- Identify and organise training for the Contract Management Team.
- Provide progress reports as required by the Authority Representative identifying progress against key milestones and issues/problems and their resolution.
- A comprehensive inventory of all furniture and equipment, identified in section 8.11, including that in on-site storage, identifying the condition of all items (this shall be viewed as the initial contract start condition survey), within 2 months of the contract start date. *Should this not be completed and submitted to the Authority within the 2 month period the default condition for assets in circulation shall be deemed as "good".*
- A comprehensive inventory of all corporate stationery items, identified in section 8.11, contained in the on-site FM storage areas, within 2 weeks of the contract start date.
- Within the first four weeks following the Commencement Date, the Service Provider is to prepare a schedule of any health and safety non-compliance items or situations and present them to the Authority Representative. These will also be reviewed during the risk assessment procedure under the Contract.

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The facilities and services provided by the Authority will only be as stipulated within this Contract and such shall be available from the Commencement Date. No extra services will be made available by the Authority during the Mobilisation Period.

Prior to the appointment of any Subcontracted Service Providers the Service Provider must submit to the Authority Representative a comprehensive report detailing the results of any tender evaluation work conducted in relation to the appointment of such Subcontracted Service Providers. This shall include as a minimum:

- Performance against each criteria;
- Recommendations of any appointment of specialist subcontracted Service Provider.

The Authority reserves the right to interview any subcontracted Service Provider appointed by the Service Provider and its personnel to ensure compatibility with the Contract and the Authority's business ethics and policies.

At the completion of the Mobilisation Period or sooner, the Service Provider shall bring to the attention of the Authority Representative any findings from its due diligence exercise. After the Mobilisation Period, has completed the due diligence exercise will also have expired.

End of Schedule

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APPENDIX 1 – KPI matrix

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City Hall - Cleaning and Porter Services KPI record															
Ref	Service Category	Service Element	Method of Measurement	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
1	Provision of Service	Cleaning Standards - All areas, floors, furniture, Pcs, equipment, walls and ceilings, cleaning boxes	All areas are cleaned to an acceptable standard												
2	Provision of Service	Cleaning Standards - Toilets	All toilets, showers, first aid room and changing places cleaned to acceptable standards												
3	Provision of Service	Cleaning Standards - Periodics	All periodic cleaning carried out in accordance with the agreed timescale and to an acceptable standard												
4	Provision of Service	Cleaning - Consumables	Agreed standard of consumables available, no empty dispensers, correct products used by cleaning team												
5	Provision of Service	Porters	All rooms set up as per requirements, deliveries accurate and on time, reactive jobs completed												
6	Quality Assurance	Porters	No damage to building fabric, infrastructure or equipment												
7	Provision of Service	CAFM	Timely and accurate updating and maintenance of the CAFM system user interface												
8	Legislation	Health, Safety and statutory compliance	No accidents or injuries, regulations adhered to, relevant COSHH data sheets displayed												
9	Quality Assurance	Customer Feedback	No substantiated complaints received about the cleaning or porter service												
10	Contract Management	Documents and Reviews	All documentation including invoices and KPIs completed correctly and on time												

Scores: Green (5) acceptable or exceeds the required standard, Amber (2) below the required standard, Red (1) failure of a service element/standard

*KPIs will be subject to change by the GLA over the life of the contract to reflect issues and priorities that are encountered in the delivery of the specification

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Union Street - Cleaning and Porter Services KPI record															
Ref	Service Category	Service Element	Method of Measurement	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
1	Provision of Service	Housekeeping and Cleaning Standards - All areas excluding toilets	All areas to an acceptable standard of cleaning, keep in the agreed level and stocked with the agreed consumables												
2	Provision of Service	Housekeeping and Cleaning Standards - Toilets	All toilets maintained all to an acceptable standard												
3	Quality Assurance	Housekeeping and Cleaning Standards - Damage	No damage to rolling fabric, furniture or equipment												
4	Provision of Service	Cleaning Standards - Periodics	All periodic cleaning carried out in accordance with the agreed timescales and to an acceptable standard												
5	Provision of Service	Consumables	Agreed standard of consumables available, no empty dispensers, correct products used by cleaning team												
6	Provision of Service	Postal Service	Post collected, delivered and sorted in a timely and accurate manner												
7	Provision of Service	CAFM	Timely and accurate updating and maintenance of the CAFM system; user interface												
8	Legislation	Health, Safety and statutory compliance	No accidents or injuries, regulations adhered to, relevant COSHH data sheets displayed												
9	Quality Assurance	Customer Feedback	No substantiated complaints raised about the housekeeping, postal service and cleaning service												
10	Contract Management	Documents and Reviews	All documentation including invoices and KPIs completed correctly and on time												

Scoring: Green (G) acceptable or exceeds the required standard, Amber (A) below the required standard, Red (R) failure of a service element/standard

*KPIs will be subject to change by the GLA over the life of the contract to reflect issues and priorities that are encountered in the delivery of the specification

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SCHEDULE 5 - PROJECT PLAN

[This Schedule should contain any plans for implementation and, if relevant, any Milestones for payments to be made against.]

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SCHEDULE 6 - FORM FOR VARIATION

PART A

Contract Parties: *[to be inserted]*

Contract Number: *[to be inserted]*

Variation Number: *[to be inserted]*

Authority Contact Telephone: *[to be inserted]*

Fax: *[to be inserted]*

Date: *[to be inserted]*

AUTHORITY FOR VARIATION TO CONTRACT (AVC)

Pursuant to Clause 31 of the Contract, authority is given for the variation to the Services and the Charges as detailed below. The duplicate copy of this form must be signed by or on behalf of the Service Provider and returned to the Procurement Manager as an acceptance by the Service Provider of the variation shown below.

DETAILS OF VARIATION	AMOUNT (£)
ALLOWANCE TO THE AUTHORITY	
EXTRA COST TO THE AUTHORITY	
TOTAL	

.....
For the Authority (signed)

.....
(print name)

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ACCEPTANCE BY THE SERVICE PROVIDER	
Date	Signed

PART B – SUPPLY CHAIN FINANCE OPTION RELATED VARIATIONS

1. The Authority is developing a scheme and system whereby the Service Provider may be permitted, at the Authority's sole discretion, to seek payment of invoices in respect of Charges under this Contract within a time period less than the 30 days of receipt set out Clause 5.4.1 in consideration for a reduction in the Charges due thereunder (the "**Supply Chain Finance Option**").
2. The Service Provider hereby agrees that where such requests are made by the Service Provider and approved by the Authority, by way of such process and/or systems put in place by the Authority acting either on its own behalf or by or via its employees, agents, contractors or otherwise such request, approval and resulting accelerated and reduced payment shall constitute the Service Provider's exercise of the Supply Chain Finance Option and the valid and legally binding:
 - 2.1 variation by the Parties of the related Charges due and payable to the Service Provider under this Contract; and
 - 2.2 waiver by the Service Provider of any right held previously by it to invoice for and be paid the amount by which the Charges are reduced pursuant to its exercise of the Supply Chain Finance Option.

**SCHEDULE 7 - CONTRACT QUALITY, ENVIRONMENTAL & SAFETY
CONSIDERATIONS**

SCHEDULE 8 – RE-TENDER COOPERATION

[This Schedule should set out any specific requirements that will be required of the Service Provider to assist with the re-tendering of the Services, in particular setting out any information/documents/data, etc. likely to be required with (where possible) dates for meeting those requirements]